



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Informatics Professional Services Division / Division des
services professionnels en informatique

11 Laurier St., / 11, rue Laurier

4C2, Place du Portage

Gatineau

Québec

K1A 0S5

Title - Sujet TBIPS - PROFESSIONAL SERVICES	
Solicitation No. - N° de l'invitation T8086-152167/A	Date 2016-12-29
Client Reference No. - N° de référence du client T8086-152167	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-384-30689	
File No. - N° de dossier 384zm.T8086-152167	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-01-18	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Beaudoin, Michael	Buyer Id - Id de l'acheteur 384zm
Telephone No. - N° de téléphone (873) 469-4892 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF TRANSPORT IASD PDV TWR C 20TH FL. 330 SPARKS ST OTTAWA Ontario K1A0N5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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BID SOLICITATION

FOR MULTIPLE CONTRACTS AGAINST THE SUPPLY ARRANGEMENT FOR TASK- BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)

THE DEPARTMENT OF TRANSPORT CANADA

PART 1 - GENERAL INFORMATION

PART 2 - BIDDER INSTRUCTIONS

PART 3 - BID PREPARATION INSTRUCTIONS

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

PART 5 - CERTIFICATIONS

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

PART 7 - RESULTING CONTRACT CLAUSES

LIST OF ANNEXES TO THE RESULTING CONTRACT:

-ANNEX A	STATEMENT OF WORK
-ANNEX A	APPENDIX 001 TRANSPORT CANADA'S IM/IT ENVIRONMENT
-APPENDIX A TO ANNEX A	TASKING ASSESSMENT PROCEDURE
-APPENDIX B TO ANNEX A	SAMPLE TASK AUTHORIZATION FORM
-APPENDIX C TO ANNEX A	RESOURCE ASSESSMENT CRITERIA AND RESPONSE TABLE
-APPENDIX D TO ANNEX A	CERTIFICATION AT THE TA STAGE
-ANNEX B	BASIS OF PAYMENT
-ANNEX C	SECURITY REQUIREMENT CHECK LIST (SRCL)
-ANNEX A TO ANNEX C	SECURITY CLASSIFICATION GUIDE

LIST OF ATTACHMENTS TO PART 1 (GENERAL INFORMATION):

-ATTACHMENT 1.1: DELETED

LIST OF ATTACHMENT TO PART 2 (BIDDER INSTRUCTIONS):

-ATTACHMENT 2.1: DELETED

LIST OF ATTACHMENT TO PART 3 (BID PREPARATION INSTRUCTIONS):

-ATTACHMENT 3.1: BIDDER SUBMISSION FORM

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THE DEPARTMENT OF TRANSPORT CANADA

LIST OF ATTACHMENT TO PART 4 (EVALUATION PROCEDURES AND BASIS OF SELECTION):

- ATTACHMENT 4.1 EVALUATION CRITERIA
- ATTACHMENT 4.2 PRICING SCHEDULE

LIST OF ATTACHMENT TO PART 5 (CERTIFICATIONS):

- ATTACHMENT 5.1 BIDDER DECLARATION FORM
- ATTACHMENT 5.2 EMPLOYMENT EQUITY – CERTIFICATION

LIST OF ATTACHMENT TO PART 6 (SECURITY, FINANCIAL AND OTHER REQUIREMENTS):

- ATTACHMENT 6.1: DELETED

LIST OF ATTACHMENT TO PART 7 (RESULTING CONTRACT CLAUSES):

- ATTACHMENT 7.1: DELETED

PART 1 - GENERAL INFORMATION

1.1 Introduction

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

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation and states that the Bidder agrees to be bound by the clauses and conditions contained in all parts of the bid solicitation;

Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work and any other annexes.

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Department of Transport Canada (the "**Client**") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of up to 3 contracts in each of the 3 Workstreams, with each contract purchasing Work from only 1 Workstream. A maximum of 9 Contracts may be awarded in total as a result of this solicitation. Each contract will be for *three years* plus 2 *one-year* irrevocable options allowing Canada to extend the term of the contract.
- (c) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 – Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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- (d) For services requirements, Bidders in receipt of a pension or a lump sum payment are to provide the required information as detailed in article 3 of Part 2 of the bid solicitation. Bidders are requested to include this information in the Bid Submission Form.
- (e) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), and the Canada-Panama Free Trade Agreement (CPanFTA), and the Agreement on Internal Trade (AIT).
- (f) There is a Federal Contractor's Program (FCP) for employment equity requirement associated with this procurement; see Part 5 – Certifications, Part 7 – Resulting Contract Clauses and the annex named "Federal Contractor's Program for Employment Equity – Certification."
- (g) Bidders are to provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003, whichever is applicable to this bid solicitation.
- (h) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2, in all the Workstreams in the National Capital Region under the EN578-055605 series of SAs are eligible to compete. The TBIPS SA EN578-055605 is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.

All TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605 series of SA's are invited to bid on this requirement.

- (i) SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-055605 as that joint venture at the time of bid closing in order to submit a bid.
- (j) The Resource Categories described on the following page are required on an as and when requested basis in accordance with the TBIPS SA Annex "A":

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1.3 Workstreams

WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT		
RESOURCE CATEGORY	NUMBER OF RESOURCES	LEVEL
HELP DESK SPECIALIST	20	1
HELP DESK SPECIALIST	10	2
OPERATIONS SUPPORT SPECIALIST	10	1
OPERATIONS SUPPORT SPECIALIST	10	2

WORKSTREAM 2 – IM/IT BUSINESS SUPPORT		
RESOURCE CATEGORY	NUMBER OF RESOURCES	LEVEL
BUSINESS ANALYST	5	2
TECHNICAL WRITER	3	2
SYSTEM ADMINISTRATOR	5	2
TECHNICAL ARCHITECT	5	2
TECHNOLOGY ARCHITECT	5	3
ENTERPRISE ARCHITECT	2	3

WORKSTREAM 3 – IM/IT PROJECT SUPPORT		
RESOURCE CATEGORY	NUMBER OF RESOURCES	LEVEL
ENTERPRISE ARCHITECT	3	3
PROJECT EXECUTIVE	5	3
PROJECT ADMINISTRATOR	5	1
PROJECT ADMINISTRATOR	5	2
PROJECT MANAGER	15	3

1.4 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract(s).
- (c) The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsections 3 of Section 01, Integrity Provisions - Bid of Standard Instructions – Bid of Standard Instructions 2003 incorporated by reference above are deleted in their entirety and replaced with the following:

3. List of Names

- a) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting an arrangement under the Request for Supply Arrangement (RFSa).
 - b) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
- (e) Subsection 5(4) of 2003, Standard Instructions – Goods and Services – Competitive Requirements is amended as follows:
 - (i) Delete: sixty (60) days
 - (ii) Insert: 270 days

2.2 Submission of Bids.

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and at the PWGSC address indicated on page one of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

2.3 Enquiries - Bid Solicitation.

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that

the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Former Public Servant.

(a) Information Required

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

(b) Definitions

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

an individual;

an individual who has incorporated;

a partnership made of former public servants; or

a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

(c) Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**

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

name of former public servant;

date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental web sites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

(d) Work Force Adjustment Directive

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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:

name of former public servant;

conditions of the lump sum payment incentive;

date of termination of employment;

amount of lump sum payment;

rate of pay on which lump sum payment is based;

period of lump sum payment including start date, end date and number of weeks;

number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.5 Applicable Laws

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

Note to Bidders: Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

2.6 Improvement of Requirement during Solicitation Period

Should Bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, Bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular Bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

2.7 Volumetric Data

The estimated level of effort provided in attachment 4.2 has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS.

3.1 Bid Preparation Instructions

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

- (i) **Section I: Technical Bid: Four (4) hard copies) and Two (2) soft copies on DVD or USB Flash Drive**
- (ii) **Section II: Financial Bid: One (1) hard copy) and One (1) soft copy on DVD or USB Flash Drive**
- (iii) **Section III: Certifications: One (1) hard copy) and One (1) soft copy on DVD or USB or Flash Drive**

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

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

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

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

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

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

- (d) **Submission of Only One Bid for each Workstream :**

- (i) A Bidder, including related entities, will be permitted to submit only one bid for each Workstream in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.
- (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "**related**" to a Bidder if:

- (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - (B) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
 - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

(e) Joint Venture Experience:

- i. Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A Bidder is a joint venture consisting of members L and O. A bid solicitation requires that the Bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the Bidder has previously done the work. This Bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- ii. A joint venture Bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A Bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the Bidder have 3 years of experience providing maintenance service, and (b) that the Bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the Bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- iii. Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A Bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the Bidder demonstrate experience providing resources for a minimum number of 100 billable days, the Bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or

- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

- iv. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

3.2 Section I: Technical Bid

(a) The technical bid consists of the following:

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

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

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

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

- (iv) **Previous Similar Projects:** Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been commenced by the bid closing date; (iii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated. A project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the work described in Annex A. Work will be considered to "closely match" if the work in the provided project is described in at least 50% of the requirement described in this Solicitation.
- (v) **For Proposed Resources:** The technical bid must include résumés for the resources as identified in Attachment 4.1. The same individual must not be proposed for more than one Resource Category. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
 - (B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programmes that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
 - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
 - (D) For work experience, PWGSC will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.

- (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (F) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
- (vi) **Customer Reference Contact Information:**
- (A) In conducting its evaluation of the bids, Canada may, but will have no obligation to request that a Bidder provide customer references. If Canada sends such a written request, the Bidder will have 2 working days to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive. These customer references must each confirm if requested by PWGSC the information required by Articles the facts identified in the Bidder's bid.
 - (B) For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.
 - (C) **Corporate Profile:** The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment provided. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive per diem rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- (i) the rate bid must not increase by more than 5% from one time period to the next.
 - (ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
 - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
 - (A) verify any or all information provided by the Bidder in its bid; or
 - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,the Bidder must provide the information requested by Canada within Five (5) working days of a request by the Contracting Authority.
 - (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

- (a) **Mandatory Technical Criteria:**
 - (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
 - (ii) The mandatory technical criteria are described in **Attachment 4.1**.
- (b) **Point- Rated Technical Criteria:**
 - (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
 - (iii) The rated technical requirements are described in **Attachment 4.1**.

4.3 Financial Evaluation - Highest Responsive Combined Rating of Technical Merit and Price

- (a) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (b) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (c) Financial Evaluation - Method B below). A separate Financial Evaluated Price will be calculated for each Workstream.

- (b) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:

- (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates, or Median Rate(s) if applicable, for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 4.2 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

- (ii) **Firm Per Diem Median Rate Evaluation**

- (A) **Use:** The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

- (B) **Calculation for both the Initial Contract Period and the Option Period medians:** Using the per diem rate proposed for each individual Resource Category a Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each Resource Category and will represent a range that encompasses the Median Rate to a value of minus (-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category. When an even number of technically responsive bids have been determined, an average of the middle two rates will be used to calculate the median band limits and for an odd number of technically responsive bids, the middle rate will be used.

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

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

- (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 4.2 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

(d) Substantiation of Professional Services Rates

In Canada's experience, Bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive Bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive Bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the National Capital Region in the relevant resource category, where those services were provided for at least three months within the eighteen months before the date of this request for rate substantiation, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation;
- (iii) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

(e) Formulae in Pricing Tables

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

4.4 Basis of Selection

(a) Evaluation of Bid – Multiple Contracts Awarded for Multiple Workstreams Selection

Process: The following selection process will be conducted for each Workstream:

- (i) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive.

- (ii) The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 60 while the greatest possible Total Financial Score is 40.

- (A) Calculation of Total Technical Score: For each Workstream the Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points}} \times 60 = \text{Total Technical Score}$$

(Bidders, please refer to the maximum technical points for each Workstream at Attachment 4.1)

- (B) Calculation of Total Financial Score: For each Workstream the Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:

$$\frac{\text{Financial Score}}{\text{Total Maximum Points Assigned}} \times 40 = \text{Total Financial Score}$$

(Bidders, please refer to the total maximum points assigned for each Workstream).

- (C) Calculation of the Total Bidder Score: For each Workstream the Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

$$\text{Total Technical Score} + \text{Total Financial Score} = \text{Total Bidder Score}$$

- (iii) In the event of identical Total Bidder Scores occurring within a given Workstream, then the bid with the highest Total Financial Score will become the top-ranked Bidder.

- (iv) A maximum of three (3) Contracts per Workstream may be awarded as a result of this Solicitation.

- (v) A maximum of nine (9) Contracts may be awarded in total as a result of this solicitation.

- (b) **Contract Funding Allocation Formula:** Where more than one contract is awarded, each contract will be issued with an amount of funding specified in the article titled "Limitation of Expenditure" calculated based on the following:

Bidder	Total Bidder Score	Fund Allocation Formula (%)	Total Funds Allocated
1	98	$98/269 \times 100 = 36.43$	\$3,643,000.00
2	89	$89/269 \times 100 = 33.09$	\$3,309,000.00
3	82	$82/269 \times 100 = 30.48$	\$3,048,000.00
Total	269		\$10,000,000.00
Total funds available: \$10,000,000.00			

NOTE: This is an example only. Actual numbers will be determined after bid evaluation.

- (c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

PART 5 – CERTIFICATIONS

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. 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 Bid

Bidders must submit the following duly completed certifications as part of their bid in a **sealed envelope labelled protected B** to the attention of:

Integrity, Departmental Oversight Branch, PWGSC,
11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1 – room 108, Gatineau (Québec)
Canada, K1A 0S5

5.1.1 Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, a completed Declaration Form (Attachment 5.1), 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 - List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide complete list of names of all individuals who are currently directors. Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s). Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

5.3 Federal Contractors Program for Employment Equity - Bid Certification

- (a) 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Employment and Social Development Canada (ESDC) - Labour's website.
- (b) 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.
- (c) Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

I. Professional Services Resources

- (a) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (b) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (c) If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

II. Certification of Language – (English Essential)- (Bilingual)

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

The following are the language requirements for the proposed Workstreams. Various categories of professional services will be required.

WORKSTREAM 1 – OPERATIONAL SUPPORT		
RESOURCE CATEGORY	LEVEL	Minimum Security Clearance
HELP DESK SPECIALIST	1	BILINGUAL
HELP DESK SPECIALIST	2	BILINGUAL
OPERATIONS SUPPORT SPECIALIST	1	BILINGUAL
OPERATIONS SUPPORT SPECIALIST	2	BILINGUAL

WORKSTREAM 2 – BUSINESS SUPPORT		
RESOURCE CATEGORY	LEVEL	MINIMUM SECURITY CLEARANCE
BUSINESS ANALYST	2	ENGLISH
TECHNICAL WRITER	2	ENGLISH
SYSTEM ADMINISTRATOR	2	ENGLISH
TECHNICAL ARCHITECT	2	ENGLISH
TECHNOLOGY ARCHITECT	3	ENGLISH
ENTERPRISE ARCHITECT	3	ENGLISH

WORKSTREAM 3 – PROJECT SUPPORT		
RESOURCE CATEGORY	LEVEL	MINIMUM SECURITY CLEARANCE
ENTERPRISE ARCHITECT	3	ENGLISH
PROJECT EXECUTIVE	3	ENGLISH
PROJECT ADMINISTRATOR	1	ENGLISH
PROJECT ADMINISTRATOR	2	BILINGUAL
PROJECT MANAGER	3	ENGLISH

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security

Before award of a contract, the following conditions must be met:

- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (a) 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.
 - (b) For additional information on security requirements, Bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
 - (c) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

6.2 Security Requirement

- (a) At the date of Contract award, the following conditions must be met:
 - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (b) For additional information on security requirements, Bidders should refer to consult the Canadian Industrial Security Directorate (CISD), Industrial Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (c) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is the Department of **Transport Canada (TC)**
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

7.2 Professional Services.

Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Allocation of Task Authorizations:** More than one contract has been awarded for this requirement. As a result, the Task Authorizations issued under this series of contracts will be allocated in accordance with the following:
 - (i) At the time this series of contracts was awarded, each Contractor was allocated an amount of funding as specified in the Limitation of Expenditure in respect of Task Authorizations based on the evaluation process described in the bid solicitation that resulted in the award of this series of contracts.
 - (ii) Canada will make a reasonable effort to ensure that the dollar value of the TAs issued to the Contractors are proportionally balanced throughout the Contract Period based on the percentage values in the Fund Allocation Formula. A review of TAs issued to the Contractors will be conducted at six-month intervals and at the beginning of each fiscal year to confirm proportional utilization and distribution of the TA's. Should a contractor refuse a TA under the Contract the next Contractor, under the same allocation process,

will be offered the draft TA. The dollar value of the refused TA will be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to one or more of the other Contractors. Should all Contractors refuse a TA under the Contract, Canada reserves the right to use other methods of supply. In the event that Canada determines the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, Canada may, at its entire discretion request that the contractor propose another resource and the contractor will have the time set out in the subparagraph "Contractor's Response to Draft Task Authorization" to respond. If the contractor fails to respond on time or Canada determines that the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, the draft TA will be forwarded to the next contractor, under the same allocation process.

- (c) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (d) **Form and Content of draft Task Authorization:**
 - (i) The Technical Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in the Contract
 - (ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:
 - (A) the task number;
 - (B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
 - (C) the details of any financial coding to be used;
 - (D) the categories of resources and the number required;
 - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
 - (F) the start and completion dates;
 - (G) milestone dates for deliverables and payments (if applicable);
 - (H) the number of person-days of effort required;
 - (I) whether the work requires on-site activities and the location;
 - (J) the language profile of the resources required;
 - (K) the level of security clearance required of resources;
 - (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
 - (M) any other constraints that might affect the completion of the task.
- (e) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Technical Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the

Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

(f) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**

- (i) To be validly issued, a TA must include the following signatures:
 - (A) for any TA, inclusive of revisions, with a value less than or equal to \$0.00 (including Applicable Taxes), the TA must be signed by:
 - (1) the Technical Authority; and
 - (2) the TC Procurement Authority.
 - (B) for any TA, inclusive of revisions, with a value greater than this amount, a TA must include the following signatures:
 - (1) the Technical Authority;
 - (2) the TC Procurement Authority; and
 - (3) the Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TA's at any time, or reduce the dollar value threshold described in subarticle (A) above; any suspension or reduction notice is effective upon receipt.

(g) **Periodic Usage Reports:**

- (i) The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

- (ii) The quarterly periods are defined as follows:

- (A) 1st quarter: April 1 to June 30;
- (B) 2nd quarter: July 1 to September 30;
- (C) 3rd quarter: October 1 to December 31; and
- (D) 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 60 calendar days after the end of the reporting period.

- (iii) Each report must contain the following information for each validly issued TA (as amended)

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of each authorized task;

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

7.3 Minimum Work Guarantee

- (a) In this clause,
- (b) "**Maximum Contract Value**" means the amount specified in the "**Limitation of Expenditure**" clause set out in the Contract (excluding Applicable Taxes); and
- (c) "**Minimum Contract Value**" means \$20,000.00 (excluding Applicable Taxes).
- (d) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub article (c), subject to sub article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (e) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (f) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
 - (i) for default;
 - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
 - (iii) for convenience within ten business days of Contract award.

7.4 Standard Clauses and Conditions

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

(a) **General Conditions:**

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

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

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

(b) **Supplemental General Conditions:** The following Supplemental General Conditions apply to and form part of the Contract.

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

7.5 SECURITY REQUIREMENT FOR CANADIAN SUPPLIER

- I. 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.
- II. 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).
- III. 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**.
- IV. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- V. The Contractor/Offeror must comply with the provisions of the:

- a. Security Requirements Check List and security guide (if applicable), attached at Annex C;
- b. Industrial Security Manual (Latest Edition).

7.6 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
 - (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends 3 year(s) later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
 - (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

(a) CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Michael Beaudoin

Supply Specialist | Informatics Professional Services Division| Acquisitions Branch
Public Works and Government Services Canada
11 Laurier Street, Gatineau, QC K1A 0S5 (Phase III, 3C2)
Telephone 873-469-4862 |Facsimile 819-956-1207

michael.beaudoin@pwgsc.gc.ca

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

Solicitation No. – N° de l'invitation
T8086-152167

Amd. No – N° de la modif.

384zm

Buyer ID – Id de l'acheteur

Client Ref. No. – N° de réf. De client
T8086-152167/A

File No. – N° du dossier
384zm T8086-152167/A

CCC No./ N° CCC – FMS No/ N° VME

(b) **TECHNICAL AUTHORITY**
Corporate Software Management Services

The Technical Authority for the Contract is:

Will be determined at Contract Award

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

(c) **TC PROCUREMENT AUTHORITY**
Materiel, Contracting, Sec & Facility Management – AFTC

Will be determined at Contract Award

The TC Procurement Representative is the representative of the Department of **Materiel, Contracting, Sec & Facility Management – AFTC** for whom the Work is being carried out under the Contract and is responsible for matters concerning the administrative aspects of the Work under the Contract, communication with the Contracting Authority on all matters concerning the Contract, procurement initiation authority, providing PWGSC with reports on Contract utilization, management of Contract cash flow and FAA Section 34 approval and processing of all invoices. Technical matters may be discussed with the TC Procurement Representative, however, the TC Procurement Representative has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(d) **CONTRACTOR'S REPRESENTATIVE**

Will be determined at Contract Award

7.8 Proactive Disclosure of Contracts with Former Public Servants

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

Payment

7.9 (a) Basis of Payment

- (i) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (ii) **Professional Services:** For the provision of professional services from the date of Contract award the Contractor will be paid for actual time worked, in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, applicable taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (iii) **Travel and Living Expenses – National Joint Council Travel Directive :** The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”. Travel requests will only be considered for a work location which is located more than 100 kilometers from the National Capital Region. The Contractor will be paid for actual time spent travelling at half the hourly rate. The hourly rate will be determined by dividing the firm per diem rate set out in Annex B by 7.5 hours. All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit.
- (iv) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (v) **Professional Services Rates:** In Canada's experience, Bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

(vi) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

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

- (i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included.
- (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (A) when it is 75 percent committed, or
 - (B) 4 months before the contract expiry date, or
 - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- (iv) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

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

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

(d) **Method of Payment - 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:

- (i) 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;
- (ii) all such documents have been verified by Canada; and
- (iii) the Work performed has been accepted by Canada.

(e) **Time Verification**

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

(f) **Payment Credits**

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

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

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

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (i) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (ii) **Time Verification:** Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contract must repay any overpayment, at Canada's request.
- (v) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after

payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

(f) No Responsibility to Pay for Work not performed due to Closure of Government Offices

- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises

7.10 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original and two copies of each invoice to the Technical Authority, and a copy to the Contracting Authority. [

7.11 Certifications

- (a) The continuous compliance with the certifications provided by the Contractor in its bid, any TA quotation and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification, or fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

7.12 Federal Contractors Program for Employment Equity - Default by Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.13 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)

7.14 Priority of Documents

- (a) If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:
- (b) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (c) Supplemental General Conditions, in the following order:
 - (i) 4006 (2010-008-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (d) General Conditions 2035 (2015-09-03); General Conditions – Higher Complexity Services
- (e) Annex A, Statement of Work;
 - i. Appendix A to Annex A- Tasking Assessment Procedure;
 - ii. Appendix B to Annex A - Task Authorization (TA) Form;
 - iii. Appendix C to Annex A - Resource Assessment Criteria and Response Table;
 - iv. Appendix D to Annex A - Certifications at the TA stage;
- (f) Annex B Basis of Payment;
- (g) Annex C, Security Requirements Check List
- (h) the validly issued Task Authorizations and any required certifications
- (i) Supply Arrangement Number EN578-055605 (the "Supply Arrangement"); and
- (j) the Contractor's bid dated _____ (insert date of bid), as clarified on "or" as amended _____

7.15 Foreign Nationals (Canadian Contractor)

- (a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

Note to Bidders: Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.

7.16 Foreign Nationals (Foreign Contractor)

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

7.17 Insurance Requirements

(a) Compliance with Insurance Requirements

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

(b) Commercial General Liability Insurance

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

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

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

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

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

7.18 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) **First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) (A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

(c) **Third Party Claims:**

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

agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

- (ii) If Canada is required, as a result of joint and several liability or joint and solidarily liable, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

7.19 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is [REDACTED] and that it is comprised of the following members:
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
 - (i) [REDACTED] has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the Contract;
 - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solitarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: This Article will be deleted if the Bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

7.20 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language

proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.

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

Replacement of Specific Individuals

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

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

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

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

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (iv) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.21 Professional Services for Pre-Existing Software

- (a) **Pre-Existing Software:** The "Pre-Existing Software" consists of the computer programs listed in the Statement of Work which are either proprietary to Canada or licensed to Canada by a third party, in respect of which Canada requires certain professional services.
- (b) **Software Services:** During the Contract Period, the Contractor must provide the Client with the following "Services for Pre-Existing Software" as and when requested by Canada through a Task Authorization:
 - (i) accessing, downloading, storing, installing, loading, processing, configuring and implementing any additional software code related to the Pre-Existing Software (such as new releases, versions, patches, and bug fixes), as soon as it becomes available;
 - (ii) keeping track of the software publisher's software releases for the purpose of configuration control; and
- (c) **No Software Development:** The Contractor is not required to develop, program or provide additional software code related to the Pre-Existing Software as part of the Work performed under the Contract.
- (d) **Access:** Canada will provide to the Contractor any information regarding any passwords, authorization codes or similar information that might be necessary to perform the Software Services, provided that in doing so Canada is not in default of any obligations regarding the use of the Pre-Existing Software. The Contractor agrees that it is a term of the Contract that it will not disclose or distribute any part of the Pre-Existing Software to any other person or entity or otherwise violate the proprietary rights of the owner of the Pre-Existing Software.

7.22 Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.23 Representations and Warranties

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

ANNEX A

STATEMENT OF WORK FOR TRANSPORT CANADA

CAPACITY-ON-DEMAND IM/IT, OPERATIONS AND SUPPORT SERVICES

1. Background

Transport Canada's (TC) programs and policies address the movement of people and goods in four main modes—rail, marine, road, and air.

Transport Canada's Vision is that of a transportation system in Canada that is recognized worldwide as safe and secure, efficient and environmentally responsible.

Transport Canada's Mission is to serve the public interest through the promotion of a safe and secure, efficient and environmentally responsible transportation system in Canada.

The Technology and Information Management Services Directorate (TIMSD) provides Information Management and Information Technology (IM/IT) systems, services, and advice to managers and employees. TIMSD also develops and implements software applications.

The Production Operations and Service Management branch (TC Prod Ops) is responsible for maintaining, monitoring and measuring the provision of corporate information technology services.

TC Prod Ops maintains all Transport Canada departmental information technology operations, including:

- Corporate systems support
- Corporate software management
- Desktop support and access control services
- Information Management/Information Technology (IM/IT) Security
- Shared Services Canada (SSC) Liaison

Additional information on the Transport Canada organization can be found at: www.tc.gc.ca.

2. Requirement

Transport Canada (TC) has a requirement for **Capacity-on-Demand IM/IT Operations and Support Services** on a day-to-day basis in the **National Capital Region**. This requirement is required for the delivery of IM/IT services in order to maintain and augment the current IM/IT infrastructure.

It is TC's intention to issue a maximum of three contract(s) for each Workstream. Services provided as a result of this Solicitation will be acquired on an as and when required basis through the issuance of a Task Authorization (TA).

3. Workstreams

Notes to Bidders: Bidders may submit a proposal for one or more of the following three Workstreams:

This requirement comprises of the following three (3) Workstreams. A maximum of three contract(s) for each Workstream may be awarded in total as a result of this Solicitation.

As it is intended to award a separate contract(s) for Workstream 1, Workstream 2 and Workstream 3 the non-applicable Workstream will be deleted from this appendix at the time of contract award.

3.1 Workstream 1 – IM/IT Operational Support:

WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT	
RESOURCE CATEGORY	LEVEL
HELP DESK SPECIALIST	1
HELP DESK SPECIALIST	2
OPERATIONS SUPPORT SPECIALIST	1
OPERATIONS SUPPORT SPECIALIST	2

Resources providing services under the Operational Support Workstream provide level 1 and level 2 technical and functional support to internal and external clients for desktop hardware and software and web applications.

Responsibilities include, but are not limited to:

B.10 Help Desk Specialist, Level 1

- Logging problem/change tickets in the departmental systems management application (HP Service Manager) based on client calls/emails
- Level 1 troubleshooting and resolution of client desktop software and operating system issues via telephone/email
- Triaging problem tickets and assigning them to the appropriate support teams
- Providing internal client functional support on standard desktop software

B.10 Help Desk Specialist, Level 2

- Leading a team of Help Desk Specialists
- Monitoring problem resolution against established service levels
- Producing reports and analyses of Help Desk activities based on HP Service Manager data and Key Performance Indicators (KPIs)
- Producing and updating process and procedures documentation

B.13 Operations Support Specialist, Level 1

- Processing adds/changes/deletions of network user accounts
- Providing Identity, Credential and Access Management (ICAM) support
- Providing client functional support for PKI, Secure Remote Access
- Providing Entrust Token Management support

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- Managing the employee exit process

B.13 Operations Support Specialist, Level 2 – Application Support

- Providing level 1 support for desktop software and operating systems
- Assisting in the creation and testing of Microsoft Installer packages (MSI), App-V sequenced packages, deployment scripts, and operating system images
- Monitoring software publishers' alerts and testing security patches and updates for implementation
- Providing systems administration and support for Microsoft System Centre Configuration Manager (SCCM)

B.13 Operations Support Specialist, Level 2 – Problem/Change Management Support

- Logging, monitoring and assessing problem tickets and incidents, assigning severity levels and escalating accordingly
 - Logging, monitoring and assessing change requests, assessing conflicts and assigning appropriate approvers
 - Participating in daily/weekly problem/change meetings, documenting decisions and providing updates
 - Producing reports and analyses of problem/change based on HP Service Manager data and Key Performance Indicators (KPIs)
 - Liaising with SSC on problems/changes affecting Transport Canada
-

3.2 Workstream 2 - IM/IT Business Support:

WORKSTREAM 2 – IM/IT BUSINESS SUPPORT	
RESOURCE CATEGORY	LEVEL
BUSINESS ANALYST	2
TECHNICAL WRITER	2
SYSTEM ADMINISTRATOR	2
TECHNICAL ARCHITECT	2
TECHNOLOGY ARCHITECT	3
ENTERPRISE ARCHITECT	3

Resources providing services under the IM/IT Business Support Workstream will write documentation, develop and document deployment strategies and analyze hardware and software solutions. They will provide enterprise architecture expertise Resources will analyze, evaluate and recommend solutions and technology options and identify process improvements and preferred architectures.

Responsibilities include, but are not limited to:

P.2 Enterprise Architect, Level 3

- Evaluating business and IM/IT architectures, determining their consistency and integration with technology strategies, assessing the degree of alignment with Treasury Board CIO Business Transformation and the Federated Architecture Program and recommending changes to improve alignment with these, and other, external factors
- Identifying future business requirements against current enterprise architecture, performing gaps analyses, developing requirements and preparing migration strategies
- Assessing the feasibility of migrating from current state to target business and IM/IT architectures and enabling technologies and identifying risks and recommending mitigation options.
- Identifying business and technology trends that create opportunities for business improvement, advising senior management (Chief Information Officer and IM/IT Directors) and identifying impacts on the department's architectures and business strategies
- Coaching, mentoring and training the organization to perform any of the above.

B.1 Business Analyst, Level 2

- Participating in and documenting results of functional reviews
- Performing business analyses of functional requirements
- Evaluating and developing business processes
- Analyzing and mapping processes within and between new and existing software applications, systems and/or processes

B.14 Technical Writer, Level 2

- Writing and updating technical procedures and process documentation based on departmental standards
- Documenting systems/applications/process flow diagrams
- Translating technical documentation/nomenclature for non-technical audiences
- Writing end user communications for large-scale IT initiatives/projects

I.9 System Administrator, Level 2

- Installing, monitoring and maintaining software applications/systems
- Analyzing software performance, identifying configuration issues and recommending configuration changes
- Analyzing implications and benefits of software application upgrades and making recommendations on implementations
- Liaising with SSC and other IT teams to resolve problems and implement changes

I.10 Technical Architect, Level 2

- Developing technical architectures to meet business and application requirements
- Analyzing and recommending technical alternatives for hardware and software
- Reviewing IT implementation plans and identifying dependencies and integration points
- Developing and documenting technology implementation strategies.

I.11 Technology Architect, Level 3

- Developing technical architectures, frameworks and strategies to meet business and application requirements
- Identifying policies and requirements that drive out IM/IT solutions
- Analyzing and evaluating alternative technology solutions to meet business requirements and ensuring the integration of all aspects of technology solutions
- Performing impact analyses of technology changes
- Providing support to technical teams in the proper application of existing infrastructure
- Reviewing application and program/technical infrastructure design to ensure adherence to standards and to recommend performance improvements.

P.2 Enterprise Architect, Level 3

- Evaluating business and IM/IT architectures, determining their consistency and integration with technology strategies, assessing the degree of alignment with Treasury Board CIO Business Transformation and the Federated Architecture Program and recommending changes to improve alignment with these, and other, external factors
 - Identifying future business requirements against current enterprise architecture, performing gaps analyses, developing requirements and preparing migration strategies
 - Assessing the feasibility of migrating from current state to target business and IM/IT architectures and enabling technologies and identifying risks and recommending mitigation options.
 - Identifying business and technology trends that create opportunities for business improvement, advising senior management (Chief Information Officer and IM/IT Directors) and identifying impacts on the department's architectures and business strategies
 - Coaching, mentoring and training the organization to perform any of the above.
-

3.3 Workstream 3 – IM/IT Project Support:

WORKSTREAM 3 – IM/IT PROJECT SUPPORT	
RESOURCE CATEGORY	LEVEL
ENTERPRISE ARCHITECT	3
PROJECT EXECUTIVE	3
PROJECT ADMINISTRATOR	1
PROJECT ADMINISTRATOR	2
PROJECT MANAGER	3

Resources providing services under the IM/IT Project Support Workstream will provide IM/IT project-related support in the delivery of IM/IT solutions. They will provide enterprise architecture expertise. They will provide IM/IT support during relocation projects, provide General Enquiries telephone and email support and provision telecommunications services.

P.2 Enterprise Architect, Level 3

- Evaluating business and IM/IT architectures, determining their consistency and integration with technology strategies, assessing the degree of alignment with Treasury Board CIO Business Transformation and the Federated Architecture Program and recommending changes to improve alignment with these, and other, external factors
- Identifying future business requirements against current enterprise architecture, performing gaps analyses, developing requirements and preparing migration strategies
- Assessing the feasibility of migrating from current state to target business and IM/IT architectures and enabling technologies and identifying risks and recommending mitigation options.
- Identifying business and technology trends that create opportunities for business improvement, advising senior management (Chief Information Officer and IM/IT Directors) and identifying impacts on the department's architectures and business strategies
- Coaching, mentoring and training the organization to perform any of the above.

P.5 Project Executive, Level 3

- Providing IM/IT project oversight
- Documenting project resource requirements for Project Approval documentation
- Reviewing and analyzing project implementation schedules and impacts
- Managing project issues and presenting options and recommendations to senior management

P.6 Project Administrator, Level 1

- Providing administrative support for project teams
- Maintaining and updating project documentation (project activities, schedule, reports, presentations) in the departmental document management system (RDIMS)
- Coordinating project meetings/teleconferences/briefings in support of project teams
- Tracking action items and deliverables and following up with offices of primary interest (OPIs) on behalf of project leads

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P.6 Project Administrator, Level 2

- Preparing project documentation including status reports, meeting minutes and budget spreadsheets
- Monitoring project spending and funding changes from and between Votes (Capital and Operating) and Salaries and Wages
- Reconciling project transactions against financial reports and identifying potential issues
- Providing procurement support for IT projects for goods and services

P.9 Project Manager, Level 3

- Managing project teams in the delivery of IT solutions on time and within budget
 - Writing project documentation including Project Approval Documents (PADs), resource requirements, schedules and work plans, roles and responsibilities and terms of reference
 - Documenting and reporting on project status on a monthly basis
 - Mitigating risks and problems by analyzing issues and recommending remedial actions
 - Liaising with technical teams, clients, senior management as required to ensure timely project delivery and problem resolution.
-

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4. Hours of Work

Hours of work are based on a 7.5-hour workday between the core business hours of 7:00 AM and 6:00 PM, Monday through Friday, excluding Statutory Holidays.

5. Place of Work

The work will be carried out in the National Capital Region. Transport Canada will provide office space, computer equipment, tools and network access as required for the personnel to perform the work.

Transport Canada will identify authorized Departmental Representatives to whom the Contractors will report during the course of the contract. The Transport Canada Departmental Representatives will provide direction and guidance to the Contractors and will be the primary source for the approval of timesheets.

6. Travel

Any travel associated with this work requires the written approval of Transport Canada management and is subject to the Government of Canada Travel Directive.

7. Language Requirements

The language requirements for the proposed resources will vary depending on function. These will be identified upon the issuance of the TA.

8. Transport Canada Processes and Procedures

In performing assignments under any resulting contract, Bidders' personnel must follow Transport Canada policies and procedures, and in particular, systems management support processes such as problem management, change management, etc. and utilize associated Transport Canada hardware/software tools where applicable. Training on Transport Canada processes will be provided by Transport Canada.

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9. Progress Reports

A progress report containing the following information must accompany each monthly invoice:

- Invoicing period;
- Tasks performed;
- Potential problem areas and issues of concern with recommendations to mitigate these issues;
- Resource's name working on each task;
- Number of hours spent on each task.

10. Progress review meetings

Progress review meetings will be held, on an as-required basis, to discuss any aspect of this contract and/or the work. They shall be held at a time and place mutually agreeable to the Contractor, the TA, and the TC Procurement Authority (PA). The Contractor shall be responsible for the preparation and distribution of the minutes of such meetings. Minutes shall be prepared in the Contractor's own format and be distributed within five working days of the meeting.

ANNEX A — APPENDIX 001

TRANSPORT CANADA'S IM/IT ENVIRONMENT 2014/2015

1. Technology Overview

- There are approximately 5,500 personal computers (PCs) installed, mostly local area network (LAN)-attached. Windows 7 SP1 64 bit Enterprise is the current standard desktop Operating System. Windows 7 64 Bit Enterprise became the standard desktop O/S at TC late in the FY 2013-2014, upon the successful completion of the Desktop Renewal Project (DRP). The DRP also involved the upgrade of the Records, Documents and Information Management System (RDIMS) eDOCS DM 5.2 to version 5.3 while keeping the existing functionality with LiveLink RS 9.2 (iRIMS). As part of the project, ccmMercury was upgraded to version 5.4 while Microsoft (MS) Office 2007 remained the departmental standard desktop suite. Office 2013 is currently being implemented.
- Managed by SSC since 2011, the corporate back-end infrastructure is comprised of a mix of Windows Server 64-bit 2008R2, 2008 and a few legacy Server 2003 SP2. TC's current e-mail infrastructure is based on MS Exchange 2007. The current e-mail environment is slated to be upgraded to MS Exchange 2013 in the coming 12-18 months, as part of the SSC-led GC-wide Email Transformation Initiative (ETI). The MS Internet Information Services (IIS) remains the standard Web application server platform. New application development continues to leverage this environment. Oracle WebLogic Server is also used as a Web application server platform for specific custom-off-the-shelf (COTS) products such as Oracle Hyperion.
- Of the approximately 5,500 TC intranet clients, half are located in the NCR while the remainder makes up the other five regions. MS Windows-based computers and network resources are logically interconnected and managed through Microsoft Active Directory. TC uses a single forest/single domain model. The Active Directory domain/forest functional level is Windows Server 2008 R2. Migration from the previous Windows Server 2003 platform was completed at the end of FY 2012-2013.
- Mid-range platforms include HP Proliant running Windows 2003/2008/2008 R2 and Redhat Enterprise Linux, as well as Itanium servers running HP/UX and VMWare vSphere 5.X environment running on HP Proliant servers. The VMWare vSphere 5.X server environment runs Redhat Enterprise Linux and Windows XP, 7 as well as Windows Server 2003, 2008 and 2008 R2 in Virtual Machines (VMs). High Availability is provided through clustering technologies on these platforms. These various environments are managed by SSC representatives within TIMSD.
- Citrix XEN Server 6.5 is the latest platform of the departmental thin client environment. It has been implemented to facilitate access to, and delivery of specific TC Enterprise business applications. The upgrade work from previous Citrix Xen (5.0) to version 6.5 was successfully completed mid-way through FY 2014-15 (September 2014). All access to TC's Citrix environment is provided by a pair of Citrix NetScaler appliances.
- Servers are co-located in centralized server rooms, specially designed to provide fault tolerance capability and provide upwards of 99% availability. Within the NCR and the regions, SSC representatives are currently involved in a department-wide server virtualization process.
- The TC intranet is the departmental TCP/IP-based wide area network (WAN) to interconnect LANs, and servers. The TC intranet provides service to 89 dedicated sites and offers external access through the Citrix Access Gateway (known at TC as TCMYDesk/TCMonBureau) as well as a Public Key Infrastructure (PKI)-based Secure Remote Access (SRA) service and firewall service.
- Designated as TC's VideoNet, the videoconferencing service is comprised of video endpoints located in various sites across the country. The endpoints are connected over IP, using SIP and H323 protocols, directly into TC's network. Cisco/Tandberg is the departmental standard for endpoints, as well as for the bridge, gatekeepers and firewall traversal services.

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- Centrex is the SSC voice communications standard for the department, with approximately 5,500 lines department wide.
- WebEx is the SSC Web conferencing standard for the department.

2. PLATFORM AND APPLICATIONS

a. Client/Server Environment

- TC's desktop software installations are accomplished using the Windows Active Directory Group Policy Object software installation feature and the Distributed File System (DFS) component of Windows Server 2008 R2. There are currently 89 DFS network shares located across the TC network.
- Windows 7 SP1 64 bit Enterprise is the current standard desktop Operating System. Successfully completed by FY 2013-2014 FY's end, the Desktop Renewal Project (DRP) led to the upgrade of all corporate desktops and laptops to Windows 7 SP1 Enterprise.
- Windows Server 2008 R2 64-bit is the latest standard for LAN workgroups, applications, mail post offices, Web services and network communications.
- Server environments include HP Itanium (Integrity) servers running HP/UX; HP Proliant running Redhat Enterprise Linux, Windows 2008 R2, Server 2008, 2003 SP2, and VMWare vSphere virtual server environment hosting corporate data resources and other data services.
- TCP/IP is the WAN protocol.
- The LAN technology is Ethernet.
- TC uses a Storage Area Network (SAN) solution based on HP and Hitachi high availability disk arrays, IBM/Diligent VTL, Brocade Fibre channel switches, and virtual and physical tape libraries. In addition, TC uses a CommVault Simpana solution for backups and Symantec Enterprise Vault for automated e-mail archiving.
- TC uses Citrix XEN Server 6.5 to deliver national corporate applications. Microsoft Click Once Technology is also used to deploy applications to clients nationally. In remote locations where bandwidth is not available, Citrix is also used to deliver the full office automation applications and to provide desktop-like functionalities for TC's teleworkers using <https://tcaccess.tc.gc.ca>. (Citrix Access Gateway software).
- TC's automated Systems Management tool, HP Service Manager 9.32.x, is an ITIL-based system used nationally to manage all Change Requests (CR) and Problem Management incidents. This system has been in use at TC since November 2010.

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ANNEX B BASIS OF PAYMENT

Notes to Bidders: As it is intended to award a separate contract(s) for Workstream 1, Workstream 2 and Workstream 3 the non-applicable Workstream will be deleted from this appendix at the time of contract award.

WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT				
RESOURCE CATEGORY	LEVEL	FIRM PER DIEM RATE		
		CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2
HELP DESK SPECIALIST	1			
HELP DESK SPECIALIST	2			
OPERATIONS SUPPORT SPECIALIST	1			
OPERATIONS SUPPORT SPECIALIST	2			

WORKSTREAM 2 – IM/IT BUSINESS SUPPORT				
RESOURCE CATEGORY	LEVEL	FIRM PER DIEM RATE		
		CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2
BUSINESS ANALYST	2			
TECHNICAL WRITER	2			
SYSTEM ADMINISTRATOR	2			
TECHNICAL ARCHITECT	2			
TECHNOLOGY ARCHITECT	3			
ENTERPRISE ARCHITECT	3			

WORKSTREAM 3 – IM/IT PROJECT SUPPORT				
RESOURCE CATEGORY	LEVEL	FIRM PER DIEM RATE		
		CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2
ENTERPRISE ARCHITECT	3			
PROJECT EXECUTIVE	3			
PROJECT ADMINISTRATOR	1			
PROJECT ADMINISTRATOR	2			
PROJECT MANAGER	3			



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité
UNCLASSIFIED

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	
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			
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"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>		Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		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"/>	



PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <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 CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
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 ☐ Yes
Non Oui
- If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

PRODUCTION

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes
Non Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



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 TRES 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 indiquer 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)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

14. Organization Security Authority / Responsable de la sécurité de l'organisme

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


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?

☐ No / Non ☐ 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 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 23-06-2016

Danica Zuger
Quality Control Officer / Agente contrôle de la qualité
Contracts Security Division / Division des contrats sécurité
Danica.zuger@tpsgc-pwgsc.gc.ca
Tel/Tél 613-948-1670 Fax/Télec 613-954-4171

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ANNEX A TO ANNEX C - SECURITY CLASSIFICATION GUIDE

The Security Requirements Check List (SRCL) (Section 10.a) specifies that this Security Classification Guide must be provided whenever multiple levels of screening are identified. Various categories of professional services will be required.

WORKSTREAM 1 – OPERATIONAL SUPPORT		
RESOURCE CATEGORY	LEVEL	Minimum Security Clearance
HELP DESK SPECIALIST	1	ENHANCED RELIABILITY
HELP DESK SPECIALIST	2	ENHANCED RELIABILITY
OPERATIONS SUPPORT SPECIALIST	1	ENHANCED RELIABILITY
OPERATIONS SUPPORT SPECIALIST	2	ENHANCED RELIABILITY

WORKSTREAM 2 – BUSINESS SUPPORT		
RESOURCE CATEGORY	LEVEL	MINIMUM SECURITY CLEARANCE
BUSINESS ANALYST	2	ENHANCED RELIABILITY
TECHNICAL WRITER	2	ENHANCED RELIABILITY
SYSTEM ADMINISTRATOR	2	ENHANCED RELIABILITY OR SECRET
TECHNICAL ARCHITECT	2	ENHANCED RELIABILITY
TECHNOLOGY ARCHITECT	3	ENHANCED RELIABILITY OR SECRET
ENTERPRISE ARCHITECT	3	ENHANCED RELIABILITY OR SECRET

WORKSTREAM 3 – PROJECT SUPPORT		
RESOURCE CATEGORY	LEVEL	MINIMUM SECURITY CLEARANCE
ENTERPRISE ARCHITECT	3	ENHANCED RELIABILITY OR SECRET
PROJECT EXECUTIVE	3	ENHANCED RELIABILITY OR SECRET
PROJECT ADMINISTRATOR	1	ENHANCED RELIABILITY
PROJECT ADMINISTRATOR	2	ENHANCED RELIABILITY
PROJECT MANAGER	3	ENHANCED RELIABILITY OR SECRET

All resources assigned to this Contract without exception must be cleared at a minimum to the Enhanced Reliability Level.

In addition, each task issued during this Contract will specify as required and when required the requirements for SECRET clearance.

APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor [in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations".] Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 5 days turnaround time to submit a quotation.
2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at **Appendix C of Annex A** applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to **Appendix D to Annex A**, Certifications).
 - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
 - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which

activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

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

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APPENDIX B TO ANNEX A

TASK AUTHORIZATION FORM

TASK AUTHORIZATION (TA) FORM				
CONTRACTOR		CONTRACT NUMBER:		
COMMITMENT #		FINANCIAL CODING:		
TASK NUMBER		ISSUE DATE:	RESPONSE REQUIRED BY:	
1. STATEMENT OF WORK (WORK ACTIVITIES, CERTIFICATIONS AND DELIVERABLES)				
SEE ATTACHED FOR STATEMENT OF WORK AND CERTIFICATIONS REQUIRED.				
2. PERIOD OF SERVICES:	FROM (DATE):	TO (DATE):		
3. WORK LOCATION:				
4. TRAVEL REQUIREMENTS:				
5. LANGUAGE REQUIREMENTS:				
6. OTHER				
7. LEVEL OF SECURITY				
CLEARANCE REQUIRED FOR THE				
8. CONTRACTOR'S RESPONSE:				
CATEGORY AND NAME OF PROPOSED	PWGSC SECURITY FILE NUMBER	PER DIEM RATE	ESTIMATED # OF DAYS	TOTAL COST
	ESTIMATED COST			
	GST/HST			
	TOTAL LABOUR COST			
	TOTAL TRAVEL & LIVING COST			
FIRM PRICE OR MAXIMUM TA PRICE				

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CONTRACTOR'S SIGNATURE			
Name, Title and Signature of Individual Authorized to Sign on behalf of Contractor (type or print)		Signature: _____ Date: _____	
TASK AUTHORIZATION (TA) FORM			
CONTRACTOR		CONTRACT NUMBER:	
COMMITMENT #		FINANCIAL CODING:	
TASK NUMBER		ISSUE DATE:	RESPONSE REQUIRED BY:
7. APPROVAL - SIGNING AUTHORITY			
Signatures (Client) Name, Title and Signature of Individual Authorized to sign: Technical Authority: _____		Signatures (PWGSC) Contracting Authority : _____	
<div></div>			
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out there of.			

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APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

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

1.0 Mandatory Resource Assessment Criteria:

2.0 Point Rated Resource Assessment Criteria:

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APPENDIX D TO ANNEX A

CERTIFICATIONS AT THE TA STAGE

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

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

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

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

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

Print name of authorized individual & sign above

Date

3. CERTIFICATION OF STATUS OF PERSONNEL

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

Print name of authorized individual & sign above

Date

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4. CERTIFICATION OF LANGUAGE - [English or Bilingual or French]

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are

[Option 1 - Unilingual English] fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

[Option 2 - Bilingual] fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

[Option 3 - Unilingual French] fluent in French. The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

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ATTACHMENT 3.1

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]		
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Bidder's Proposed Site(s) or Premises Requiring Safeguard Measures. See Part 3 for instructions.	Address of proposed site or premise: _____ City: _____ Province: _____ Postal Code: _____ Country: _____	
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	

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Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none">1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation;2. This bid is valid for the period requested in the bid solicitation;3. All the information provided in the bid is complete, true and accurate; and4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.		
Signature of Authorized Representative of Bidder		

ATTACHMENT 4.1 BID EVALUATION CRITERIA

The evaluation criteria contained in this attachment will be used to evaluate bids during the solicitation and to facilitate resource assessment after contract award.

The Bidder must not propose the same resource more than once in response to this solicitation. To facilitate resource assessment after contract award, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Attachment.

The tables should not contain all the project information from the resume. Only the page number of the résumé should be incorporated so that the assessor can verify this information.

Corporate Qualifications

	Mandatory Requirements	Reference in Bidder's Proposal
M1	<p>Corporate Qualifications – Project Summaries</p> <p>The Bidder must have been awarded at least three (3) IM/IT contracts, wherein they provided the same or similar services for the Workstream they are bidding on, of which at least one was for a Government organization (Federal, Provincial, Municipal Crown Corporation) client.</p> <p>Bidders must clearly identify which Workstream they are bidding on.</p> <p>For each contract identified:</p> <ul style="list-style-type: none">a) the contract value must be at least \$2M;b) the contract must have been awarded at least twelve (12) months prior to the closing date of this solicitation and no later than ten years prior to the closing date of this solicitation;c) the contract must have a duration of at least two years within the last ten years. (note: duration does not include option periods that have not been exercised); andd) the Bidder must have provided at least 10 resources simultaneously for a period of at least 12 consecutive months within the last ten years.e) to demonstrate this experience the Bidder must submit customer references for three individual	

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	<p>IM/IT contracts (one reference for each contract) managed within the last ten (10) years. The references must include:</p> <ul style="list-style-type: none">i. the name of the organization;ii. the contract number;iii. a description of the services provided;iv. the name, and either the telephone number or e-mail address of the organization's contact responsible for the contract;v. the contract award date;vi. the contract expiry date;vii. the dollar value of the contract; andviii. the number of resources provided. <p>Only experience claimed since December 1, 2006 will be accepted.</p>	
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	Rated Requirements	Points	Reference in Bidder's Proposal
R1	<p>The Bidder should have demonstrated that it has sufficient recent experience providing *IT Professional consulting services. To demonstrate this experience, the Bidder must have invoiced for more than \$2,000,000 of IT Professional consulting services. Only work invoiced for since October 1, 2006 will be accepted.</p> <p>The following information must be provided to substantiate the business volume claimed:</p> <ul style="list-style-type: none">a) Contract numberb) Client name and contact information for verification purposesc) Start and end date of contract(s),d) Contract valuee) Amount billed for each contract referencedf) Description of the services performed <p>*IT Professional consulting services are defined as equivalent to any of the common activities for the resource categories offered under the applicable Workstream described in Annex A and are described on a per resource category basis. The work will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the descriptions of the Resource Categories identified in Annex A. Work will be considered to "closely match" if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given Resource Category.</p>	<p>Max - 9 Points</p> <p>Points will be awarded based on business volume invoiced in the following manner (M = Million):</p> <p>>\$2M to \$3.5M = 3 points >\$3.5M to \$5M = 6 points >\$5M or higher = 9 points</p>	
	Total: 9 points		

R2	<p>The Bidder should have provided a detailed description of its proposed approach and established methodology with respect to the following:</p> <ul style="list-style-type: none"> a) approach and methodology aimed at ensuring the quality and timeliness of deliverables submitted to the Transport Canada Technical Authority; b) approach and methodology aimed at the recognition and mitigation of relevant risks that the Bidder anticipates within the resulting work, based on previous experience; c) approach to communication aimed at ensuring that the Transport Canada Administrative and Technical Authorities are apprised of any progress, challenges, issues and risks that may arise during the course of the work issued under a Task Authorization (TA); d) human resources approach, including the Bidder's approach to recruitment, training and development and retention of qualified resources, aimed at ensuring the availability of back-up resources to replace existing/proposed resources should the need arise under a TA; 	<p>Max - 4 Points</p> <p>1 Point –</p> <p>1 Point –</p> <p>1 Point –</p> <p>1 Point –</p>	
Total: 4 points			

Workstream 1 – Operational Support

Position Title B.10 Help Desk Specialist – Level 1				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated three (3) years experience within the last seven (7) years, providing first level support in a Help Desk environment. Only experience claimed since December 2009 will be accepted.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.		Points
R1	The Bidder should have demonstrated experience using systems management software for logging and updating support calls. Only experience claimed since December 1, 2009 will be accepted.	Max - 2 Points 1 point – Two (2) years The Bidder should have demonstrated experience using systems management software for logging and updating support calls. 2 points – More than two (2) years The Bidder should have demonstrated experience using systems management software for logging and updating support calls.		
R2	The Bidder should have demonstrated experience using HP Service Manager systems management software for logging and updating support calls.	Max - 2 Points 1 point – Two (2) years The Bidder should have demonstrated experience using HP Service Manager systems management software for logging and updating support calls. 2 points – More than two (2) years The Bidder should have demonstrated experience using HP Service Manager systems		

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		management software for logging and updating support calls.		
R3	The Bidder should have demonstrated experience providing end user support for operating system and software application images.	<p>Max - 4 Points</p> <p>1 point – Two (2) years The Bidder should have demonstrated experience providing end user support for operating system and software application images.</p> <p>2 points – Three (3) years The Bidder should have demonstrated experience providing end user support for operating system and software application images.</p> <p>3 points – Five (5) years The Bidder should have demonstrated experience providing end user support for operating system and software application images.</p> <p>4 points – More than five (5) years The Bidder should have demonstrated experience providing end user support for operating system and software application images.</p>		

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R4	The Bidder should have demonstrated experience providing end user support for the record and document management tool RDIMS/Hummingbird DM or GCDOCS.	Max - 3 Points 1 point – One (1) year The Bidder should have demonstrated experience providing end user support for the record and document management tool RDIMS/Hummingbird DM or GCDOCS. 2 points – Two (2) years The Bidder should have demonstrated experience providing end user support for the record and document management tool RDIMS/Hummingbird DM or GCDOCS. 3 points – More than three (3) years The Bidder should have demonstrated experience providing end user support for the record and document management tool RDIMS/Hummingbird DM or GCDOCS.		
Total: 11 points (minimum 5 points):				

Position Title B.10 Help Desk Specialist – Level 2				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have Demonstrated five (5) years experience within the last ten (10) years, providing first level support in a Help Desk environment.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	

R1	The Bidder should have demonstrated experience using systems management software for logging and updating support tickets.	<p>Max - 2 Points</p> <p>1 point – Three (3) years The Bidder should have demonstrated using systems management software for logging and updating support tickets.</p> <p>2 points – More than three (3) years The Bidder should have demonstrated using systems management software for logging and updating support tickets.</p>		
R2	The Bidder should have demonstrated experience using HP Service Manager systems management software for logging and updating support calls.	<p>Max - 2 Points</p> <p>1 point – Three (3) years The Bidder should have demonstrated experience using HP Service Manager systems management software for logging and updating support calls.</p> <p>2 points – More than three (3) years The Bidder should have demonstrated experience using HP Service Manager systems management software for logging and updating support calls.</p>		
R3	The Bidder should have demonstrated experience performing a team lead/supervisory role in an IT Help Desk or IT Call Center environment.	<p>Max - 4 Points</p> <p>1 point – Two (2) years The Bidder should have demonstrated experience performing a team lead/supervisory role in an IT Help Desk or Call Center environment.</p> <p>2 points – Three (3) years The Bidder should have demonstrated experience performing a team lead/supervisory role in an IT Help Desk or Call Center environment.</p>		

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		<p>3 points – Five (5) years The Bidder should have demonstrated experience performing a team lead/supervisory role in an IT Help Desk or Call Center environment.</p> <p>4 points – More than five (5) years The Bidder should have demonstrated experience performing a team lead/supervisory role in an IT Help Desk or Call Center environment.</p>		
R4	The Bidder should have demonstrated experience monitoring and reporting on Key Performance Indicators (KPIs), such as Service Level Agreements, in an IT environment.	<p>Max – 4 Points</p> <p>1 point – Two (2) years The Bidder should have demonstrated experience monitoring and reporting on KPIs, such as Service Level Agreements, in an IT environment.</p> <p>2 points – Three (3) years The Bidder should have demonstrated experience monitoring and reporting on KPIs, such as Service Level Agreements, in an IT environment.</p> <p>3 points – Five (5) years The Bidder should have demonstrated experience monitoring and reporting on KPIs, such as Service Level Agreements, in an IT environment.</p> <p>4 points – More than five (5) years The Bidder should have demonstrated experience monitoring and reporting on KPIs, such as Service Level Agreements, in an IT environment.</p>		
Total: 12 points (minimum 6 points):				

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Position Title B.13 Operations Support Specialist – Level 1				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	Demonstrated three (3) years experience, within the last seven (7) years, providing access control support (creating, deleting, modifying, activating/deactivating and transferring user-ids/end user accounts).			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience providing face-to-face client support for new and departing users.	Max - 2 Points 1 point – Three (3) years The Bidder should have demonstrated experience providing face-to-face client support for new and departing users. 2 points – More than three (3) years The Bidder should have demonstrated experience providing face-to-face client support for new and departing users.		
R2	The Bidder should have demonstrated experience processing requests for user-ids/end user accounts and passwords for PKI.	Max - 2 Points 1 point – Two (2) years The Bidder should have demonstrated experience processing requests for user-ids/end user accounts and passwords for PKI. 2 points – More than two (2) years The Bidder should have demonstrated experience processing requests for user-ids/end user accounts and passwords for PKI.		

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R3	The Bidder should have demonstrated experience providing level 1 end user support for authentication controls, such as Entrust PKI, soft and hard tokens.	Max - 2 Points 1 point – Two (2) years The Bidder should have demonstrated experience providing level 1 end user support for authentication controls, such as Entrust PKI, soft and hard tokens. 2 points – More than two (2) years The Bidder should have demonstrated experience providing level 1 end user support for authentication controls, such as Entrust PKI, soft and hard tokens.		
Total: 6 points (minimum 3 points):				

Position Title B.13 Operations Support Specialist – Level 2 – Application Support				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated five (5) years experience within the last ten (10) years, creating and supporting operating system and software application images.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.		Points
R1	The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.	Max - 2 Points 1 point – Five (5) years The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.		

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		2 points – More than five (5) years The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.		
R2	The Bidder should have demonstrated experience providing level 2 technical support for software applications.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience providing level 2 technical support for software applications. 2 points – Five (5) years The Bidder should have demonstrated experience providing level 2 technical support for software applications. 3 points – More than five (5) years The Bidder should have demonstrated experience providing level 2 technical support for software applications.		
R3	The Bidder should have demonstrated experience packaging software applications for deployment.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience packaging software applications for deployment. 2 points – Five (5) years The Bidder should have demonstrated experience packaging software applications for deployment. 3 points – More than five (5) years The Bidder should have demonstrated experience packaging software applications for deployment.		
Total: 8 points (minimum 4 points):				

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Position Title B.13 Operations Support Specialist – Level 2 – Problem/Change Management				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated five (5) years experience within the last ten (10) years, entering, monitoring and assessing problem/change tickets and incidents, assigning severity levels and escalating accordingly.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.	Max - 2 Points 1 point – Five (5) years The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy. 2 points – More than five (5) years The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.		
R2	The Bidder should have demonstrated experience as IT problem manager, entering, monitoring and assessing problem tickets and incidents, assigning severity levels and escalating accordingly.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience as IT problem manager, entering, monitoring and assessing problem tickets and incidents, assigning severity levels and escalating accordingly. 2 points – Five (5) years The Bidder should have demonstrated experience IT		

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		<p>problem manager, entering, monitoring and assessing problem tickets and incidents, assigning severity levels and escalating accordingly.</p> <p>3 points – More than five (5) years The Bidder should have demonstrated experience IT problem manager, entering, monitoring and assessing problem tickets and incidents, assigning severity levels and escalating accordingly.</p>		
R3	<p>The Bidder should have demonstrated experience as IT change manager, entering, monitoring and assessing change requests, assessing conflicts and assigning appropriate approvers.</p>	<p>Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience as IT change manager, entering, monitoring and assessing change requests, assessing conflicts and assigning appropriate approvers.</p> <p>2 points – Five (5) years The Bidder should have demonstrated experience as IT change manager, entering, monitoring and assessing change requests, assessing conflicts and assigning appropriate approvers.</p> <p>3 points – More than five (5) years The Bidder should have demonstrated experience as IT change manager, entering, monitoring and assessing change requests, assessing conflicts and assigning appropriate approvers.</p>		
Total: 8 points (minimum 4 points)				

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Workstream 1 Points Summary

POINTS SUMMARY WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT		
	Bidders total Points	Maximum Points Available:
Corporate Qualifications		/13
Workstream 1 – IM/IT Operational Support		/45
Total		/58

Workstream 2 – IM/IT Business Support

Position Title B.1 Business Analyst – Level 2				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated five (5) years experience within the last ten (10) years, assessing client business needs and how these integrate with IT processes/systems/workflows.			
Rated Criteria		Points based on experience	Points	
		The resource will be awarded the number of points matching one of the levels of experience demonstrated below.		
R1	The Bidder should have demonstrated experience performing business analyses of functional requirements to identify information and decision flows.	Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience performing business analyses of functional requirements to identify information and decision flows. 2 points – Seven (7) years The Bidder should have demonstrated experience performing business analyses of functional requirements to identify information and decision flows. 3 points – More than seven (7) years The Bidder should have demonstrated experience performing business analyses of functional requirements to identify information and decision flows.		
R2	The Bidder should have demonstrated experience analyzing and mapping automated processes within and	Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience analyzing and mapping		

	between new and existing applications and systems.	<p>automated processes within and between new and existing applications and systems.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience analyzing and mapping automated processes within and between new and existing applications and systems.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience analyzing and mapping automated processes within and between new and existing applications and systems.</p>		
R3	The Bidder should have demonstrated experience leading functional reviews and documenting requirements against software solutions.	<p>Max - 3 Points</p> <p>1 point – Three (3) years The Bidder should have demonstrated experience leading functional reviews and documenting requirements against software solutions.</p> <p>2 points – Five (5) years The Bidder should have demonstrated experience leading functional reviews and documenting requirements against software solutions.</p> <p>3 points – More than five (5) years The Bidder should have demonstrated experience leading functional reviews and documenting requirements against software solutions.</p>		
Total: 9 points (minimum 4 points)				

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Position Title B.14 Technical Writer – Level 2				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have Demonstrated five (5) years experience within the last ten (10) years, developing IT documentation and communications.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience writing technical procedures for IT specialists.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience writing technical procedures for IT specialists. 2 points – Five (5) years The Bidder should have demonstrated experience writing technical procedures for IT specialists. 3 points – More than five (5) years The Bidder should have demonstrated experience writing technical procedures for IT specialists.		
R2	The Bidder should have demonstrated experience writing end user communications for large-scale IT initiatives (over 3000 users).	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience writing end user communications for large-scale IT initiatives. 2 points – Five (5) years The Bidder should have demonstrated experience writing end user communications for large-scale IT initiatives.		

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		3 points – More than five (5) years The Bidder should have demonstrated experience writing end user communications for large-scale IT initiatives.		
R3	The Bidder should have demonstrated experience reviewing and editing documentation for accuracy and adherence to organizational standards.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience reviewing and editing documentation for accuracy and adherence to organizational standards. 2 points – Five (5) years The Bidder should have demonstrated experience reviewing and editing documentation for accuracy and adherence to organizational standards. 3 points – More than five (5) years The Bidder should have demonstrated experience reviewing and editing documentation for accuracy and adherence to organizational standards.		
Total: 9 points (minimum 4 points)				

Position Title

I.9 System Administrator – Level 2

Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated five (5) years experience within the last ten (10) years, performing systems administration.			

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Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.	Max - 2 Points 1 point – Five (5) years The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy. 2 points – More than five (5) years The Bidder should have demonstrated experience using systems management tools such as Tivoli, HP Service Manager or Remedy.		
R2	The Bidder should have demonstrated experience installing, monitoring and maintaining software applications/systems.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience installing, monitoring and maintaining software applications/systems. 2 points – Five (5) years The Bidder should have demonstrated experience installing, monitoring and maintaining software applications/systems. 3 points – More than five (5) years The Bidder should have demonstrated experience installing, monitoring and maintaining software applications/systems.		

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R3	The Bidder should have demonstrated experience analyzing system performance and recommending options for improvement.	Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience analyzing system performance and recommending options for improvement. 2 points – Five (5) years The Bidder should have demonstrated experience analyzing system performance and recommending options for improvement. 3 points – More than five (5) years The Bidder should have demonstrated experience analyzing system performance and recommending options for improvement.		
Total: 8 points (minimum 4 points)				

Position Title I.10 Technical Architect – Level 2				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated five (5) years experience within the last ten (10) years, developing technical architectures, frameworks and strategies.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience analyzing technical alternatives and recommending best fit solutions.	Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience analyzing technical alternatives and recommending best fit solutions.		

		<p>2 points – Seven (7) years The Bidder should have demonstrated experience analyzing technical alternatives and recommending best fit solutions.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience analyzing technical alternatives and recommending best fit solutions.</p>		
R2	The Bidder should have demonstrated experience developing and documenting technology implementation strategies.	<p>Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience developing and documenting technology implementation strategies.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience developing and documenting technology implementation strategies.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience developing and documenting technology implementation strategies.</p>		
R3	The Bidder should have demonstrated experience analyzing hardware and software requirements in support of large-scale software upgrades/deployments (over 3000 users).	<p>Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience analyzing hardware and software requirements in support of large-scale software upgrades/deployments.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience</p>		

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		analyzing hardware and software requirements in support of large-scale software upgrades/deployments. 3 points – More than seven (7) years The Bidder should have demonstrated experience analyzing hardware and software requirements in support of large-scale software upgrades/deployments.		
Total: 9 points (minimum 4 points)				

Position Title I.11 Technology Architect – Level 3				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated ten (10) years experience within the last fifteen (15) years, developing technical architectures, frameworks and strategies for both custom-built and Custom off the Shelf (COTS) application implementations.			
M2	The Bidder must have demonstrated experience as a Technology Architect on two (2) IM/IT Enterprise/Departmental-level Implementations within the Government of Canada or Private Industry. For each project identified: a) the project must have a project team with a minimum of 7 members; b) the project must have a minimum value of \$2M; and c) the Bidder must demonstrate how the referenced project is for an Enterprise-Level Implementations (how it provides a company-wide solution architecture).			

Rated Criteria		Points based on experience	Points	
		The resource will be awarded the number of points matching one of the levels of experience demonstrated below.		
R1	<p>The Bidder should have demonstrated experience, within the last ten (10) years, as a Technology Architect, Level 3, on at least three (3) large-scale (over 3000 users) IM/IT implementations (hardware or software or both) within the Government of Canada or Private Industry.</p> <p>For each project referenced, the Bidder should provide the following details:</p> <ul style="list-style-type: none"> a) organization, Project Title and description of the work, including the categories of resources managed; b) date and duration worked on the Project; and c) size of the organization for which the Project was delivered. 	<p>Max - 3 Points</p> <p>1 point – The Bidder should have demonstrated experience, within the last ten (10) years, as a Technology Architect, Level 3, on at least three (3) large-scale IM/IT implementations (hardware or software or both) within the Government of Canada or Private Industry.</p> <p>2 points – The Bidder should have demonstrated experience, within the last ten (10) years, as a Technology Architect, Level 3, on at least three (3) large-scale IM/IT implementations (hardware or software or both) within the Government of Canada or Private Industry with a value of at least \$2M each.</p> <p>3 points – The Bidder should have demonstrated experience, within the last ten (10) years, as a Technology Architect, Level 3, on more than three (3) large scale IM/IT implementations (hardware or software or both) within the Government of Canada or Private Industry with a value of at least \$2M each.</p>		
R2	The Bidder should have demonstrated experience, within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap</p>		

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		<p>analyses for architecture migration strategies.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.</p>		
R3	The Bidder should have demonstrated experience designing and architecting technology architecture models.	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience designing and architecting technology architecture models.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience designing and architecting technology architecture models.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience designing and architecting technology architecture models.</p>		
Total: 9 points (minimum 4 points)				

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Position Title P.2 Enterprise Architect – Level 3				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated ten (10) years experience within the last fifteen (15) years, developing technical architectures, frameworks and strategies.			
M2	<p>The Bidder must have demonstrated experience as an Enterprise Architect on two (2) IM/IT Enterprise/Departmental-level Implementations within the Government of Canada or Private Industry that involve implementing Service Oriented Architecture (SOA) or Complex IT projects involving business transformation.</p> <p>For each project identified:</p> <ul style="list-style-type: none"> a) the project must have a project team with a minimum of 7 members; b) the project must have a minimum value of \$2M; c) demonstrate how the referenced project is for an Enterprise-Level Implementation (how it provides a company-wide solution architecture); d) demonstrate how the referenced project delivered SOA to the Enterprise; and e) describe what business transformation occurred – what was the result of the project? 			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture	Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on		

	planning activities relating to application rationalization.	<p>Application Architecture planning activities relating to application rationalization.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture planning activities relating to application rationalization.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture planning activities relating to application rationalization.</p>		
R2	The Bidder should have demonstrated experience, within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.</p> <p>3 points – More than seven (7) years</p>		

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		The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.		
R3	<p>The Bidder should have demonstrated experience performing research and development (R&D) on new and emerging technologies (hardware and software).</p> <p>For each R&D project, the Bidder should provide the following details:</p> <ul style="list-style-type: none"> a) the purpose of the research or analysis; and b) the output or deliverable provided to the client. 	<p>Max - 3 Points</p> <p>1 point – The Bidder should have demonstrated three (3) project performing research and development (R&D) on new and emerging technologies (hardware and software).</p> <p>2 points – The Bidder should have demonstrated four (4) projects performing research and development (R&D) on new and emerging technologies (hardware and software).</p> <p>3 points – The Bidder should have demonstrated five (5) or more projects performing research and development (R&D) on new and emerging technologies (hardware and software).</p>		
Total: 9 points (minimum 4 points)				

Workstream 2 Points Summary

POINTS SUMMARY WORKSTREAM 2 – IM/IT BUSINESS SUPPORT		
	Bidders total Points	Maximum Points Available:
Corporate Qualifications		/13
Workstream 2 – IM/IT Business Support		/53
Total		/66

Workstream 3 – IM/IT Project Support

Position Title P.2 Enterprise Architect – Level 3				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated ten (10) years experience within the last fifteen (15) years, developing technical architectures, frameworks and strategies.			
M2	<p>The Bidder must have demonstrated experience as an Enterprise Architect on two (2) IM/IT Enterprise/Departmental-level Implementations within the Government of Canada or Private Industry that involve implementing Service Oriented Architecture (SOA) or Complex IT projects involving business transformation.</p> <p>For each project identified:</p> <ul style="list-style-type: none"> f) the project must have a project team with a minimum of 7 members; g) the project must have a minimum value of \$2M; h) demonstrate how the referenced project is for an Enterprise-Level Implementation (how it provides a company-wide solution architecture); i) demonstrate how the referenced project delivered SOA to the Enterprise; and j) describe what business transformation occurred – what was the result of the project? 			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	

R1	The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture planning activities relating to application rationalization.	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture planning activities relating to application rationalization.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture planning activities relating to application rationalization.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience – within the last 15 years - providing strategic and tactical advice to senior management on Application Architecture planning activities relating to application rationalization.</p>		
R2	The Bidder should have demonstrated experience, within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap</p>		

		analyses for architecture migration strategies. 3 points – More than seven (7) years The Bidder should have demonstrated experience within the last 10 years, documenting Current (As-is) architecture, developing Target (To-Be) architecture and developing gap analyses for architecture migration strategies.		
R3	<p>The Bidder should have demonstrated experience performing research and development (R&D) on new and emerging technologies (hardware and software).</p> <p>For each R&D project, the Bidder should provide the following details:</p> <ul style="list-style-type: none"> c) the purpose of the research or analysis; and d) the output or deliverable provided to the client. 	<p>Max - 3 Points</p> <p>1 point - The Bidder should have demonstrated three (3) project performing research and development (R&D) on new and emerging technologies (hardware and software).</p> <p>2 points – The Bidder should have demonstrated four (4) projects performing research and development (R&D) on new and emerging technologies (hardware and software).</p> <p>3 points – The Bidder should have demonstrated five (5) or more projects performing research and development (R&D) on new and emerging technologies (hardware and software).</p>		
Total: 9 points (minimum 4 points)				

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Position Title P.5 Project Executive – Level 3				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	<p>The Bidder must have demonstrated ten (10) years experience within the last fifteen (15) years, managing large-scale IM/IT project implementations for the Government of Canada or Private Industry.</p> <p>For each project identified:</p> <ul style="list-style-type: none">a) the project must have a project team with a minimum of 7 members; andb) the project must have a minimum value of \$2M.			
M2	<p>The Bidder must have demonstrated experience as a Project Executive on two (2) IM/IT Enterprise/Departmental-level Implementations within the Government of Canada or Private Industry project(s) implementing complex IT projects.</p> <p>“Complex implementations” must refer to solutions supporting a company-wide solution architecture or delivered SOA to the Enterprise or involve departmental business transformation. The Bidder must clearly explain how the referenced projects were complex.</p> <p>For each project referenced, the Bidder must provide the following details:</p> <ul style="list-style-type: none">a) organization;b) project title;c) date and duration worked on the project;d) size of the organization for which the project was delivered; ande) a description of the work, clearly explaining how the referenced project was complex.			

Rated Criteria		Points based on experience	Points	
		The resource will be awarded the number of points matching one of the levels of experience demonstrated below.		
R1	<p>The Bidder should have demonstrated experience managing multi-disciplined teams throughout project implementation on at least three (3) projects within the last ten (10) years involving a large-scale desktop or operating system software upgrade.</p> <p>For each project referenced, the Bidder must provide the following details:</p> <ul style="list-style-type: none"> a) organization; b) project title; c) date and duration worked on the project; d) size of the organization for which the project was delivered. 	<p>Max - 3 Points</p> <p>1 point – The Bidder should have demonstrated experience managing multi-disciplined teams throughout project implementations on at least three (3) projects within the last ten (10) years involving a large-scale desktop or operating system software upgrade.</p> <p>2 points – The Bidder should have demonstrated experience managing multi-disciplined teams throughout project implementations on at least three (3) projects within the last ten (10) years involving a large-scale desktop or operating system software upgrade with a value of at least \$2M each.</p> <p>3 points – The Bidder should have demonstrated experience managing multi-disciplined teams throughout project implementations on more than three (3) projects within the last ten (10) years involving a large-scale desktop or operating system software upgrade with a value of at least \$2M each.</p>		
R2	The Bidder should have demonstrated experience assessing technology alternatives, developing impact statements and cost/benefit analyses and recommending options to stakeholders and IM/IT practitioners.	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience assessing technology alternatives, developing impact statements and cost/benefit analyses and recommending</p>		

	<p>For each project referenced, the Bidder must provide the following details:</p> <ul style="list-style-type: none"> a) organization; b) project title; c) date and duration worked on the project; d) size of the organization for which the project was delivered. 	<p>options to stakeholders and IM/IT practitioners.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience assessing technology alternatives, developing impact statements and cost/benefit analyses and recommending options to stakeholders and IM/IT practitioners.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience assessing technology alternatives, developing impact statements and cost/benefit analyses and recommending options to stakeholders and IM/IT practitioners.</p>		
R3	<p>The Bidder should have demonstrated experience preparing and delivering project status reports/presentations to senior executives including diagrams/dashboards, budget and implementation status, risk factors and mitigations.</p>	<p>Max - 3 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience preparing and delivering project status reports/presentations to senior executives including diagrams/dashboards, budget and implementation status, risk factors and mitigations.</p> <p>2 points – Seven (7) years The Bidder should have demonstrated experience preparing and delivering project status reports/presentations to senior executives including diagrams/dashboards, budget and implementation status, risk factors and mitigations.</p> <p>3 points – More than seven (7) years The Bidder should have demonstrated experience preparing and delivering project status reports/presentations to</p>		

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		senior executives including diagrams/dashboards, budget and implementation status, risk factors and mitigations.		
Total: 9 points (minimum 4 points)				

Position Title P.6 Project Administrator – Level 1				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated three (3) years experience within the last seven (7) years providing client or customer support through telephone, facsimile, or email.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS.	Max - 3 Points 1 point – Two (2) years The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS. 2 points – Three (3) years The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS. 3 points – More than three (3) years		

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		The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOS.		
R2	The Bidder should have demonstrated experience using Microsoft Office in a business setting to create documents, presentations and spreadsheets.	<p>Max - 2 Points</p> <p>1 point – Five (5) years The Bidder should have demonstrated experience using Microsoft Office in a business setting to create documents, presentations and spreadsheets.</p> <p>2 points – More than five (5) years The Bidder should have demonstrated experience using Microsoft Office in a business setting to create documents, presentations and spreadsheets.</p>		
R3	The Bidder should have demonstrated experience coordinating meetings/teleconferences/briefings for project teams working in geographically disperse environments.	<p>Max - 3 Points</p> <p>1 point – Three (3) years The Bidder should have demonstrated experience coordinating meetings/teleconferences/briefings for project teams working in geographically disperse environments.</p> <p>2 points – Four (4) years The Bidder should have demonstrated experience coordinating meetings/teleconferences/briefings for project teams working in geographically disperse environments.</p> <p>3 points – More than four (4) years The Bidder should have demonstrated experience coordinating meetings/teleconferences/briefings for project teams working in</p>		

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		geographically disperse environments.		
Total 8 points (minimum 4 points)				

Position Title P.6 Project Administrator – Level 2				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have Demonstrated five (5) years experience within the last ten (10) years, providing project administration services for IM/IT projects.			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS.	Max - 3 Points 1 point – Two (2) years The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS. 2 points – Three (3) years		

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		<p>The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS.</p> <p>3 points – More than three (3) years The Bidder should have demonstrated experience using the record and document management tool RDIMS/Hummingbird DM or GCDOCS.</p>		
R2	<p>The Bidder should have demonstrated experience preparing project documentation such as project status documents, project budget reports and project meeting minutes.</p>	<p>Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience preparing project documentation such as project status documents, project budget reports and project meeting minutes.</p> <p>2 points – Five (5) years The Bidder should have demonstrated experience preparing project documentation such as project status documents, project budget reports and project meeting minutes.</p> <p>3 points – More than five (5) years The Bidder should have demonstrated experience preparing project documentation such as project status documents, project budget reports and project meeting minutes.</p>		
R3	<p>The Bidder should have demonstrated experience reconciling financial reports with project planning and budget documentation.</p>	<p>Max - 3 Points 1 point – Three (3) years The Bidder should have demonstrated experience reconciling financial reports with</p>		

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		<p>project planning and budget documentation.</p> <p>2 points – Five (5) years The Bidder should have demonstrated experience reconciling financial reports with project planning and budget documentation.</p> <p>3 points – More than five (5) years The Bidder should have demonstrated experience reconciling financial reports with project planning and budget documentation.</p>		
Total: 9 points (minimum 4 points)				

Position Title P.9 Project Manager – Level 3				
Mandatory Criteria – The proposed resource must meet the following mandatory criteria. Failure to do so must result in the bid being declared non-compliant		Met	Not Met	Reference in Bidder's Proposal
M1	The Bidder must have demonstrated ten (10) years experience within the last fifteen (15) years, managing large-scale IM/IT project implementations for the Government of Canada.			
M2	<p>The Bidder must have demonstrated experience as a Project Manager on two (2) IM/IT Enterprise/Departmental-level Implementations within the Government of Canada or Private Industry project(s) implementing complex* IT projects.</p> <p>*Complex implementations must refer to solutions supporting a company-wide solution architecture or delivered SOA to the Enterprise or involve departmental business transformation. The Bidder must clearly explain how the referenced projects were complex.</p>			

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	<p>For each project referenced, the Bidder must provide the following details:</p> <ul style="list-style-type: none"> a) organization; b) project title; c) date and duration worked on the project; d) size of the organization for which the project was delivered; and e) description of the work, clearly explaining how the referenced project was complex. 			
Rated Criteria		Points based on experience The resource will be awarded the number of points matching one of the levels of experience demonstrated below.	Points	
R1	<p>The Bidder should have demonstrated experience writing a minimum of three (3) Project Approval Documents (PADs) for a Government of Canada federal department within the last ten (10) years.</p> <p>For each PAD referenced, the Bidder should provide the following details:</p> <ul style="list-style-type: none"> a) organization, PAD Title and description of the work; b) date and duration worked on the PAD; and c) size of the organization for which the PAD was delivered. 	<p>Max - 3 Points</p> <p>1 point – The Bidder should have demonstrated three (3) PADs written for a Government of Canada federal department within the last ten (10) years.</p> <p>2 points – The Bidder should have demonstrated three (3) PADs written for a Government of Canada federal department within the last ten (10) years with a value of at least \$2M each.</p> <p>3 points – The Bidder should have demonstrated more than three (3) PADs written for a Government of Canada federal department within the last ten (10) years with a value of at least \$2M each.</p>		

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R2	<p>The Bidder should have demonstrated experience writing a minimum of three (3) Requests for Proposals (RFPs) for a Government of Canada federal department within the last ten (10) years.</p> <p>For each RFP referenced, the Bidder should provide the following details:</p> <ul style="list-style-type: none">a) organization, RFP Title and description of the work;b) date and duration worked on the RFP; andc) size of the organization for which the RFP was delivered.	<p>Max - 3 Points</p> <p>1 point – The Bidder should have demonstrated three (3) RFPs written for a Government of Canada federal department within the last ten (10) years.</p> <p>2 points – The Bidder should have demonstrated three (3) RFPs written for a Government of Canada federal department within the last ten (10) years with a value of at least \$2M each.</p> <p>3 points – The Bidder should have demonstrated more than three (3) RFPs written for a Government of Canada federal department within the last ten (10) years with a value of at least \$2M each.</p>		
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R3	The Bidder should have demonstrated experience developing and maintaining project documentation including schedules, work plans and status updates.	Max - 3 Points 1 point – Five (5) years The Bidder should have demonstrated experience developing and maintaining project documentation including schedules, work plans and status updates. 2 points – Seven (7) years The Bidder should have demonstrated experience developing and maintaining project documentation including schedules, work plans and status updates. 3 points – More than seven (7) years The Bidder should have demonstrated experience developing and maintaining project documentation including schedules, work plans and status updates.		
Total: 9 points (minimum 4 points)				

Workstream 3 Points Summary

POINTS SUMMARY WORKSTREAM 3 – IM/IT PROJECT SUPPORT		
	Bidders total Points	Maximum Points Available:
Corporate Qualifications		/13
Workstream 3 – IM/IT Project Support		/44
Total		/57

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ATTACHMENT 4.2
PRICING SCHEDULE

PROFESSIONAL SERVICES: ON-CALL AND CALL BACK

FOR ON-CALL REQUIREMENTS, ALL PROPOSED PERSONNEL MUST BE AVAILABLE TO WORK ON-CALL REQUIREMENTS OUTSIDE REGULAR BUSINESS HOURS 24 HOURS PER DAY INCLUDING SATURDAYS, SUNDAYS AND STATUTORY HOLIDAYS.

FOR CALL-BACK REQUIREMENTS, WHEN THE CONTRACTOR HAS BEEN AUTHORIZED TO RESPOND TO AN INCIDENT WHILE ON-CALL OUTSIDE OF REGULAR BUSINESS HOURS, CALL-BACK PAYMENT IS AS FOLLOWS: THERE SHALL BE A MINIMUM CHARGE OF FOUR (4) HOURS AT THE APPLICABLE HOURLY RATE. THE PAY RATE FOR THE SERVICE SHALL BE AT THE REGULAR HOURLY RATE. IF THE WORK PERIOD EXCEEDS FOUR (4) HOURS, THE CONTRACTOR SHALL BE PAID AT THE APPLICABLE HOURLY RATE FOR THE REMAINING TIME

IN RESPECT OF THE "ESTIMATED NUMBER OF DAYS" LISTED BELOW IN (C*) THE ESTIMATED NUMBER OF DAYS IS FOR EVALUATION PURPOSES ONLY DURING THE SOLICITATION PROCESS. THE ACTUAL NUMBER OF DAYS DURING THE CONTRACT PERIOD AND OPTION PERIODS MAY BE MORE OR LESS, AS DETERMINED BY THE TECHNICAL AUTHORITY.

RESOURCE CATEGORIES WITH ESTIMATED LEVEL OF EFFORT

USING THE TABLES BELOW, THE BIDDER MUST INDICATE THE APPLICABLE ALL-INCLUSIVE FIRM PER DIEM RATE FOR EACH RESOURCE CATEGORY. THE FIRM PER DIEM RATES (C*, D* E*) FOR EACH RESOURCE CATEGORY MUST BE MULTIPLIED BY THE ESTIMATED NUMBER OF RESOURCES (A*), MULTIPLIED BY THE LEVEL OF EFFORT (B*) AND THE RESULTS OF THE MULTIPLICATIONS MUST BE INSERTED BY THE BIDDER IN COLUMN (F*). THE BIDDER MUST INSERT THE SUM OF EACH H* COLUMN IN THE RESPECTIVE CELL WHICH WILL DETERMINE THE **TOTAL BID PRICE**

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WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT

WORKSTREAM 1 – IM/IT OPERATIONAL SUPPORT						
	A	B	C	D	E	F
RESOURCE CATEGORY	LE VEL	ESTIMATED NUMBER OF RESOURCES	FIRM PER DIEM RATE INITIAL CONTRACT PERIOD 2017-2020	FIRM PER DIEM RATE OPTION PERIOD 001 2020-2021	FIRM PER DIEM RATE OPTION PERIOD 002 2021-2022	TOTAL COST (C+D+E)
HELP DESK SPECIALIST	1	20	\$	\$	\$	\$
HELP DESK SPECIALIST	2	10	\$	\$	\$	\$
OPERATIONS SUPPORT SPECIALIST	1	10	\$	\$	\$	\$
OPERATIONS SUPPORT SPECIALIST	2	10	\$	\$	\$	\$
TOTAL BID PRICE (F1 + F2 + F3 + F4)						\$

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WORKSTREAM 2 – IM/IT BUSINESS SUPPORT

WORKSTREAM 2 – IM/IT BUSINESS SUPPORT							
		A	B	C	D	E	F
RESOURCE CATEGORY	LEVEL	ESTIMATED NUMBER OF RESOURCES	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE INITIAL CONTRACT PERIOD 2017-2020	FIRM PER DIEM RATE OPTION PERIOD 001 2020-2021	FIRM PER DIEM RATE OPTION PERIOD 002 2021-2022	TOTAL COST (C+D+E)
BUSINESS ANALYST	2	5	240	\$	\$	\$	\$
TECHNICAL WRITER	2	3	240	\$	\$	\$	\$
SYSTEM ADMINISTRATOR	2	5	240	\$	\$	\$	\$
TECHNICAL ARCHITECT	2	5	240	\$	\$	\$	\$
TECHNOLOGY ARCHITECT	3	5	240	\$	\$	\$	\$
ENTERPRISE ARCHITECT	3	2	240	\$	\$	\$	\$
				TOTAL BID PRICE (F1 + F2 + F3 + F4 + F5 + F6)			\$

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WORKSTREAM 3 – IM/IT PROJECT SUPPORT

WORKSTREAM 3 - IM/IT PROJECT SUPPORT

BID PRICE BREAKDOWN						
A		B	C	D	E	F
RESOURCE CATEGORY	LEVEL	ESTIMATED NUMBER OF RESOURCES	ESTIMATED NUMBER OF DAYS	FIRM PER DIEM RATE INITIAL CONTRACT PERIOD 2017-2020	FIRM PER DIEM RATE OPTION PERIOD 001 2020-2021	FIRM PER DIEM RATE OPTION PERIOD 002 2021-2022
ENTERPRISE ARCHITECT	3	3	240	\$	\$	\$
PROJECT EXECUTIVE	3	5	240	\$	\$	\$
PROJECT ADMINISTRATOR	1	5	240	\$	\$	\$
PROJECT ADMINISTRATOR	2	5	240	\$	\$	\$
PROJECT MANAGER	3	15	240	\$	\$	\$
				TOTAL BID PRICE (F1 + F2 + F3 + F4 + F5)		
				\$		

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Declaration Form

Complete Legal Name of Company:

Company's address:

Company's Procurement Business Number (PBN):

Solicitation Number:

Date of Bid: (YY-MM-DD)

Have you ever, as the Bidder, your affiliate or as one of your directors, been convicted or have pleaded guilty of an offence in Canada or similar offence elsewhere under any of the following provisions ¹ :

Section	Yes	No	Comments
Financial Administration Act 80 (1) d): False entry, certificate or return 80 (2): Fraud against Her Majesty 154.01: Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
Criminal Code 121: Frauds on the government and contractor subscribing to election fund 124: Selling or Purchasing Office 380: Fraud – committed against Her Majesty 418: Selling defective stores to Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	

In the last 3 years, have you, as the Bidder, your affiliates or one of your directors, been convicted or have pleaded guilty of an offence in Canada or elsewhere under any of the following provisions ¹:

Criminal Code			
119: Bribery of judicial officers,... 120: Bribery of officers 346: Extortion 366 to 368: Forgery and other offences resembling forgery 382: Fraudulent manipulation of stock exchange transactions 382.1: Prohibited insider trading 397: Falsification of books and documents 422: Criminal breach of Contract 426: Secret commissions 462.31 Laundering proceeds of crime 467.11 to 467.13: Participation in activities of criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	
Competition Act 45: Conspiracies, agreements or arrangements between competitors 46: Foreign directives 47: Bid rigging 49: Agreements or arrangements of federal financial institutions	<input type="checkbox"/>	<input type="checkbox"/>	

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ATTACHMENT 5.2

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a federally regulated employer being subject to the [Employment Equity Act](#).
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - ☐ A5.1 The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- ☐ A5.2 The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).