



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

Public Safety Canada
Contracting and Procurement Section
340 Laurier Avenue West,
1st Floor Mailroom – **MARKED URGENT**
Ottawa ON K1A 0P8
Attention: **Rachel Hull**

**Request For Proposal
Demande de proposition**

Offer to: Public Safety Canada

We hereby offer to provide to Canada, as represented by the Minister of Public Safety and Emergency Preparedness Canada, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction detailed herein and on any attached sheets.

Offre au: Sécurité publique Canada

Nous offrons par la présente de fournir au Canada, représenté par le ministre des Sécurité publique et Protection civile Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée.

Comments – Commentaires:

BIDDERS WHO HAVE THEIR PROPOSALS HAND DELIVERED TO THE MAILROOM MUST WAIT TO HAVE THEIR PROPOSALS TIME AND DATE STAMPED.

LES SOUMISSIONNAIRES QUI LIVRENT LEURS PROPOSITIONS EN MAINS PROPRES À LA SALLE DU COURRIER DOIVENT ATTENDRE QUE LEURS PROPOSITIONS SOIENT HORODATÉES.

Instructions: See Herein
Instructions: Voir aux présentes

Issuing Office – Bureau de distribution
Public Safety Canada
Contracting and Procurement Section
269 Laurier Avenue West
Ottawa ON K1A 0P8

Title – Sujet Television Channel Services	
Solicitation No. – No de l'invitation 201704367	Date 2017-07-05
Solicitation Closes – L'invitation prend fin At – à 2:00 p.m. On – le 2017-08-07	Time Zone Fuseau horaire Eastern Daylight Time (EST)
Delivery Required – Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Rachel Hull	
Telephone No. – No de telephone (613) 949-1048	FAX No. – No de FAX (613) 954-1871
Destination – of Goods, Services and Construction: Destination – des biens, services et construction: Public Safety Canada 269 Laurier Avenue West, Ottawa ON K1A 0P8	
Security – Sécurité This requirement contains a security requirement	

Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. – N° de telephone 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 due fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature _____	Date _____



OFFER TO THE DEPARTMENT OF PUBLIC SAFETY CANADA
VENDOR INFORMATION AND AUTHORIZATION

Each proposal must include a copy of this page properly completed and signed.

Vendor Name and Address

Four horizontal lines for entering vendor name and address.

Legal Status (incorporated, registered, etc.)

One horizontal line for entering legal status.

GST or HST Registration Number and/or Business Identification Number (Canada Revenue Agency)

One horizontal line for entering registration numbers.

Name and Title of Person authorized to sign on behalf of Vendor

Print Name: _____

Title: _____

Signature: _____ Date: _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Print Name: _____

Title: _____

Tel: _____ Fax: _____

Email: _____



PART 1 – GENERAL INFORMATION

1. INTRODUCTION

The bid solicitation is divided into six parts plus attachments and annexes, as follows:

- 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;
- 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, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include

- Annex A: Statement of Work
- Annex B: Basis of Payment

2. SUMMARY

Public Safety Canada (PS) has a requirement for a Contractor to provide a solution for the delivery of digital television channel services for approximately 150 televisions located in 3 buildings in downtown Ottawa, ON, for a period three years, with up to three optional one-year periods.

3. DEBRIEFINGS

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



PART 2 – BIDDER INSTRUCTIONS

1. STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

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

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

1.1 Supplemental Standard Instructions – Telecommunications (2015-04-01) 2003-1

The 2003-1 (2015-04-01) Supplemental Standard Instructions – Telecommunications, are incorporated by reference into and form part of the bid solicitation.

1.2 Standard Instructions - Goods or Services – Competitive Requirements (2016-04-04) 2003

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

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one-hundred twenty (120) days

2. SUBMISSION OF BIDS

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

Due to the nature of the bid solicitation, bids transmitted by either facsimile or email will not be accepted.

3. CONFIDENTIAL INFORMATION FOR BIDDING

In order to prepare a bid in response to this bid solicitation, suppliers must have access to information that is confidential to Canada. It is a condition of the bid solicitation that bidders sign the Confidentiality Agreement in Attachment 1 to Part 2 before being given access to such information. Bidders must bring a signed of the agreement with them to the site visit as per Article 1.1 of Part 4 of this bid solicitation.

4. ENQUIRIES – BID SOLICITATION

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

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to



enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

It is the responsibility of the Bidder to obtain clarification of the requirements contained herein, if necessary, prior to submitting a bid.

A request for a time extension to the bid closing date will be considered provided it is received in writing by the PS Contracting Authority at least five (5) working days before the closing date shown on page 1 of this RFP document. The request, if granted, will be communicated by www.BuyandSell.gc.ca at least three (3) working days before the closing, showing the revised closing date. The request, if rejected, will be directed to the originator at least three (3) working days before the closing date by the PS Contracting Authority.

5. APPLICABLE LAWS

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

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

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 this bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason 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 at least **five (5)** days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

7. OFFICE OF THE PROCUREMENT OMBUDSMAN

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.



Attachment 1 to Part 2 Confidentiality Agreement

TO: HER MAJESTY THE QUEEN IN RIGHT OF CANADA ("CANADA"), AS REPRESENTED BY THE MINISTER OF PUBLIC SAFETY AND EMERGENCY PREPAREDNESS CANADA

The description of the requirement of bid solicitation No. 201704367 contains information that is confidential or proprietary to Canada or to a third party (the Confidential Information) that is not to be disclosed or used in any way other than as set out below.

1. The Supplier agrees that:
 - a) it must not, without first obtaining the written permission of the Contracting Authority, disclose to anyone, other than an employee or a proposed subcontractor with a need to know, the Confidential Information;
 - b) it must not make copies of the Confidential Information or use it for any purpose other than for the preparation of a bid in response to the bid solicitation identified above;
 - c) at close or early termination of the bid period, it must immediately deliver the Confidential Information to the Contracting Authority as well as every draft, working paper and note that contains any information related to the Confidential Information.

2. The Supplier must require any proposed subcontractor referred to in (a) above to execute a Confidentiality Agreement on the same conditions as those contained in this agreement.

3. The Supplier acknowledges and agrees that it will be liable for any and all claims, loss, damages, costs, or expenses incurred or suffered by Canada caused by the failure of the Supplier, or by anyone to whom the Supplier discloses the Confidential Information to comply with these conditions.

4. Nothing in this Confidentiality Agreement should be construed as limiting the Supplier's right to disclose any information to the extent that such information:
 - a) is or becomes in the public domain through no fault of the Supplier or any proposed subcontractor;
 - b) is or becomes known to the Supplier from a source other than Canada, except any source that is known to the Supplier to be under an obligation to Canada not to disclose the information;
 - c) is independently developed by the Supplier; or
 - d) is disclosed under compulsion of a legislative requirement or any order of a court or other tribunal having jurisdiction.

Name of Supplier: _____

Name of authorized representative: _____

Signature of authorized representative: _____

Date _____



PART 3 – BID PREPARATION INSTRUCTIONS

1. BID PREPARATION INSTRUCTIONS

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid: 4 hard copies and 1 soft copy on CD, DVD or USB key.

Section II: Financial Bid: 1 hard copy

Section III: Certifications 1 hard copy

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.

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

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

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

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

SECTION I: TECHNICAL BID

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical proposal must exclude any reference to financial information relative to the costing of the proposal.

Failure to provide a technical proposal with the submission will result in non-compliance and will not be evaluated.



Section II: Financial Bid

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

Failure to provide a financial proposal with the submission will result in non-compliance and the bid will not be evaluated.

Section III: Certifications

Bidders must submit the certifications required under Part 5.



PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

1. EVALUATION PROCEDURES

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.

- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1. Mandatory Site Visit

It is mandatory that the Bidder or a representative of the Bidder visit the work site. Arrangements have been made for the site visit to start at 269 Laurier Avenue West on July 17. The site visit will begin at 9:30 a.m., EDT, in lobby.

Bidders must communicate with the Contracting Authority no later than July 13, 2017, to confirm attendance and provide the name(s) of the person(s) who will attend. Bidders will be required to sign an attendance sheet. Bidders should confirm in their bid that they have attended the site visit. Bidders who do not attend the mandatory site visit or do not send a representative will not be given an alternative appointment and their bid will be declared non-responsive. Any clarifications or changes to the bid solicitation resulting from the site visit will be included as an amendment to the bid solicitation

2. TECHNICAL EVALUATION

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirements, or reusing the same wording as the RFP, will not be considered "demonstrated" for the purposes of this evaluation. The Bidder should provide complete details as to where, when, month and year, and how, through which activities / responsibilities, the stated qualifications / experience were obtained. Experience gained during formal education shall not be considered work experience. All requirements for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

When completing the resource grids the specific information which demonstrates the requested criteria should be in the grid. The reference to the page and project number should also be provided so that the evaluator can verify this information. It is not acceptable that the grids contain all the project information from the résumé, only the specific answer should be provided.

Bidders are advised that the month(s) of experience listed for a project in which the timeframe overlaps that of another referenced project of the same resource will only be counted once. For example: Project #1 timeframe is July 2001 to December 2001; Project #2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

Bidders are also advised that the experience is as of the closing date of the Request for Proposal. For example, if a given requirement states, "The proposed resource must have a minimum of three (3) years' experience, within the last six (6) years, working with Java", then the six (6) years are accounted for as of the closing date of the RFP.

Proposals not meeting the mandatory requirements below will be given no further consideration.



2.1. Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion will be addressed separately.

The Bidder must provide sufficient detail to clearly demonstrate how they meet each mandatory requirement below. Bidders are advised that only listing experience without providing any supporting data and information to describe responsibilities, duties and relevance to the requirements, or reusing the same wording as the RFP, will not be considered “demonstrated” for the purpose of this evaluation.

Number	Mandatory Technical Criteria	Demonstrated Compliance
M1	<p>The Bidder must demonstrate that they have the experience and capability to manage an account with Television Chanel Service distributed to a minimum of 150 subscribers for a period of two (2) years within the last five (5) years.</p> <p>The Bidder must provide two (2) references of previous or current client(s) who can confirm they received continuous Television Channel services for a minimum of 150 subscribers over a period of two consecutive years within the last five (5) years.</p> <p>Client reference must include the following information:</p> <ul style="list-style-type: none"> a) Company/Organization Name: b) Contact Name/Phone Number/E-mail address c) Start and end date d) Description of the scope of services provided. <p>It is the Bidder’s responsibility to ensure that any information divulged has the permission of the references provided.</p>	
M2	<p>The Bidder must provide a complete description of the viable digital solution being proposed to meet Public Safety Canada’s requirement for television channel services.</p> <p>Information provided must include at a minimum:</p> <ul style="list-style-type: none"> a) type of service proposed b) hardware, software, and devices required c) hardware, software, and devices provided d) approach and methodology for initial installation e) assumptions made f) potential issues/concerns g) maintenance and support services proposed h) acceptance testing proposed i) overall management of initial installation and ongoing services provided. <p>Where an IP-based solution is proposed, the Bidder must</p>	



Number	Mandatory Technical Criteria	Demonstrated Compliance
	demonstrate that it will be through an independent networking solution that is owned, configured and operated by the Bidder.	
M3	<p>The Bidder must demonstrate in its proposal that it holds a valid license to provide Television Channel services in the National Capital Region. (A broadcasting distribution undertaking license pursuant to the Canada Radio-Television and Telecommunications Commission (CTRTC) regulations)</p> <p>Proof of valid license must be included in the Bidder's proposal.</p>	
M4	The Bidder must demonstrate that it can meet service relocation requests within 5 business days of receiving a request from Public Safety Canada.	
M5	<p>The Bidder must demonstrate that the Personal Video Recording devices (PVR) being proposed can:</p> <ul style="list-style-type: none">a) support video recording of live channels;b) have a capability of a minimum of 10hrs of playback; andc) support listening to a channel live while recording that same channel or any another channel.	
M6	<p>The Bidder must demonstrate that it can provide the core list of channels described in Section 11.1 of the Statement of Work.</p> <p>The Bidder must provide supporting internal/technical documents that substantiate the capability of providing all the channels listed in the article 11.1 and that documentation must be included with the Bidder's technical proposal</p> <p>The Bidder may add other channels, at no charge to Canada, that are part of their respective channel line-up packages.</p>	
M7	<p>The Bidder must demonstrate that it can provide time-shifting capabilities for each of the following networks:</p> <ul style="list-style-type: none">1) NBC2) ABC3) CBS4) FOX5) CBC6) CTV	



Number	Mandatory Technical Criteria	Demonstrated Compliance
M8	The Bidder must demonstrate that its Call Centre can provide maintenance and support services in both official languages 24-hours per day, seven days per week including statutory holidays, as described in Section 13 of the Statement of Work.	

2.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

Number	Criteria	Scoring	Maximum Score	Demonstrated Compliance
R1	<p>The Bidder should demonstrate that its proposed solution supports Public Safety's TVs and boardroom technology. The TV models are listed in Appendix 1 to Annex A in the Statement of Work. The boardroom technologies used in the department are as follows :</p> <ul style="list-style-type: none"> - Crestron - AMX - Analog tuners - VCRs - DVD - PVRs 	<p>For demonstration of Boardroom technologies support up to 25 points can be awarded as follows:</p> <p>All 6 technologies = 20 points</p> <p>5 of 6 technologies = 15 points</p> <p>4 of 6 technologies = 10 points</p> <p>3 of 6 technologies = 5 points</p> <p>2 or less of 6 technologies = 0 points</p> <p>BONUS POINTS</p> <p>The Bidder's proposed solution permits the use of computers screens to replace legacy TV and boardroom technology = 5 points</p> <p>Total Available Points = 25</p>	<p>25 points</p>	

Number	Criteria	Scoring	Maximum Score	Demonstrated Compliance
R2	The Bidder should demonstrate that the Personal Video Recording (PVR) devices being proposed can provide additional functionality.	Up to 10 points can be awarded as follows: The PVR devices being proposed can provide: Recording of 2 or more channels of television for least 50 hours at 720p resolution or greater = 10 points Recording of 2 or more channels of television for over 10 hours at 480p resolution or greater = 5 points Recording of single channel of television for 10 hours at 480p resolution or greater = 2 points 480i resolution or greater, no recording = 0 points Total Available Points: 10	10 points	
R3	The Bidder should demonstrate that they provide channels above and beyond minimum requirements outlined in articles 11.1 and 11.2 in the SOW at no extra charge.	Additional channels included = 5 points	5 points	
Maximum points:			40	
Overall Minimum Points Required to Pass:			20	



3. FINANCIAL EVALUATION

The Bidder must complete this pricing schedule and include it in its financial bid. Prices must only appear in the Financial Bid and in no other part of the bid.

The Bidder's financial proposal must be submitted in Canadian Funds, GST/HST excluded, FOB Destination, customs duties and excise tax included. The total amount of Goods and Services Tax or Harmonized Sales Tax is to be shown separately, if applicable.

*** The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.**

**Firm Unit Prices below include all materials, labour, activation fees and any other associated costs to deliver and install Digital Television Channel Services in Accordance with Annex A Statement of Work.

3.1 Programming Services and Channel Line-Up – Existing Cable Outlets

TABLE 1

Contract Period	No. of Cable Outlets*	Firm Unit Monthly Price Per Cable Outlet**	No. of Months	TOTAL
Year 1	150	\$ _____	12	\$ _____
Year 2	150	\$ _____	12	\$ _____
Year 3	150	\$ _____	12	\$ _____
Option year 1	150	\$ _____	12	\$ _____
Option year 2	150	\$ _____	12	\$ _____
Option year 3	150	\$ _____	12	\$ _____
TOTAL COST:				\$ _____



3.2 Personal Video Recorders (PVR) Outlets

TABLE 2

Contract Period	No. of Personal Video Recorders(PVR) Outlets*	Firm Unit Monthly Price Per PVR**	No. of Months	TOTAL
Year 1	20	\$ _____	12	\$ _____
Year 2	20	\$ _____	12	\$ _____
Year 3	20	\$ _____	12	\$ _____
Option year 1	20	\$ _____	12	\$ _____
Option year 2	20	\$ _____	12	\$ _____
Option year 3	20	\$ _____	12	\$ _____
TOTAL COST:				\$ _____

3.3 As-and-when-required Programming Services and Channel Lineup – Installation and Activation of Additional Cable Outlets

TABLE 3

Contract Period	No. of Estimated Additional Cable Outlets*	Firm Unit Monthly Price Per Cable Outlet**	TOTAL
Year 1	20	\$ _____	\$ _____
Year 2	20	\$ _____	\$ _____
Year 3	20	\$ _____	\$ _____
Option year 1	20	\$ _____	\$ _____
Option year 2	20	\$ _____	\$ _____
Option year 3	20	\$ _____	\$ _____
TOTAL COST:			\$ _____



3.4 As-and-when-required – Move of existing cable outlets

TABLE 4

Contract Period	No. of Estimated Moves per year*	Firm All-Inclusive Price per move**	TOTAL
Year 1	20	\$ _____	\$ _____
Year 2	20	\$ _____	\$ _____
Year 3	20	\$ _____	\$ _____
Option year 1	20	\$ _____	\$ _____
Option year 2	20	\$ _____	\$ _____
Option year 3	20	\$ _____	\$ _____
TOTAL COST:			\$ _____

3.5 As-and-when-required – Deletion/Deactivation of Existing Outlets

TABLE 5

Contract Period	Estimated No. of Deletions/Deactivations of Existing Cable Outlets per year*	Firm All-Inclusive Unit Price**	TOTAL
Year 1	20	\$ _____	\$ _____
Year 2	20	\$ _____	\$ _____
Year 3	20	\$ _____	\$ _____
Option year 1	20	\$ _____	\$ _____
Option year 2	20	\$ _____	\$ _____
Option year 3	20	\$ _____	\$ _____
TOTAL COST:			\$ _____

3.6 Installation of Wiring (if applicable)

TABLE 6

Item:	Firm price for installation of wiring**
Installation of wiring	\$ _____



3.7 Other costs (if applicable)

TABLE 7

For other costs, if applicable, Bidders must provide a detailed description.

Item:	Description	Firm price**
		\$ _____
		\$ _____
		\$ _____

3.7 Total Cost for Evaluation Purposes

Table Number	Total Cost (excluding applicable taxes)
1	\$ _____
2	\$ _____
3	\$ _____
4	\$ _____
5	\$ _____
6	\$ _____
7	\$ _____
TOTAL	\$ _____

Bidders should note the basis of payment is defined in Part 6 – Resulting Contract Clauses



4. **BASIS OF SELECTION**

4.1 **Highest Combined Rating of Technical Merit 60% and Price 40%**

To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all the mandatory evaluation criteria; and
- (c) obtain the required minimum number of points specified for the point rated technical criteria.

4.1.1 Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.

4.1.2 The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i): **PSi = LP / Pi x 40**. Pi is the evaluated price (P) of each responsive bid (i).

4.1.3 A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i): **TMSi = OSi x 60**. OSi is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Article 4, determined as follows: total number of points obtained / maximum number of points available.

4.1.4 The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows: **CRi = PSi + TMSi**

4.1.5 The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in article 4 will be recommended for award of a contract.

4.1.6 The table below illustrates an example where the selection of the contractor is determined by a 60/40 ratio of the technical merit and price, respectively.

Basis of Selection – Highest Combined Rating of Technical Merit (60%) and Price (40%)			
Bidder	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	92	89	75
Bid Evaluated Price	\$600,000.00 CAD	\$550,000.00 CAD	\$500,000.00 CAD
Calculations	Technical Merit Points	Price Points	Total Score
Bidder 1	92 / 100 x 60 = 55.20	\$500,000* / \$600,000 x 40 = 33.33	88.53
Bidder 2	89 / 100 x 60 = 53.40	\$500,000* / \$550,000 x 40 = 36.36	89.76
Bidder 3	75 / 100 x 60 = 45.00	\$500,000* / \$500,000 x 40 = 40.00	85.00

* represents the lowest evaluated price

In the example above, Bidder 2 is the Bidder who obtained the highest combined technical and financial score.



PART 5 – CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract. The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications 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 comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

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 in carrying out any of its obligations under the Contract, 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 may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Required with the Bid

1.1. Certification 1 – Acceptance of Terms and Conditions

I, the undersigned, as the Bidder and/or an authorized representative of the Bidder, hereby certify that by signing the proposal submitted in response to **RFP 201704367** that I agree to be bound by the instructions, clauses and conditions in their entirety as they appear in this RFP. No modifications or other terms and conditions included in our Proposal will be applicable to the resulting contract notwithstanding the fact that our proposal may become part of the resulting contract

Name (block letters): _____
Title _____
Signature: _____
Telephone number: _____
Fax number: _____
Date: _____

1.2 Certification 2 – Integrity Provisions – Declaration of Convicted Offences

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



1.3 Certification 3 – Employment Equity, Federal Contractors' Program

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://publiservice.gc.ca/services/fcp-pcf/index_f.htm) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

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.

Signature

Date

1.4 Certification 4 – Former Public Servant

Former Public Servant Certification

Contracts with 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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause,

"former public servant" means a 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 and includes:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made up of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"Lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service.

"Pension" means a pension payable pursuant to the *Public Service Superannuation Act, R.S., 1985, c. P-36* as indexed pursuant to the *Supplementary Retirement Benefits Act, R.S., 1985, c. S-24*.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above?

YES () NO ()



If so, the Bidder must provide the following information:

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

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

YES () NO ()

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including Goods and Services Tax or Harmonized Sales Tax.

STATEMENT:

I, the undersigned, as a director of the Bidder, hereby certify that the information provided on this form and in the attached proposal are accurate to the best of my knowledge.

Name (block letters): _____

Title: _____

Signature: _____

Date: _____

Telephone number: _____

Email: _____

The above-named individual will serve as intermediary with Public Service Canada

PART 6 – RESULTING CONTRACT CLAUSES

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

1. **REQUIREMENT**

See Annex A, Statement of Work.

2. **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. However any reference to Public Works and Government Services Canada or its Minister contained in these terms and conditions shall be interpreted as reference to Public Safety Canada or its Minister

2.1 **Supplemental Conditions**

4005 (2012-07-16), Telecommunications Services and Products, apply to and form part of the Contract.

2.2 **General Conditions**

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

Delete section 19 in its entirety.

3. **SECURITY REQUIREMENT**

This document is UNCLASSIFIED, however;

- 3.1 The Contractor shall treat as confidential, during as well as after the performance of the services contracted for, any information of the affairs of Canada of a confidential nature to which its servants or agents become privy; and
- 3.2 Contract personnel requiring casual access to the installation site do not require a security clearance but may be required to be escorted at all times.

4. **TERM OF CONTRACT**

4.1 **Period of the Contract**

The Work is to be performed from date of contract award (*insert date for completion of installation, if necessary*) plus a period of three years for cable services.

4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor 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.

4.3 Termination on Thirty Days' Notice

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

5. AUTHORITIES

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Rachel Hull
Contracting and Procurement Officer
Public Safety Canada
340 Laurier, Ave. West
Ottawa, Ontario, K1A 0P8

Tel: 613-949-1821
Fax: 613-954-1871
Email: contracting@ps.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.

5.2 Project Authority

To be identified at Contract award.

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

5.3 Contractor's Representative

To be identified at Contract award.



6. PAYMENT

6.1 Limitation of Expenditure

For the work described in Annex A, Statement of Work:

- a) Canada's total liability to the Contractor under the Contract, must not exceed \$ _____ (*insert amount at contract award*). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
- b) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - i. when it is 75 percent committed, or
 - ii. four (4) months before the Contract expiry date, or
 - iii. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
- c) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7. INVOICING INSTRUCTIONS

- 7.1 The Contractor must submit invoices in accordance with the information required in Section 10 of 2010B, General Conditions – Services.
- 7.2 An invoice for a single payment cannot be submitted until all Work identified on the invoice is completed.
- 7.3 Each invoice must be supported by:
 - (a) a copy of time sheets to support the time claimed;
 - (b) a copy of the release document and any other documents as specified in the Contract;
- 7.4 In the ongoing efforts of being a department that contributes to the greening initiative, as well as to improve our efficiencies when processing invoices, Public Safety Canada is moving towards receiving all invoices electronically from vendors. We ask, where possible, that vendors send their invoices electronically and do not send their invoices in paper format through regular postal mail services.

Email address: PS.InvoiceProcessing-TraitementDesFactures.SP@canada.ca



8. CERTIFICATIONS

8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, 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.

9. 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.*)

10. PRIORITY OF DOCUMENTS

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

- a) the Articles of Agreement;
- b) the general conditions 2035 (2015-07-03), General Conditions – Higher Complexity – Services;
- c) Annex A, Statement of Work;
- d) Annex B, Basis of Payment;
- e) Annex C, Security Requirements Check List
- f) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*"), as clarified on _____ " *or* ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

11. FOREIGN NATIONALS (CANADIAN CONTRACTOR)

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

OR

11. FOREIGN NATIONALS (FOREIGN CONTRACTOR)

The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.



12. WORK PERMIT AND LICENSES

The Contractor must obtain and maintain all permits, licenses and certificates of approval required for the Work to be performed under any applicable federal, provincial or municipal legislation.

The Contractor is responsible for any charges imposed by such legislation or regulations. Upon request, the Contractor will provide a copy of any such permit, license, or certificate to Canada.

13. NON-PERMANENT RESIDENT

Non-Permanent Resident

The Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfillment of this Contract. The Contractor will be responsible for all costs incurred as a result of noncompliance with immigration requirements.

Non-Permanent Resident (Foreign Contractor)

The Contractor must ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfillment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry.

The Contractor must ensure that United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be obtained at the appropriate Canadian Embassy/Consulate in the Contractor's country. The Contractor will be responsible for all costs incurred as a result of noncompliance with immigration requirements.

14. INTERNATIONAL SANCTIONS

1. Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to economic sanctions.

Details on existing sanctions can be found at: <http://www.dfait-maeci.gc.ca/trade/sanctions-en.asp>

2. It is a condition of this Contract that the Consultant not supply to the Government of Canada any goods or services which are subject to economic sanctions.
3. By law, the Consultant must comply with changes to the regulations imposed during the life of the Contract. During the performance of the Contract, should the imposition of sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services cause an impossibility of performance for the Consultant, the situation will be treated by the Parties as a force majeure. The Consultant shall forthwith inform Canada of the situation; the procedures applicable to force majeure shall then apply.



15. CANADA FACILITIES, EQUIPMENT, DOCUMENTATION & PERSONNEL

1. Access to the following Canada facilities, equipment, documentation and personnel may be required during the Contract period in order to perform the work:
 - a. Client department's premises;
 - b. Client department's computer systems;
 - c. Documentation; and
 - d. Personnel for consultation.
2. Canada's facilities, equipment, documentation and personnel are not automatically at the disposal of the Contractor. The Contractor is responsible for timely identification of the need for access to the referenced facilities, equipment, documentation and personnel.
3. Subject to the approval of the Project Authority, arrangements will be made for the Contractor to access the required facilities, equipment, documentation and personnel at the Client department's earliest convenience.

16. INSURANCE

The Contractor is responsible to decide if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor will be at its own expense and for its own benefit and protection. It will not release the Contractor from or reduce its liability under the Contract.



ANNEX A STATEMENT OF WORK

1. TITLE

Digital Television Channel Services for Public Safety Canada (PS)

2. REQUIREMENT

Public Safety Canada (PS) has a requirement for a Contractor to provide a solution for the delivery of digital television channel services for approximately 150 televisions located in 3 buildings in downtown Ottawa, ON.

3. CURRENT CONFIGURATION

Currently, Public Safety Canada occupies space in three office buildings in downtown Ottawa

1) 269 Laurier Avenue West, Ottawa ON K1A0P8

Public Safety occupies all or part of floors 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, and 19 of this 19-story office building. Currently, analog services are being delivered to approximately 138 televisions at 269 Laurier using a DSAN unit and amplifier. This hybrid configuration was not designed for digital service, offers poor-quality audio and video, and must be replaced.

Public Safety owns two (2) SnapStream appliances, which are used to capture Closed Caption signals to create transcripts of selected television programs. The device is currently located on the 18th floor in a wiring closet but will be moved to a basement technical room once the new solution is provided. The two SnapStream appliances will allow for the tuning and capture of CC for up to 20 television channels at the same time. This is a critical service that requires television channel services for delivery. As such, outages are minimized.

2) 340 Laurier Avenue West, Ottawa ON K1A0P8

Currently, all service being provided at this location is digital. A digital signal enters the building and is then supplied via coaxial cabling to the wiring closets on floors 10-13. A wire is then pulled from the wiring closets and is supplied to clients' location by a coaxial cable. A cable box or PVR is installed at each client's office. Service is being delivered to approximately 20 televisions at this location.

3) 257 Slater Street, Ottawa ON K1A0P8

This site has critical services that require cable service for delivery of their services.

Currently, all service being provided at this location is digital. A digital signal enters the building and is then supplied via coaxial cabling to the wiring closets on floors 2, 4 and 5. A wire is then pulled from the wiring closets and is supplied to clients' location by a coaxial cable. A cable box or PVR is installed at each client's office. Service is being delivered to approximately 14 televisions at this location.



4. SCOPE OF WORK

- 4.1 The Contractor must provide a solution that will allow a transition from analogue to digital service and includes all hardware, materials, installation services, configuration, acceptance testing and on-going maintenance and support services for the television channel services described in this Statement of Work (SOW).

5. APPLICABLE DOCUMENTS

- 5.1. TBITS 06.9: Canadian Open Systems Application Criteria (COSAC), Telecommunications wiring system in Government-Owned and leased buildings - Implementation Criteria (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=15746>) applies to the work described in this SOW
- 5.2. This standard establishes the minimum requirements governing the telecommunications wiring system used to provision voice, data, and video in government-owned and leased buildings.
- 5.3. The standard provides a uniform, integrated approach to voice, data, and video telecommunications wiring (or 'cabling') in all buildings occupied by federal government departments and agencies.
- 5.4. Additionally, installations must conform to the Canadian Electrical Code, the National Building Code, and Ontario Building Codes as appropriate.

6. CONSIDERATIONS AND CONSTRAINTS

- 6.1. Any solution proposed through the use of Internet Protocol (IP) must be through an independent networking solution owned, configured, maintained and operated by the Contractor. The solution must also consider methods of connecting TVs and boardroom devices to access the television signals.
- 6.2. The Contractor must be able to deliver its cablevision solution to any office in each of Public Safety Canada's buildings. This includes from the point of building entry, to wiring closets (as applicable) and to the end user's outlet or terminal as applicable.
- 6.3. PS has a wide variety of televisions including older tube televisions using RCA or coaxial connectors and newer models with HDMI or display port connectors. The Contractor's solution must include any hardware required to decode the television channels. Given that some legacy televisions can only receive a digital signal by using a tuner type signal, the Contractor must determine and confirm that their solution can be used with each device and television identified in Annex A, Appendix 1.
- 6.4. The Contractor must identify any special requirements relative to the building facilities or specifications on-site such as space, heating/cooling, and/or power requirements for the proposed solution.
- 6.5. In the event of technological changes affecting broadcast methods or new Canadian Radio-Television & Telecommunications Canada (CRTC) requirements during the term of the contract the Contractor must absorb the cost of any equipment/devices changes required.



7. REQUIREMENTS

- 7.1. The Contractor must provide all hardware and cabling required to provide digital television channel services to PS as detailed in this Statement of Work. This includes, but is not limited to, any cabling/hardware required within a building to extend the service into the areas or rooms in each building where end users are located. All equipment provided must be compatible with digital and high-definition televisions (HDTV).
- 7.2. The Contractor must provide the digital television signal to each building entry point.
- 7.3. The Contractor must provide PVR services for a to be determined number of users . A PVR is an interactive TV recording device with that can record and play back television programs. It also stores the programs in digital form and has the capability to pause, rewind, stop or fast-forward a recorded program.
- 7.4. The PVR must provide functionality that allows clients to be able to listen to a channel live while recording that same channel or any another channel. Recording capability must be a minimum of 10hrs of playback.
- 7.5. The Contractor solution must include a remote control (powered by batteries) for each connection provided during the term of the contract. The remote control must provide the following functionality:
 - a) provide access to an on-screen interactive channel listing program;
 - b) enable end-users to access channels listed; and
 - c) provide volume control;
- 7.6. Within each building, the Contractor must provide appropriate cable distribution hardware which will be installed in the site building communications closets.
- 7.7. For each TV and boardroom device identified, the Contractor must provide a device to capture their digital cable signal and output it to the TV/boardroom.
- 7.8. The Contractor must provide all power cords for their equipment and they must be of sufficient length to reach between the equipment and the nearest wall sockets.
- 7.9. Except for cabling which becomes the property of Canada once installed, the Contractor must retain ownership of all equipment and material that the Contractor has installed during the period of the contract.
- 7.10. The Contractor must provide electronic copies, in PDF format, in both official languages (where available) of all manuals and schematics necessary for the operation and maintenance of the Contractor's solution.
- 7.11. Following completion and acceptance of the Contractor's solution, and where the Contractor was provided with floor plans or generated drawings of each floor, the Contractor must provide PS with drawings that, at a minimum, show the location of all installed equipment.
- 7.12. The channel strength on all channels must be of +10dbV or greater clean slope, to the satisfaction of the Technical Authority.
- 7.13. All channels must be on CATV standard bands with a maximum frequency of 546 Mhz.
- 7.14. All equipment provided by the Contractor must be clearly identified as Contractor-owned equipment.



- 7.15. The Contractor must install, connect and maintain all equipment provided according to the manufacturers recommendations.
- 7.16. The Contractor must, at no extra cost to Canada replace, restore or return to original condition any floors, ceilings, walls, furniture, etc. damaged in the performance of the Contract.

8. INVENTORY LISTING OF CONTRACTOR OWNED EQUIPMENT

- 8.1. Following acceptance of the proposed solution by the Technical Authority, the Contractor must provide PS with an inventory listing, in a mutually agreed format within 10 business days, of all hardware installed. At minimum the information provided for each item must include:
 - a) Item name;
 - b) Name of manufacturer;
 - c) Model number and serial number;
 - d) Installation location i.e. building, floor, end-user (if available).
 - e) Installation/removal/relocation date.
- 8.2. The Contractor must update the inventory listing to reflect all moves, deletions, additions or replacement of equipment. Any changes to the inventory listing must be highlighted for ease of reference.
- 8.3. The Contractor must provide updates to the equipment listing prior to submitting their monthly invoice for services.

9. SOLUTION IMPLEMENTATION

- 9.1. Within 5 business days of contract award, the Contractor must attend a kick-off meeting with the Technical Authority and/or Project Authority (TA/PA) to finalize its work plan and approach to completing the installation work including:
 - a) reviewing the work schedule and floor plans and making changes as necessary;
 - b) reviewing Contractor escalation procedures during initial installation by the Contractor;
 - c) reviewing resource allocation by the Contractor during implementation of the solution;
 - d) reviewing the Contractor's acceptance testing plan; and
 - e) addressing any issues/concerns;

The meeting will either take place at one of Public Safety's facilities in Ottawa or by teleconference as determined by the PA.

- 9.2. Based on the discussions during the kick-off meeting, the Contractor must update its work plan and/or approach to address comments or issues identified by the Project Authority/Technical Authority and submit the revised version to the TA/PA for approval.
- 9.3. After receiving approval from the TA/PA, the Contractor must implement its solution for the provision of digital cablevision services according to the approved work plan and approach and schedule. Any work performed by the Contractor must meet all requirements described in Section 4 Applicable Documents and all drilling performed must use Firestop to seal up the resulting gaps in the walls or concrete.
- 9.4. After implementing its cablevision solution, the Contractor must submit to the PA/TA a report that, at a minimum, outlines all of the work undertaken, a description of the implemented solution, issues/problems encountered, solutions implemented and any other considerations.



10. ACCEPTANCE TESTING

- 10.1. Following completion of the initial installation a joint acceptance testing procedure must be conducted and completed.
- 10.2. The acceptance testing procedure must test the signal level, image quality and the signal tilt at 10 channel increments for signal strength to ensure that the signal being provided adequately meets PS's requirements.
- 10.3. The Contractor must develop and present an acceptance testing plan which, at a minimum, meets all requirements and deliverables of the SOW. The acceptance plan must be reviewed and approved by the PA/TA. Upon acceptance of the acceptance testing plan, the Contractor must conduct a 100% acceptance testing with PS.
- 10.4. The Acceptance test will be deemed to have been successfully passed if during the test and to the satisfaction of PS, it is demonstrated that the system has met the technical and operational requirements outlined in the SOW and any identified deficiencies have been corrected.
- 10.5. Non-acceptance will result in a single extension period of a mutually agreed upon time at the conclusion of which the test will be repeated.

11. PROJECT MANAGER

- 11.1. The Contractor must identify a Project Manager that would be available at all times during the project to:
 - a) act as the on-site Manager during implementation of the Contractor's solution and during the term of the contract;
 - b) meet with the Project Authority/Technical Authority immediately following contract award to discuss the solution implementation;
 - c) meet with PS representatives as required to discuss work progress;
 - d) manage the on-site resources provided during implementation of the solution;
 - e) coordinate work with PS on-site;
 - f) ensure that equipment has been ordered and received in a timely manner;
 - g) ensure that issues are identified and resolved in a timely manner;
 - h) ensure that the work is completed according to the project schedule; and
 - i) meet with the PS PA/TA on an "as and when required basis".
- 11.2. The Project Manager must provide a list of resources being proposed for the implementation of the Contractor's solution.

12. CHANNEL REQUIREMENTS

12.1. Core Channels

At a minimum, the Contractor must provide the following list of channels:

- A-Channel
- Global
- CBC-English
- CBC-French
- CTV News
- CTV



- CBC News
- TVA
- TQS
- CBS
- ABC
- NBC
- The Weather Network
- CPAC English (& CPAC French SAP)
- RDI
- CNN
- FOX
- Météo Média
- LCN
- Al-Jazeera (English)

12.2. Time-Shifting

For the following networks, the Contractor must provide access to time-shifting capability:

- NBC
- ABC
- CBS
- FOX
- CBC
- CTV

12.3. Additional Channels

The Contractor must provide a list of additional theme packages or individual channels that are available.

12.4. Changes to Programming

12.4.1 The Contractor must not allow any end user to change the programming setup for their location. Any changes to programming or the location of a service point **MUST** be approved by the PA/TA

12.4.2 Where a television station/network listed in section 9 above is no longer available in the Canadian marketplace, the Contractor must notify the PATA of this change. A replacement channel/network acceptable to PS must be offered in lieu of the channel/network no longer offered.

13. MEETINGS

As required by the PA/TA, the Contractor must attend monthly meetings at PS facilities in Ottawa to discuss issues or other relevant matters dealing with performance of the work.

14. MAINTENANCE AND SUPPORT SERVICES

14.1. The Contractor must provide ongoing maintenance and support services at no additional cost to Canada. These services must be available 7 days a week, 24-hours per day, including weekends and statutory holidays.



- 14.2. The Contractor must provide a toll-free number to allow PS end users to obtain support for technical help, resets, and to address any other issues raised. This includes providing a normal troubleshooting service to assist in resolving the identified problem.
- 14.3. The telephone number to obtain maintenance and support services must be clearly indicated on any hardware or other device at each end users location.
- 14.4. The Contractor must not make any changes that would result in a change to the scope of services under this contract, including the addition of any channels or new devices. All such changes must be authorized in advance by PS.
- 14.5. For issues that cannot be resolved over the phone and require additional investigation, including the dispatch of any technician to investigate, the Contractor must send an email (addresses to be provided following contract award) to both PS's Service Desk and the Project/Technical Authority. The email must include the name and location of the Public Safety end user who placed the call, the ticket number and date issued, the problem that is being investigated, the expected on-site response time, the estimated timeline to resolve the issue and the name and telephone number of the Contractor's point of contact for the service call.
- 14.6. The Contractor must notify the end-user, the PS Service Desk and the Project/Technical Authority when the issue has been resolved including what actions were necessary to resolve the issue.
- 14.7. The Contractor's call centre must be able to offer services in both official languages.

14.8. Response/Repair Time

- 14.8.1 For all Contractor owned hardware/devices, PS requires a next business-day response for service calls received by the call centre.
- 14.8.2 Critical hardware/devices that will render the equipment unable to produce continuous television signals must be replaced and installed within 24 hours from the time the Contractor identifies the part required.
- 14.8.3 In cases where PS deems an service outage to be critical, the Contractor must provide four (4) hour on-site response time. This service would only be required for a limited number of area and/or TVs throughout the department.
- 14.8.4 Where the response times for service outlined in Section 13.8 cannot be met by the Contractor, the Contractor must submit a report to the Project/Technical Authority detailing the reasons for the delay and include providing interim and final solutions to address the issue(s).

14.9. Contractor Scheduled Maintenance.

When the Contractor is planning for area or building-specific service outages, it must advise PS of the particulars and scheduling of the outage(s) at least 72 hours in advance. All such service outages must, whenever possible, be scheduled during silent hours or weekends. The Contractor must indicate whether site access will be required.

14.10. Other Outages

At any time the Contractor becomes aware of a service outage that is outside of its control but that may potentially impact PS's cablevision services, it must notify, as soon as practically possible, the Technical Authority and the PS Service Desk of the impact of the outage and the estimated timeline for normal service to resume.



15. ADDS, RELOCATIONS AND DELETIONS

- 15.1. The number of television outlets may increase or decrease depending upon the requirements of the department. The Contractor must be able to complete requests for adds, relocations and deletions within five (5) business days of receiving a request from Public Safety Canada.
- 15.2. All adds, moves, relocations and deletions must be coordinated with and approved by the Technical Authority.
- 15.3. The Contractor's representative(s) must be escorted while on PS facilities.
- 15.4. All work must be performed Monday to Friday between 8:00am to 5:00pm, statutory holidays excluded.
- 15.5. The Contractor must provide a written fixed price quotation including timelines for completing the work within 2 business days on the cost of performing the work for all adds, moves, relocations and deletions requested by PS. All quotations must be based on the rates provided in Annex B, Basis of Payment. The quotation must include the price of all materials, equipment/devices, labour charges, overhead fees to complete the work.
- 15.6. The Contractor must update its inventory listing to reflect any work performed.

16. NOTIFICATION OF WORK ON PS FACILITIES

- 16.1. If PS or the landlord performs work on sites/floor where Contractor owned hardware/devices are located, PS will provide the Contractor with as much advance notice as practical of such work.

17. DELIVERABLES

- 17.1. The Contractor must provide the following deliverables for Television Channel Services for PS:
 - a) Delivery of a consistent and reliable television channel services;
 - b) Delivery and acceptance of a work plan, approach and schedule for the Contractor's solution;
 - c) Inventory of Contractor Owned Equipment updated on a monthly basis;
 - d) Development and acceptance of an Acceptance Testing Plan;
 - e) Ongoing maintenance and support services; and
 - f) Attend meetings and produce reports as required.



Appendix 1 to Annex A

	Brada	1
1.	LT61501	1
	Citizen	4
2.	16CL708	1
3.	C15604D	1
4.	JCTV1591	1
5.	JCTV1600SA	1
	Daewoo	1
6.	DTQ14N2FC	1
	Dell	3
7.	2306c	1
8.	Dell 23" Monitor	1
9.	W3207C	1
	HAIER	2
10.	HL22K2	1
11.	HL22k2a 22" Television	1
	Hitachi	1
12.	181 Channel remote control	1
	JVC	3
13.	AV-20D202	1
14.	AV-27D202	1
15.	C13310	1
	LG	6
16.	15LC1RBMG	1
17.	24LB4510	1
18.	24LF4520	1
19.	26LG40	1
20.	42WS50-MS	1
21.	LG	1
	Misakai	1
22.	MTC1301B	1
	Panasonic	6
23.	70-70LF50U - 70" Presentation Television	1
24.	PC-1323-K	1
25.	PC-M1348-K	1
26.	PVC1323K	1



27.	PV-DF2003-K	1
28.	TH-55LF60 - 55" Presentation Television	1
	RCA	1
29.	E1332	1
	Samsung	18
30.	70" presentation TV	1
31.	CFX0932	1
32.	CM1300K	1
33.	DC32E	1
34.	ED46D	1
35.	ESVc2001	1
36.	LED TV 5003	1
37.	LH32MECPLGA/ZA 32" Television	1
38.	LH40MEBT	1
39.	LH65EDCPRBC/ZA 65" Presentation TV	1
40.	It24c550 24" television	1
41.	ME40C	1
42.	Samsung 22" Model# UN22F5000AF	1
43.	Samsung 50 inches TV	1
44.	Smart TV 24 inches	1
45.	T220HD	1
46.	T220hd 22" LCD television	1
47.	UN22F5000AF	1
	Sanyo	1
48.	AVM-2068C	1
	Sharp	15
49.	1245	1
50.	Aquos	1
51.	CN13M10B	1
52.	LC-15B9U-SM	1
53.	LC15S5U	1
54.	LC20B9US - 20" television	1
55.	LC-20B9U-SM	1
56.	LC-22LS510UT 22" LCD Television	1
57.	LC-22SB28UT	1
58.	lc40e67un	1
59.	LC-40E67UN 40" LCD Television	1
60.	lc42d65u	1
61.	LC-42D65U 42" LCD Television	1



62.	LC-47SB57UT	1
63.	LC-60LE640U	1
Sony		5
64.	KDL-26M3000	1
65.	KE-42TS2U	1
66.	KLV-20G300A	1
67.	KV-20FS100	1
68.	KV-32FS120	1
TOSHIBA		5
69.	13A26C	1
70.	13Q41C	1
71.	19SL490U	1
72.	20DL76	1
73.	MV13N3C	1
Viewsonic		7
74.	N1630w	1
75.	N2201V	1
76.	N2635w	1
77.	n3000w	1
78.	N4285P	1
79.	vs117701m	1
80.	VS118581M	1
Others		6
81.	14PT644137	1
82.	15PF512028	1
83.	32PF7421D37	1
84.	DTQ-14N2FC	1
85.	PV-M1321-K	1
86.	RCA TV	1
Total General		86



ANNEX B BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract.

(To be inserted at contract award.)

Canadian Customs Duty and GST/HST extra.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included, where applicable.

GOOD AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)

All prices and amounts of money in the Contract are exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST), as applicable, unless otherwise indicated. The GST or HST, whichever is applicable, is extra to the price and will be paid by Canada.

The estimated GST or HST is included in the total estimated cost. GST or HST, to the extent applicable, will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt or to which the GST or HST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency any amounts of GST and HST paid or due.