



RETURN BIDS TO :

RETOURNER LES SOUMISSIONS À:

Bid Receiving Shared Services Canada | Services partagés Canada
180 Kent Street
Ottawa, Ontario
K1G 4A8
13th Floor

REQUEST FOR PROPOSAL

DEMANDE DE PROPOSITION

Proposal To: Shared 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 thereof.

Proposition aux: Services partagés Canada

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

Comments - Commentaires

This document contains a Security Requirement

Vendor/Firm Name and address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution

Shared Services Canada – SA Authority
Procurement Operations
180 Kent Street
Ottawa, Ontario
K1G 4A8

Title – Sujet Professional Services - MidRange Engineering	
Solicitation No. – N° de l'invitation 2B0KB-17-7820	Date July 28, 2017
Client Reference No. – N° référence du client R-7820	
Buy & Sell Reference No. – N° de reference de SEAG 2B0KB-17-7820	
File No. – N° de dossier 2B0KB-17-7820	TBIPS Supply Arrangement EN578-05-5605
Solicitation Closes – L'invitation prend fin at – à 2 :00 PM on – le 21-August-2017	
Time Zone Fuseau horaire Daylight Saving Time DST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Anne-Marie Ouellette	Buyer Id – Id de l'acheteur C11
Telephone No. – N° de téléphone : 613-286-0281	FAX No. – N° de FAX 613-948-0990
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	

Instructions: Voir aux présentes

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



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PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation is divided into seven 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, 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, the Basis of Payment, the Security Requirements Checklist, the Insurance Requirements and any other annexes.

2. Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Shared Services 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 four (4) contracts to September 30, 2020, plus two (2) one (1) year irrevocable options allowing Canada to extend the term of the contracts.
- (c) There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/index-eng.html>) Website
- (d) 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 Agreement on Internal Trade (AIT); the Canada-Peru Free Trade Agreement (CPFTA); The Canada-Columbia Free Trade Agreement; and the Canada-Panama Free Trade Agreement if it is in force.
- (e) Only selected TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605/1 series of Supply Arrangements (SAs) are invited to compete. The TBIPS Supply Arrangement EN578-055605/1 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.



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(f) The following Categories of Personnel are required on an “as and when requested” basis in accordance with Annex “B” of the TBIPS SA:

	Resource Category	Level	Category of Personnel
Stream 3: IM/IT Services			
I.9	Systems Administrator	3	Unix/Linux
I.9	Systems Administrator	2	Unix/Linux
I.9	Systems Administrator	3	Windows
I.9	Systems Administrator	2	Windows
I.9	Systems Administrator	3	Virtualization
I.9	Systems Administrator	2	Virtualization
I.9	Systems Administrator	3	Storage
I.9	Systems Administrator	2	Storage
Stream 4 (B) Business Services			
B.14	Technical Writer	3	

3. 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 10 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

4. Conflict of Interest – Unfair Advantage

4.1 In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:

- a. if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest;
 - b. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.
2. The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This bidder remains however subject to the criteria established above.
3. Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.



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](http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/ach-eng.jsp) (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/ach-eng.jsp>) Manual issued by Public Works and Government Services Canada.

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

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

Subsection 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 Shared Services Canada (SSC) Procurement Operations by the date, time and place indicated on page 1 of the bid solicitation.

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

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (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 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.

4. 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.

5. 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



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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.

6. Volumetric Data

The Total Estimated # resources data 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 number of resources per year will be consistent with this data. It is provided purely for information purposes.

	Resource Category	Level	Category of Personnel	Estimated # of Resources
Stream 3: IM/IT Services				
I.9	Systems Administrator	3	Unix/Linux	29
I.9	Systems Administrator	2	Unix/Linux	1
I.9	Systems Administrator	3	Windows	27
I.9	Systems Administrator	2	Windows	7
I.9	Systems Administrator	3	Virtualization	5
I.9	Systems Administrator	2	Virtualization	1
I.9	Systems Administrator	3	Storage	4
I.9	Systems Administrator	2	Storage	4
Stream 4 (B) Business Services				
B.14	Technical Writer	3		1



PART 3 - BID PREPARATION INSTRUCTIONS

3.1.1 Bid Preparation Instructions

Canada will accept electronic copies of the response e-mailed to:

Anne-Marie Ouellette
anne-marie.ouellette@canada.ca

If electronic copies of the response are not e-mailed the following applies:

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

- (i) Section I: Technical Bid (3 hard copies and 1 soft copy) – soft copy on CD/DVD Drive in MS Office Word Compatible Format.
- (ii) Section II: Financial Bid (1 hard copy and 1 soft copy) – soft copy on CD/DVD in MS Office Word Compatible Format.
- (iii) 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) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- ii) 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.

3.1.2

Multiple bids from the same Bidder (or a bid from a Bidder and another bid from any of its affiliates) are not permitted in response to this bid solicitation. Each Bidder must submit only a single bid. For the purpose of this bid solicitation, individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture. If any Bidder submits more than one bid (or an affiliate also submits a bid), either on its own or as part of a joint venture, Canada will choose in its discretion which bid to consider.

**3.2 Section I: Technical Bid****3.2.1** The technical bid consists of the following:

- (i) Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Attachment 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, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, 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) Substantiation of Technical Compliance:** The technical bid must substantiate the compliance with the specific articles of Attachment 2, 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 as of bid closing date. Simply stating that the Bidder complies 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 "Reference to additional documentation within the bid" columns of Attachment 2, where bidders are requested to indicate where in their 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.
- (iii) 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.
Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.
- (iv) Customer Reference Contact Information:** When requested by Canada, the Bidder must provide customer references who must each confirm, the facts identified in the Bidder's bid. 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. Bidders are also requested to include the title of the contact person. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.
- (v) Proposed Resources:** The technical bid must include résumés for the resources identified in the bid solicitation. 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) as of bid closing date. 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, Canada will only consider educational programs that were successfully completed by the resource by the time of bid closing.
 - (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



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- continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
- (D) For work experience, Canada will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
 - (E) 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 technical bid does not include the relevant date(s) (month and year) for the experience claimed (i.e., the start date and end date).
 - (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. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as this bid solicitation, will not be considered "demonstrated" for evaluation purposes. 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. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.

(vi) **Security Clearance:** Bidders must submit the following security information for each of the proposed resources with their bids on or before this bid solicitation's closing date.

Security Information:	Supplier to insert data
Name of individual as it appears on security clearance application form – MANDATORY	
Date of birth – OPTIONAL	
Level of security clearance obtained – MANDATORY	
Validity period of security clearance obtained – MANDATORY	
Security Screening Certificate and Briefing Form file number – MANDATORY	
Name of the entity under which the security clearance was obtained – MANDATORY	
Name of federal Government Department under which security clearance was obtained. If the Federal Government Department is other than PWGSC, provide the name, telephone and fax numbers of the security clearance contact person within that department – MANDATORY	
If the security clearance is in the process, the date the application was submitted to CIISD with the level of security clearance requested. – OPTIONAL	

3.3 Section II: Financial Bid

3.3.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B."

Section III: Certifications

Bidders must submit the certifications required under Part 5.



ATTACHMENT 1

BID SUBMISSION FORM

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]	
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"</p>
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"</p>

Federal Contractors Program for Employment Equity (FCP EE) Certification:

On behalf of the bidder, by signing below, I also confirm that the bidder [check the box that applies]:



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If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to:

- (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or
- (b) submit a valid Certificate number confirming its adherence to the FCP-EE.

Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.

For joint ventures, be sure to provide this information for each of the members of the joint venture.

(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;

(b) is not subject to FCP-EE, because it is a regulated employer under the *Employment Equity Act*,

(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR

(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).

Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]

Security Clearance Level of Bidder

[include both the level and the date it was granted]

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:

1. The bidder considers itself and its products 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; and
4. 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



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 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 SSC 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) **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 Corporate and Technical Criteria:** Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words “must” or “mandatory”. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified. The mandatory evaluation criteria are described in Attachment 2 herein.
- (b) **Point-Rated Technical Criteria:** Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word “rated” or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. Bids that do not obtain the required pass mark of 70% for the point-rated technical criteria specified in this bid solicitation for each proposed resource will be considered non-responsive and be disqualified. The rated evaluation criteria are described in Attachment 2.
- (c) **Joint Venture Experience:** In accordance with Attachment 2 to PART 3 herein, except where expressly provided otherwise, at least one member of a joint venture Bidder must meet any given mandatory and rated requirement of this solicitation. Joint venture members cannot pool their abilities to satisfy any single mandatory and rated requirement of this solicitation. Wherever substantiation of a mandatory and rated requirement is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. Any Bidder with questions regarding the way in which a joint venture proposal will be evaluated should raise such questions through the Enquiries process as early as possible during the solicitation period.

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 services, 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 requirement, 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 or in the case of a rated requirement no points would be allocated.



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(d) **Reference Checks:** 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 allocate any points nor 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 Bidder, the information supplied by the reference will be the information assessed. Points will not be allocated nor a mandatory criteria considered as met if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated nor a mandatory criterion considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Crown references will be accepted.

(e)Number of Resources Evaluated:

***Canada will evaluate the number of resumes per category as follows:**

	Resource Category	Level	Category of Personnel	Number of Resources
I.9	Systems Administrator	3	Unix/Linux	1
I.9	Systems Administrator	3	Windows	1
I.9	Systems Administrator	3	Virtualization	1
I.9	Systems Administrator	3	Storage	1

Following contract award and once specific tasks have been identified, resources will be authorized in accordance with Part 7 - Resulting Contract Clauses, Article 7.2 Task Authorization. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose one or more resources to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource(s) will then be assessed against the mandatory requirements identified in the Contract.

(f)Technically Responsive Bid: A technically responsive bid is one that complies with the following:

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all Corporate and Technical mandatory criteria; and
- c. obtain the required minimum of 70% for Corporate and **for each proposed resource,** per Rated Criteria

Bids not meeting (a), (b) and (c) will be declared non-responsive.

The evaluation will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.

4.3 Financial Evaluation

(a) The financial evaluation will be conducted using the firm per diem rates provided by the technically responsive bid(s) to calculate the Total Financial Score.



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(b) There are two financial evaluation methods possible for this requirement. Method 1 will be used if 3 or more bids are determined to be technically responsive (see 4.3 (c)), and Method 2 will be used if fewer than 3 bids are determined to be technically responsive (see 4.3 (d)).

METHOD 1: The following financial evaluation method will be used if 3 or more bids are determined to be technically responsive:

STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BANDS FOR EACH PERIOD AND EACH CATEGORY OF PERSONNEL:

The Contracting Authority will establish, for each period and each Category of Personnel, the median band limits based on the firm per diem rates proposed by the technically responsive bids. For each period and each Category of Personnel, the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the lower median rate to a value of minus (-) 10% of the median, and an upper median rate to a value of plus (+) 15% of the median.

STEP 2 - POINT ALLOCATION:

Points will be allocated for each period and each Category of Personnel as follow:

- (A) If a firm per diem rate for any given period and Category of Personnel is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Category of Personnel, the Bidder who proposed such rate will be allocated 0 points for that period and Category of Personnel.
- (B) If a firm per diem rate for any given period and Category of Personnel is within the established upper and lower median band limits for that period and Category of Personnel, the Bidder who proposed such rate will obtain points for that period and Category of Personnel based on the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate within the median band limits}}{\text{Table 1)} \quad \times \quad \text{Bidder's proposed firm per diem rate} \quad \text{Points Assigned (see Table 1)}$$

- (C) If a firm per diem rate for any given period and Category of Personnel is within the established median band limits for that period and Category of Personnel and is the lowest proposed firm per diem rate, the Bidder who proposed such rate will be allocated the applicable points assigned at Table 1 for that period and Category of Personnel.



STEP 3 - TOTAL FINANCIAL SCORE:

Points allocated under STEP 2 for each period and Category of Personnel will be added together and rounded to two decimal places to produce the Total Financial Score. Bidders will find attached an example of a financial evaluation using Method 1, refer to **TABLE 2, ATTACHMENT 1 TO PART 4.**

TABLE 1				
TBIPS ID	CATEGORY OF PERSONNEL	LEVEL	Category of Personnel	POINTS ASSIGNED
I.9	Systems Administrator	3	Unix/Linux	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	2	Unix/Linux	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	3	Windows	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	2	Windows	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	3	Virtualization	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	2	Virtualization	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	3	Storage	300 (200 pts contract period – 50 points per option period)
I.9	Systems Administrator	2	Storage	300 (200 pts contract period – 50 points per option period)
B.14	Technical Writer	3		300 (200 pts contract period – 50 points per option period)
MAXIMUM FINANCIAL POINTS				2700

METHOD 2: The following financial evaluation method will be used if fewer than 3 bids are determined to be technically responsive:

STEP 1 - POINT ALLOCATION: Points will be allocated to the Bidder, for each period and each Category of Personnel, using the following calculation which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate above}}{\text{Bidder's proposed firm per diem rate}} \times \text{Points Assigned at TABLE 1}$$

The Bidder with the lowest proposed firm per diem rate will be allocated the applicable points assigned at TABLE 1 above.

STEP 2 - TOTAL FINANCIAL SCORE: Points allocated under STEP 1, for each period and each Category of Personnel, will be added together and rounded to two decimal places, to produce the Total Financial Score for each Bidder.

4.4 Basis of Selection

The technically responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract.

STAGE 1 - Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each technically responsive bid in accordance with the following formula:

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



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The total possible Final Technical Score is 70 while the total possible Final Financial Score is 30.

STAGE 2 - Calculation of Final Technical Score: The Final Technical Score will be computed for each technically responsive bid by converting the Total Technical Score obtained for the point-rated technical criteria using the following formula, rounded to 2 decimal places:

$$\frac{\text{Total Technical Score}}{\text{Maximum Technical Points (170pts.)}} \times 70 = \text{Final Technical Score}$$

STAGE 3 - Calculation of Final Financial Score: The Final Financial Score will be computed for each technically responsive bid by converting the Total Financial Score obtained for the financial evaluation using the following formula rounded to 2 decimal places:

$$\frac{\text{Total Financial Score}}{\text{Maximum Financial Points (2700 pts.)}} \times 30 = \text{Final Financial Score}$$

(b) 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.

(c) If more than one bidder is ranked first because of identical overall scores, then the bidder with the highest Total Financial Score will become the top-ranked bidder



ATTACHMENT 1 TO PART 4

EXAMPLE OF A FINANCIAL EVALUATION USING METHOD 1

TABLE 2							
Resource Category	Points Assigned	Bidder 1		Bidder 2		Bidder 3	
		Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Programmer Analyst	150 (75 pts. per year)	\$400.00	\$400.00	\$420.00	\$450.00	\$450.00	\$450.00
Business Analyst	100 (50 pts. per year)	\$600.00	\$600.00	\$600.00	\$620.00	\$650.00	\$820.00
Project Manager	50 (25 pts. per year)	\$555.00	\$900.00	\$750.00	\$800.00	\$700.00	\$800.00
TOTAL	300						

STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BANDS FOR EACH PERIOD AND EACH CATEGORY OF PERSONNEL

(Median 1)	For the Programmer Resource Category, the year 1 median would be \$420.00. The lower median band limit would be \$336.00 and higher median band limit would be \$546.00.
(Median 2)	For the Programmer Resource Category, the year 2 median would be \$450.00. The lower median band limit would be \$360.00 and higher median band limit would be \$585.00.
(Median 3)	For the Business Analyst Resource Category, the year 1 median would be \$600.00. The lower median band limit would be \$480.00 and higher median band limit would be \$780.00.
(Median 4)	For the Business Analyst Resource Category, the year 2 median would be \$620.00. The lower median band limit would be \$496.00 and higher median band limit would be \$806.00.
(Median 5)	For the Project Manager Resource Category, the year 1 median would be \$700.00. The lower median band limit would be \$560.00 and higher median band limit would be \$910.00.
(Median 6)	For the Project Manager Resource Category, the year 2 median would be \$800.00. The lower median band limit would be \$640.00 and higher median band limit would be \$1,040.00.



STEP 2 - POINT ALLOCATION

Bidder 1:	
Programmer Analyst Year 1	= 75 points (lowest rate within the lower and upper median band limits)
Programmer Analyst Year 2	= 75 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 1	= 50 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 2	= 50 points (lowest rate within the lower and upper median band limits)
Project Manager - Year 1	= 0 points (outside the lower and higher median band limits)
Project Manager Year 2	= 22 points (based on the following calculation = (Lowest rate of \$800.00 / Bidder's proposed rate of \$900.00) Multiplied by 25 pts)
Bidder 2:	
Programmer Analyst Year 1	= 71 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$420.00) Multiplied by 75 pts)
Programmer Analyst Year 2	= 67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
Business Analyst Year 1	= 50 points (lowest price within the lower and upper median band limits)
Business Analyst Year 2	= 48 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$620.00) Multiplied by 50 pts)
Project Manager Year 1	= 23 points (based on the following calculation = (Lowest rate of \$700.00 / Bidder's proposed rate of \$750.00) Multiplied by 25 pts)
Project Manager Year 2	= 25 points (lowest price within the lower and upper median band limits)
Bidder 3:	
Programmer Analyst Year 1	= 67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
Programmer Analyst Year 2	= 67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
Business Analyst Year 1	= 46 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$650.00) Multiplied by 75 pts)
Business Analyst - Year 2	= 0 points (outside the lower and higher median band limits)



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Project Manager Year 1	= 25 points (lowest price within the lower and upper median band limits)
Project Manager Year 2	= 25 points (lowest price within the lower and upper median band limits)

STEP 3 - TOTAL FINANCIAL SCORE

<p>Bidder 1 75 + 75 + 50 + 50 + 0 + 22 = Total Financial Score of 272 points out of a possible 300 points</p> <p>Bidder 2 71 + 67 + 50 + 48 + 23 + 25 = Total Financial Score of 284 points out of a possible 300 points</p> <p>Bidder 3 67 67 + 46 + 0 + 25 + 25 = Total Financial Score of 230 points out of a possible 300 points</p>

ATTACHMENT 2

1.1 Technical Evaluation

1. 1.1.1a Mandatory Technical Criteria - CORPORATE

The TBIPS SA Holder must comply with the Mandatory Requirements specified below.

This list of qualifications is essential and must be met by the contractor to perform the required tasks and produce deliverables outlined in the Statement of Work. The information provided about the proposed contractor must clearly describe how each of the qualifications in the list is met. Failure to adequately describe how a qualification is met will be determined as “not met”. If requested, the contractor must provide examples and reference information (may be checked) of their experience in the following:

For the resource proposed, the Bidder must include an up to date resume.

To facilitate bid preparation and evaluation, Bidders must prepare and submit their proposal using the tables provided. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the resume should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the resume. Only the specific answer should be provided

The experience of the proposed resource must be clearly identified by providing the company name, the duration in months, the start and end dates, contact name, and contact phone number of each project or contract as of bid closing.

In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.



Corporate Mandatory Criteria

#	Mandatory Requirement	Summary/Description
M1	<p>Corporate Reference Contracts</p> <p>The bidder must have been awarded three (3) contracts in the last ten (10) years from the initial RFP due date where they were the prime supplier (must have billed the client directly) where the services were provided in support of an IT/IM shared service* delivery organization with an employee base of at least 5,000 employees, and where over 80% of the professional services were for the delivery of Midrange** technical infrastructure architecture and/or Midrange system administration professional services in the National Capital Region. The contracts must also meet the following criteria:</p> <ul style="list-style-type: none"> i) One (1) contract must have a contract value of at least \$10 million of IT professional services (taxes included, but excluding any software/hardware costs) and must have invoiced at least \$5 million of the contract value to-date in resource services. ii) Two (2) contracts must each have a contract value of at least \$5 million of IT professional services (taxes included, but excluding any software/hardware costs) and must have invoiced at least \$2.5m of the contract value to-date in resource services. iii) All three (3) contracts must have been provided to clients operating in Canada, and two (2) of the contracts must have been provided for clients where over 80% of the services were delivered from locations in the National Capital Region. iv) The two (2) contracts provided for clients must have been for resources at the level of SECRET, or higher. <p>For each contract the bidder must provide:</p> <ul style="list-style-type: none"> o name of client organization o client contact name (must be an employee of client organization and accountable for contract services) o title o contact phone number and/or email address o contract start and contract end o description of services o dollar value of contract o dollar value invoiced <p>SSC reserves the right to request proof of invoice amounts.</p> <p>*Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. (e.g. Global Affairs Canada is a distinct Technical organization/partner from Shared Services Canada).</p> <p>**Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V</p>	



M2	<p>Project Summaries</p> <p>The bidder must provide two (2) written contract summaries that provide sufficient details of the bidder's current/previous experience within the past ten (10) years from initial RFP due date to demonstrate that they provided IM/IT technical architecture and/or implementation and/or system administration services in a MidRange** environment for shared service* delivery organizations. The contracts being summarized must meet the following criteria:</p> <p>i) The bidder must have invoiced a minimum of \$2.5 million per contract.</p> <p>For each contract the bidder must provide:</p> <ul style="list-style-type: none"> o name of client organization o client contact name (must be an employee of client organization and accountable for contract services) o title o contact phone number and/or email address o contract start and contract end o brief description of services provided, including: <ul style="list-style-type: none"> • project objectives • resource categories provided (the bidder can map tasks if roles do not align to the titles) • amount invoiced <p>SSC reserves the right to request proof of invoice amounts.</p> <p>*Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. (e.g. Global Affairs Canada is a distinct Technical organization/partner from Shared Services Canada)</p> <p>**Definition: Midrange is defined to include administration in any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V, Storage</p>
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M3	<p>Contract Billable Days</p> <p>Using a maximum of four (4) contracts from within the last ten (10) years from initial due date of the RFP, where the Bidder invoiced for professional services directly to an end client, the Bidder must demonstrate contract experience in supplying all of the following resource categories, for the required Minimum Billable Days per category, where services were invoiced prior to initial RFP due date.</p> <table border="1" data-bbox="272 466 1130 657"> <thead> <tr> <th>Resource Category</th> <th>Minimum Billable Days</th> </tr> </thead> <tbody> <tr> <td>System Administrator – Level 2,3</td> <td>10,000</td> </tr> <tr> <td>Technical Writer – Level 3</td> <td>660</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> </tbody> </table> <p>For any resource category that is not a direct match to that of the table, the Bidder must demonstrate that each resource used to substantiate billable days for any given resource category has demonstrated over 50% of the tasks for such category as detailed in.</p> <p>The Bidder will complete, along with any required resource category mappings, as the basis for summarizing the billable days. The Bidder must provide an electronic copy (CD or USB stick) of all invoices used to serve as substantiation.</p>	Resource Category	Minimum Billable Days	System Administrator – Level 2,3	10,000	Technical Writer – Level 3	660							
Resource Category	Minimum Billable Days													
System Administrator – Level 2,3	10,000													
Technical Writer – Level 3	660													
M4	<p>Facility Security Clearance</p> <p>The Bidder must hold a valid facility security clearance at the level of SECRET, or higher.</p>													



1.1.2 Point Rated Technical Criteria - Corporate

In this section, details should be provided regarding the qualifications, relevant experience and expertise of the proposed personnel. The experience of each proposed resource must be clearly identified by providing a summary/description of the previous projects worked on and indicating when the work was carried out, and the client. A minimum of 70% must be achieved to be considered compliant and move on to the Resource Technical Criteria.

Corporate Rated Criteria

R1	<p>Contract Billable Days</p> <p>Using only the contracts that the Bidder used in response to M3 – Contract Billable Days, the Bidder should demonstrate its experience in excess of the minimum billable days required by M3 as per the following table:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;"></th> <th style="width: 15%; text-align: center;">A</th> <th style="width: 15%; text-align: center;">B</th> <th style="width: 15%; text-align: center;">C</th> <th style="width: 15%; text-align: center;">D</th> </tr> <tr> <th style="text-align: left;">Resource Category</th> <th style="text-align: center;">Minimum Billable Days – M3</th> <th style="text-align: center;">Billable Days Provided</th> <th style="text-align: center;">Bidder Excess C=B-A</th> <th style="text-align: center;">Bidder % Increase to a Maximum of 100% D=(C/A)x100</th> </tr> </thead> <tbody> <tr> <td>System Administrator - Level 2,3</td> <td style="text-align: center;">10,000</td> <td style="text-align: center;">18,000</td> <td style="text-align: center;">8,000</td> <td style="text-align: center;">80</td> </tr> <tr> <td>Technical Writer – Level 3</td> <td style="text-align: center;">660</td> <td style="text-align: center;">1,000</td> <td style="text-align: center;">340</td> <td style="text-align: center;">51.5</td> </tr> <tr> <td>Bidder Score = Sum of D for the 2 categories / 2 x 30%</td> <td style="text-align: center;">24.87</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td colspan="5">MAX POINTS ACHIEVED</td> </tr> <tr> <td colspan="5">MINIMUM PASS MARK - 70%</td> </tr> </tbody> </table>		A	B	C	D	Resource Category	Minimum Billable Days – M3	Billable Days Provided	Bidder Excess C=B-A	Bidder % Increase to a Maximum of 100% D=(C/A)x100	System Administrator - Level 2,3	10,000	18,000	8,000	80	Technical Writer – Level 3	660	1,000	340	51.5	Bidder Score = Sum of D for the 2 categories / 2 x 30%	24.87														MAX POINTS ACHIEVED					MINIMUM PASS MARK - 70%					30	
	A	B	C	D																																												
Resource Category	Minimum Billable Days – M3	Billable Days Provided	Bidder Excess C=B-A	Bidder % Increase to a Maximum of 100% D=(C/A)x100																																												
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Bidder Score = Sum of D for the 2 categories / 2 x 30%	24.87																																															
MAX POINTS ACHIEVED																																																
MINIMUM PASS MARK - 70%																																																

Financial Evaluation:

1 - Median Based: Here is a potential formula that rewards vendors for being closer to the median (truer reflection of market costs for suitably skilled resources)

- (median – 5%) scores 100%, and every dollar off that marker is taken at relative value and subtracted from score allocated per role, eg. if median is \$550 then (median – 5%) is \$522.50, so a bidder submitting \$522.50 scores perfect and every other rate is taken as relative percent of the “perfect” score



Team Lead (A)	Rates (B)	Difference (C)	% difference (D)	Points Subtracted (E)	Points awarded (F) ***
		= B - 522.50*	= C /D	= D * 20 pts	= 20 pts - E
Median	550.00				
Median – 5%	522.50*			20 pts for perfect	
Bidder #1	525.00	2.50	0.4	0.08	19.92
Bidder #2	550.00	27.50	5.2	1.04	18.96
Bidder #3	600.00	78.50	15.0	3.0	17.00
Bidder #4	480.00	42.50	12.7*	20*	0*
Bidder #5	650.00	127.50	24.4**	20**	0**

* Rate of Bidder #4 is more than 10% below the median, therefore no score allocated for that particular role

** Rate of Bidder #5 is more than 20% above the median, therefore no score allocated for that particular role

*** Scores are calculated based on 'Method 1'

2 - Other Models samples for consideration:

Split of TA's could be one of:

1. TA allocation based on relative scores, eg. if vendor 1 scored 100/100 and vendor 2 scored 97/100, vendor 1 to receive 51.5% and vendor 2 to receive 48.5%; or
2. Pre-defined split, eg. 55% for vendor 1 and 45% for vendor 2; or
3. "Best performer" where each TA is sent to both and best resource is selected.

3. Resource Assessment

- (a) Each proposed resource will be assessed for compliance with the mandatory requirements identified in Appendix C to Annex B applicable to that Category of Personnel. Proposed resources that do not comply with each and every mandatory criterion will not be accepted.
- (b) Canada reserves the right to request references from the Contractor to conduct a reference check to verify the accuracy of the information provided. If references are requested, Canada will conduct the reference check in writing by e-mail (unless the contact at the reference is only available by telephone). A Contractor will not be responsive to a mandatory requirement unless the response is received to an e-mail reference check request 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 evaluated. The mandatory requirement will not be considered 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 the mandatory requirement be 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.



2. 1.1.1b Mandatory Technical Criteria – Resource Requirements

System Administrator – Unix/Linux, Level 3 - Mandatory Evaluation Criteria

Resource Name: _____

Notes:

The bidder must present one (1) resources for this role and must be fluently bilingual (English, French) and identified clearly in the bid as being the bilingual-designated candidate.

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over ten (10) years of experience working as a System Administrator (based on the TBIPS SOW) in a Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		



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M3	<p>The proposed System Administrator must clearly demonstrate a minimum of six (6) years of experience, in the last ten (10) years, in the administration of Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) servers.</p> <ul style="list-style-type: none"> • Experience demonstrated must have involved supporting an environment containing over 100 servers. 		
M4	<p>The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, using enterprise tools for each of the following:</p> <ul style="list-style-type: none"> - Performance Analysis/Server Tuning - Monitoring - Backups 		
M5	<p>The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience performing UNIX/Linux (HP-UX, Solaris, Tru64, AIX or Linux) shell scripting.</p>		
M6	<ul style="list-style-type: none"> - The proposed resource must clearly demonstrate a minimum of six (6) years knowledge and experience in a Problem and/or Change management system, such as Infoman or similar product. 		



System Administrator – Windows, Level 3 - Mandatory Evaluation Criteria

Resource Name: _____

Notes:

The bidder must present one (1) resources for this role and must be fluently bilingual (English, French) and identified clearly in the bid as being the bilingual-designated candidate.

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over ten (10) years of experience working as a System Administrator, and a minimum of 5 of those years of experience in the last 10 years, in a Windows 2003, 2008R2, 2012 R2 or Hyper-V environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, analyzing business requirements and technical incidents/problems and implementing solutions.		



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M4	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience in the last ten (10) years performing Windows 2003, 2008R2, 2012 R2 or Hyper-V performance analysis and server tuning.		
M5	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, performing Windows 2003, 2008R2, 2012 R2 or Hyper-V clustering, patching, backups, and restores.		
M6	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, using enterprise tools for each of the following: <ul style="list-style-type: none">- Ticketing- Monitoring- Backups		



System Administrator – Virtualization, Level 3 - Mandatory Evaluation Criteria

Resource Name: _____

Notes:

The bidder must present one (1) resources for this role and must be fluently bilingual (English, French) and identified clearly in the bid as being the bilingual-designated candidate.

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over ten (10) years of experience working as a System Administrator (based on the TBIPS SOW) in a VMWare or Hyper-V environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	<p>The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience in the last ten (10) years in the administration of VMware ESX/ESXi or Hyper-V Servers.</p> <ul style="list-style-type: none"> • Experience demonstrated must have involved supporting an environment containing over 50 servers. 		



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M4	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience in the last ten (10) years conducting performance monitoring for a VMware or Hyper-V virtual server environment.		
M5	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, using enterprise tools for each of the following: - Ticketing - Monitoring - Backups		
M6	The proposed resource must clearly demonstrate a minimum of five (5) years of experience performing PowerShell scripting for VMware or Hyper-V.		



System Administrator – Storage Specialist, Level 3 - Mandatory Evaluation Criteria

Resource Name: _____

Note: The bidder must present **one (1)** resource for this role

Item	Mandatory Criteria	Met	Not Met	Resume Cross Reference Location
M1	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience with enterprise storage setup, storage virtualization, Storage Analytics, Trend Analysis, Capacity Planning, system administration, including Business Continuity and Disaster Recovery scenarios in a large scale Enterprise SAN environment.			
M2	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience working in at least 3 of these environments: Aix, Solaris, Linux, Unix, Windows, VMWARE, Mainframe.			
M3	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience virtualizing enterprise external storage arrays using tools such as, but not limited to, Hitachi Command Suite to virtualize VSP, G600, G800, G1000, HUS VM, 3 PAR and NetApp.			
M4	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience doing Asynchronous and Synchronous Data Replication with such tools as Symmetrix Remote Data Facility (SRDF), True Copy (TC), Hitachi Online Remote Copy Manager (HORCM) and Hitachi Universal Replicator (HUR).			
M5	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience using EMC Unisphere for VNX, VMAX as well as File Sharing Appliances using HNAS, EMC Isilon and EMC Unity			



1.1.2 Point Rated Technical Criteria

In this section, details should be provided regarding the qualifications, relevant experience and expertise of the proposed personnel. The experience of each proposed resource must be clearly identified by providing a summary/description of the previous projects worked on and indicating when the work was carried out, and the client. A minimum of 70% per resource category must be achieved to be considered compliant.

The following qualifications are desirable to perform the tasks, produce deliverables and work as outlined in the Statement of Work and are considered as assets of the candidate:

The point rated evaluation criteria of the SOW are:

Category	Maximum Points	Minimum Points (70%)
Corporate Rated requirements	30	21
System Administrator–Level 3- Unix/Linux	24	17
System Administrator–Level 3 -Windows	27	19
System Administrator–Level 3 - Virtualization	29	20
System Administrator – Level 3 - Storage	100	70
Total	210	147

	Points Achieved
Corporate Rated requirements	
System Administrator – Level 3- Unix/Linux	
System Administrator – Level 3 - Level 3 -Windows	
System Administrator – Level 3 - Virtualization	
System Administrator – Level 3 - Storage	
Total Points Achieved	



RATED EVALUATION:

System Administrator – Unix/Linux, Level 3 - Rated Evaluation Criteria

Resource Name: _____

The bidder must present one (1) resources for this role and must be fluently bilingual (English, French) and identified clearly in the bid as being the bilingual-designated candidate.

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, resolving Unix O/S (HP-UX, Solaris, Tru64, AIX or Linux) issues, security hardening, installation, maintenance and day-to-day operation.</p> <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R2	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, in Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) server performance including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points ▪8 or more years: 5 points 	5		
R3	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, using the following enterprise tools:</p> <ul style="list-style-type: none"> • Puppet or Ansible • Nagios • BASH scripting <ul style="list-style-type: none"> • 2 or more years of Puppet or Ansible : 2 points • 2 or more years of Nagios: 2 points ▪2 or more years of Shell scripting : 2 points 	6		



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R4	<p>The Bidder should demonstrate how the candidate has experience, in the last five (5) years at bid closing, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 – <3 years: 2 points ▪ 3 or more years: 5 points 	5		
R5	<p>The Bidder should show proof at bid closing that the proposed System Administrator has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
MAX POINTS ACHIEVED		24		
MINIMUM PASS MARK - 70%		17		



System Administrator – Windows, Level 3 - Rated Evaluation Criteria

Resource Name: _____

The bidder must present one (1) resources for this role and must be fluently bilingual (English, French) and identified clearly in the bid as being the bilingual-designated candidate.

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, resolving Windows 2003, 2008R2, 2012 R2 or Hyper-V and server issues, including installation, maintenance and day-to-day operation.</p> <ul style="list-style-type: none"> •4 – <6 years: 1 points •6 – <8 years: 3 points •8 or more years: 5 points 	5		
R2	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, in Windows 2003, 2008R2, 2012 R2 or Hyper-V server performance management including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> •4 – <6 years: 1 points •6 – <8 years: 3 points ▪8 or more years: 5 points 	5		
R3	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, using the following enterprise tools:</p> <ul style="list-style-type: none"> •WSUS or SCCM or SCOM •PowerShell ▪2 or more years of WSUS or SCCM or SCOM: 2 points •2 or more years of PowerShell: 2 points 	4		
R4	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, with IIS.</p> <ul style="list-style-type: none"> ▪1 – <3 years: 1 points ▪3 – <5 years: 3 points ▪5 or more years: 5 points 	5		



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R5	<p>The Bidder should demonstrate how the candidate has experience, in the last five (5) years at bid closing, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 - <3 years: 2 points ▪ 3 or more years: 5 points 	5		
R6	<p>The Bidder should show proof at bid closing that the candidate has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
MAX POINTS ACHIEVED		27		
MINIMUM PASS MARK - 70%		19		



System Administrator – Virtualization, Level 3 - Rated Evaluation Criteria

Resource Name: _____

The bidder must present one (1) resources for this role and must be fluently bilingual (English, French) and identified clearly in the bid as being the bilingual-designated candidate.

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, resolving VMware or Hyper-V issues, including deploying, configuring, administering, and maintaining VMware ESX/ESXi or Hyper-V servers .</p> <ul style="list-style-type: none"> •4 – <6 years: 1 points •6 – <8 years: 3 points •8 or more years: 5 points 	5		
R3	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, with VMware Virtual Center or Hyper-V System Center server.</p> <ul style="list-style-type: none"> ▪1 – <3 years: 1 points ▪3 – <5 years: 3 points ▪5 or more years: 5 points 	5		
R4	<p>The Bidder should demonstrate how the candidate has knowledge and experience at bid closing in VMware or Hyper-V performance management including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> •4 – <6 years: 1 points •6 – <8 years: 3 points ▪8 or more years: 5 points 	5		



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R5	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years at bid closing, using the following enterprise tools:</p> <ul style="list-style-type: none"> •VMware tools or Hyper-V equivalent •vCOPS/vROPS or Hyper-V equivalent of capacity/performance monitoring/planning •PowerShell ▪2 or more years of VMware tools or Hyper-V equivalent: 2 points •2 or more years of vCOPS/vROPS or Hyper-V equivalent of capacity/performance monitoring/planning : 2 points •2 or more years of PowerShell: 2 points 	6		
R7	<p>The Bidder should demonstrate how the candidate has experience, in the last five (5) years at bid closing, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 5 points)</p> <ul style="list-style-type: none"> ▪1 - <3 years: 2 points ▪3 or more years: 5 points 	5		



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R8	<p>The Bidder should show proof at bid closing that the candidate has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
	MAX POINTS ACHIEVED	29		
	MINIMUM PASS MARK - 70%	20		



System Administrator – Storage, Level 3 - Rated Evaluation Criteria

Resource Name: _____

The bidder must present ONE (1) resources for this role.

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate at bid closing how the candidate has experience in Storage Virtualization Design and Implementation in a Disaster Recovery Scenario in the last ten (10) years</p> <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
R2	<p>The Bidder should demonstrate at bid closing how the candidate has experience working in the last ten(10) years in at least three (3) of these environments:</p> <ol style="list-style-type: none"> 1. Aix 2. Solaris 3. Linux 4. Unix 5. Windows 6. VMWARE 7. Mainframe <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
R3	<p>The Bidder should demonstrate at bid closing how the candidate has experience in virtualizing enterprise external storage arrays using tools such as, but not limited to;</p> <ul style="list-style-type: none"> ✓ Hitachi Command Suite to virtualize VSP ✓ G600 ✓ G800 ✓ G1000 ✓ HUS VM ✓ 3 PAR ✓ NetApp <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		



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#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R4	<p>The Bidder should demonstrate at bid closing how the candidate has experience using EMC Unisphere for VNX, VMAX as well as File Sharing Appliances using HNAS, EMC Isilon and EMC Unity</p> <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
R5	<p>The Bidder should demonstrate at bid closing how the candidate has experience doing Asynchronous and Synchronous Data Replication with such tools as Symmetrix Remote Data Facility (SRDF), True Copy (TC), Hitachi Online Remote Copy Manager (HORCM) and Hitachi Universal Replicator (HUR)</p> <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
	MAX POINTS ACHIEVED	100		
	MINIMUM PASS MARK - 70%	70		



PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

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

1. Certifications Required with the Bid

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 so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

1.1 Federal Contractors Program - Certification

- (a) The Federal Contractors Program for Employment Equity (FCP) requires that some suppliers bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.
- (b) Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.
- (c) If the Bidder does not fall within the exceptions enumerated in (d)(i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity to the Labour Branch of HRSDC.
- (d) Each bidder is requested to indicate in its bid whether it is:
 - (i) not subject to FCP, having a workforce of fewer than 100 permanent full or part-time employees in Canada;
 - (ii) not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;
 - (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or
 - (iv) subject to FCP-EE, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP-EE is available on the following HRSDC Website:
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.



1.2 Former Public Servant Certification

- (a) 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.
- (b) For the purposes of this clause,
- (i) **"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 of former public servants; or
 - (D) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.
 - (ii) **"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. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.
 - (iii) **"pension"** means, in the context of the fee abatement formula, 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 *Canadian Pension Plan Act*, R.S., 1985, c. C-8.
- (c) If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:
- (i) name of former public servant;
 - (ii) date of termination of employment or retirement from the Public Service.
- (d) If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:
- (i) name of former public servant;
 - (ii) conditions of the lump sum payment incentive;
 - (iii) date of termination of employment;
 - (iv) amount of lump sum payment;
 - (v) rate of pay on which lump sum payment is based;
 - (vi) period of lump sum payment including start date, end date and number of weeks; and
 - (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.
- (e) 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 the Goods and Services Tax or Harmonized Sales Tax.
- (f) By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

1.3 Status and Availability of Resources



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

1.4 Education and Experience

- (a) 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.
- (b) All of the resources proposed must meet the minimum experience requirements detailed in the Supply Arrangement for the Category of Personnel for which they are being proposed. The SA Holder acknowledges that the Department of Public Works and Government Services Canada reserves the right to verify this certification prior to contract award or during contract performance and that untrue statements may result in the proposal being declared non-responsive or any other action which the Minister may consider appropriate.

1.5 Certification of Language - English Essential

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

1.6 Code of Conduct and Certifications

By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid a complete list of names of all individuals who are currently directors of the Bidder ([See Annex D](#)). Bidders



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bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner with their bid. Bidders bidding as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification Form - PWGSC -TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/229-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1.1 At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) 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;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

1.2 For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

2 Task Authorization (TA)

- (a) **Purpose of a TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using Appendix B to Annex B - Task Authorization Request and Acceptance Form ("TA Form").
- (b) **TA Procedures:** The procedures for issuing, responding to, assessing and approving Task Authorizations are described in Appendix A to Annex B.
- (c) **Authority to Issue a TA:** The Contracting Authority will be the only authority to issue tasks authorizations.
- (d) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the TA unless Canada has issued a TA amendment authorizing the increased



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expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.

- (e) **Task Authorization Quotations:** The Contractor is required to submit a responsive quotation in response to every TA Form issued to it by Canada. In addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.
- (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all TAs issued and approved by Canada to date, to document the Work performed under those TAs for administrative purposes.
- (a) **TA Reports:** The Contractor must submit to the Contracting Authority a TA report on a quarterly basis that identifies each TA issued during that quarter and its dollar value.
- (b) **Period of Services:** No Task Authorizations may be entered into after the expiry date of the Contract.

3. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions (<http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp>) Manual issued by Public Works and Government Services Canada.

4. General Conditions

2003 2016-04-04, General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

The text under Subsection 04 of Section 41 – Code of Conduct and Certifications, of General Conditions 2035 referenced above is replaced by:

During the entire period of the Contract, the Contractor must diligently update, by written notice to the Contracting Authority, the list of names of all individuals who are directors of the Contractor whenever there is a change. As well, whenever requested by Canada, the Contractor must provide the corresponding Consent Forms.

With respect to Section 30 - Termination for Convenience, of General Conditions 2003, unless already present, 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



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(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.

4.2 Supplemental General Conditions

4006 2010-08-16, apply to and form part of the Contract.

5.0 Security Requirement

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: SRCL#2482

Here are the security clauses to be incorporated in your contractual documentation and used at all times for the duration of the contract:

The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC).

The contractor and/or its employees must maintain a valid security screening at the level of **SECRET**, granted by Canada and approved by Shared Services Canada.

The contractor and/or its employees MUST NOT remove any PROTECTED or CLASSIFIED information or assets from the identified work site(s).

The contractor and/or its employees MUST NOT use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of Shared Services Canada.

The contractor and its employees must comply with the provisions of the:

- a) Justice Canada – Security of Information Act (Latest Edition);
- b) Industrial Security Manual (Latest Edition).

6.0 Term of Contract

6.1 Period of the Contract

- 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 September 30, 2020; 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 two (2) additional one year option periods under the same terms and



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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.

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 formal contract amendment

7. Authorities

7.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Anne-Marie Ouellette
Title: Manager, Procurement Operations
Shared Services Canada
Procurement and Vendor Relations
Directorate: Procurement Operations
Address: 180 Kent Street, 8th Floor, Ottawa, Ontario K1G 4A8

Telephone: 613-286-0218
E-mail address: anne-marie.ouellette@canada.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.

7.2 Technical Authority

The Technical Authority for the Contract is: **(Will be provided at contract award)**

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
E-mail address: _____

The Technical Authority named above 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 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.



**7.3 Contractor's Representative
(Will be provided at contract award)**

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-_____
Facsimile: ____-____-_____
E-mail address: _____

8. Payment

8.1 Basis of Payment

For the provision of professional services 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.

Estimated Cost : [\$_____]

Applicable Taxes :

Estimated Cost : [\$_____]

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.

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 (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which 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.

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 services in these amounts. Any commitment to purchase specific amounts or values of services are described elsewhere in the Contract.

8.2 Limitation of Expenditure

- 1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ . and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.



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2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

8.3 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 Contractor must repay any overpayment, at Canada's request.

9. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

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;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.



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10. Certifications

- 10.1 Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or 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.

11. Applicable Laws

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

12. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 2014-09-25, General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List
- (g) the Contractor's bid dated _____ (*insert date of bid*)

13. Foreign Nationals (Canadian Contractor)

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

14. Insurance Requirements

The Contractor is responsible for deciding 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 is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

15. Limitation of Liability

1. 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 section, even if it has been made aware of the potential for those damages.



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2. First Party Liability:

- a. 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:
 - i. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - ii. physical injury, including death.
- b. 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.
- c. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its 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.
- d. 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 (a) above.
- e. 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:
 - i. 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
 - ii. 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 (ii) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block 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 \$200,000.00.
 - iii. In any case, the total liability of the Contractor under paragraph (e) will not exceed the total estimated cost (as defined above) for the Contract or \$200,000.00, whichever is more.
- f. 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.

3. Third Party Claims:

- a. 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



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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.

- b. If Canada is required, as a result of joint and several liability, 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 paragraph (a), 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.
- c. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

16. Joint Venture Contractor

- a. Supply Arrangement (SA) Holder's who wish to submit their proposal as a joint venture must have already been qualified under the SA # EN578-055605/D as a joint venture.
- b. The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: **[all the joint venture members named in the Contractor's bid will be listed].**
- c. With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
 - (i) _____ has been appointed as the "representative member" of the joint venture Contractor and has fully 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.
- d. 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.
- e. All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- f. 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

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.

17. Professional Services – General

- a. The Contractor must provide professional services on request as specified in this Contract. Where in the Contract a specific individual is identified as required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract or the TA (whichever first contains instructions from Canada for that individual to report to the Work site). Where such a specific individual is unavailable to perform the Work, Canada may elect to either (i) exercise its rights or remedies under the Contract or at



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- law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual in accordance with the Article titled, "Replacement of Specific Individuals" in the General Conditions 2035. This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. In respect of any given Category of Personnel, any replacement resource will be rated by the Technical Authority and the score obtained must be equal or superior.
- b. If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Specific Individuals"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).
 - c. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract. The resource must be approved by Canada prior to the replacement at the Work site.
 - d. The Contractor must monitor its employees to ensure satisfactory performance and that progress of the Work is maintained to Canada's satisfaction. A Contractor representative will meet with the Technical Authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.
 - e. If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable 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 10 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.

18. 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.

19. Representations and Warranties

The Contractor made statements regarding its and its proposed resources experience and expertise in its bid that resulted in the award of the Contract and issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. 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, 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.

**20. Conflict of Interest - Unfair Advantage**

1. In order to protect the integrity of the procurement process, bidders are advised that Canada may reject a bid in the following circumstances:
 - b. if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the bid solicitation or in any situation of conflict of interest or appearance of conflict of interest;
 - c. if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other bidders and that would, in Canada's opinion, give or appear to give the Bidder an unfair advantage.

2. The experience acquired by a bidder who is providing or has provided the goods and services described in the bid solicitation (or similar goods or services) will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. This bidder remains however subject to the criteria established above.

3. Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

21 Materials and Tools

All materials and tools required in the performance of the work including office space, associated supplies, computing devices and telephony equipment are to be provided by the vendor unless otherwise agreed to by the designated technical authority

22 Electronic Procurement & Payment Support**Electronic Procurements and Payment (EPP) System**

- 1.1.1 SSC is working on an initiative that is expected to provide it with e-functionality from procurement through payment (the "EPP system"). SSC's suppliers will be required to interface with that functionality.
- 1.1.2 Because the functionality will not be ready at the time of contract award, if Canada wishes for the Contractor to interface with the EPP system during the Contract Period, Canada will issue a Request for Quotation regarding the work required for the Contractor to interface with the EPP system. The Contractor's Quotation Response will not be subject to a Service Delivery Interval. The Quotation Response must include, at a minimum:
 - 1.1.2.1 Per diem rates for any resources who would perform the work and the level of effort required; and
 - 1.1.2.2 Any costs for hardware or software that will be required, including development costs to be performed by third parties.



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- 1.1.3 The Parties agree to work cooperatively to determine the work involved and a reasonable ceiling price for that work. If the Parties agree to proceed with that work, Canada will issue a Contract Amendment documenting the ceiling price associated with the work. The Contractor will be required to submit a Service Design for approval by Canada and the work associated with the development of any EPP system interfaces will be treated as a Service Project.
- 1.1.4 Canada will pay the Contractor, in arrears, up to the ceiling price established in the contract amendment, for actual time worked and any resulting deliverables in accordance with firm, all-inclusive per diem rates set out in the relevant contract amendment, with GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday. When submitting its invoices, the Contractor must show the actual time worked by each resource, and/or the amount paid to any subcontractor. With respect to any expenses, the Contractor will be required to demonstrate the out-of-pocket amount spent and will be reimbursed without the addition of any overhead.



ANNEX A

STATEMENT OF WORK

The Data Centres Services (DCS) sector of Shared Services Canada (SSC) requires, on an “as and when requested” basis, Task-Based Informatics Professional Services (TBIPS) for Midrange resources to complement and augment its current mid-range program skill sets in support of partners who have websites and applications on Midrange Systems. These services are required to in order to meet our partners’ current projects along with upcoming projects.

Four (4) suppliers to be selected – 3 year contract plus 2 additional 1-year options

Background:

Data Centres Services (DCS) has a commitment to partners to meet and maintain their daily and future business requirements and Service Level Agreements. There is currently a shortage of in-house Midrange/Storage/Virtualization resources with the required skill sets.

Scope:

DCS requires the services of the following categories of resources to provide assistance to partners in order to meet their daily business requirements:

- System Administrator – Unix/Linux, Level 2,3
- System Administrator – Windows, Level 2,3
- System Administrator – Virtualization, Level 2,3
- System Administrator – Storage, Level 2,3
- Technical Writer, Level 3

The scope consists of assisting the DCS team with the design, implementation and support of current and/or new systems in support of SSC partners’ projects, like Phoenix and PenMod.

The Tasks for the Midrange resources will be as follows, **but not limited to**:

- Support of business requirements, system requirement specifications, design, testing, implementation and operations, including documentation.
- Define the clients’ service delivery requirements and expectations;
- Develop service management and delivery processes and workflows;
- Develop performance indicators;
- Develop Service Level Agreements;
- Develop solutions for partners’ requests;
- Carry out Service Management activities to support the implementation and deployment of the internal service management and delivery model;
- Analyze business requirements to identify information, procedures and decision flows;
- Manage individual partner requests, from beginning to end, to ensure satisfaction and timely response as per SLA;
- Ensure service commitments are met;
- Carry out Service Management activities to assist in the implementation and support of partners’ business requirements;
- Liaise with other competency centers within DCS to ensure partner requirements and requests are addressed;



Resource Category Work Descriptions

Statement of Work

System Administrator-Linux/Unix-Lv3

Objective

Shared Services Canada (SSC) has a requirement for a Senior Linux/Unix System Administrator to work in SSC Linux/Unix Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Linux/Unix Specialists with the required skill sets.

The Senior Linux/Unix System Administrator will functionally report to the Linux/Unix Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Senior Linux/Unix System Administrator(s) to provide day-to-day operations, installation, maintenance and support services for ongoing operations and projects on various platforms. Support will be required on-site and/or on an "on-call" basis, including some overtime.

The resource may work on various platforms at the same time.

The following platforms are in scope (but not limited to):

- (a) Linux (RedHat, SUSE), HP-UX, AIX and Solaris

Tasks/Technical Specifications but not limited to:

The services of the Senior Linux/Unix System Administrator are:

- (a) Second and third level support (Installation, configuration, analysis, maintenance and support), primarily (80% of time spent) supporting at least two of the following: HP-UX, Solaris, Linux or AIX systems operating in a networked environment utilizing Internet based technology;
- (b) System Management including System Installation, Configuration, Administration, Analysis and maintenance;
- (c) Documentation development and maintenance for software installation, migration and operations;
- (d) Perform Project Management as it relates to a System Support environment;
- (e) Provide support to multiple partners and clients including application development teams;
- (f) Monitoring and processing of service management systems such as Infoman/ECD and responding to Incident Reports (IRs), Requests for Changes (RFCs), Problem Reports (PRs) and Solution Requests (SRs) within defined SLAs;



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- (g) Analyze business requirements/technical incidents/problems, design and implement sound solutions;
- (h) Other related tasks as directed by the Linux/Unix Operations Manager;
- (i) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Senior Linux/Unix Systems Administrator has full access to all relevant resources and documentation.

Location

Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required. *On-call and overtime may be required.*

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority
- All on-call work must be approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada “Secret” security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Candidate must be willing to work on-call and overtime, if required. Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority.

The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



Statement of Work

System Administrator- Linux/Unix - Lv2

Objective

Shared Services Canada (SSC) has a requirement for a Intermediate Linux/Unix System Administrator to work in SSC Linux/Unix Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Linux/Unix Specialists with the required skill sets.

The Intermediate Linux/Unix System Administrator will functionally report to the Linux/Unix Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Intermediate Linux/Unix System Administrator(s) to provide day-to-day operations, installation, maintenance and support services for ongoing operations and projects on various platforms. Support will be required on-site and/or on an "on-call" basis, including some overtime.

The resource may work on various platforms at the same time.

The following platforms are in scope (but not limited to):

- (b) Linux (RedHat, SUSE), HP-UX, AIX and Solaris

Tasks/Technical Specifications but not limited to;

The services of the Intermediate Linux/Unix System Administrator are:

- (j) Second and third level support (Installation, configuration, analysis, maintenance and support), primarily (80% of time spent) supporting at least two of the following: HP-UX, Solaris, Linux or AIX systems operating in a networked environment utilizing Internet based technology;
- (k) System Management including System Installation, Configuration, Administration, Analysis and maintenance;
- (l) Documentation development and maintenance for software installation, migration and operations;
- (m) Perform Project Management as it relates to a System Support environment;
- (n) Provide support to multiple partners and clients including application development teams;
- (o) Monitoring and processing of service management systems such as Infoman/ECD and responding to Incident Reports (IRs), Requests for Changes (RFCs), Problem Reports (PRs) and Solution Requests (SRs) within defined SLAs;
- (p) Analyze business requirements/technical incidents/problems, design and implement sound solutions;



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- (q) Other related tasks as directed by the Linux/Unix Operations Manager;
- (r) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Intermediate Linux/Unix Systems Administrator has full access to all relevant resources and documentation.

Location

Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required. *On-call and overtime may be required.*

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority
- All on-call work must be approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada “Secret” security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Candidate must be willing to work on-call and overtime, if required. Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority.

The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



Statement of Work

Windows System Administrator-Lv3

Objective

Shared Services Canada (SSC) has a requirement for a Senior Windows System Administrator to work in SSC Windows Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Windows Specialists with the required skill sets.

The Senior Windows System Administrator will functionally report to the Windows Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Senior Windows System Administrator(s) to provide day-to-day operations, installation, maintenance and support services for ongoing operations and projects on various platforms. Support will be required on-site and/or on an "on-call" basis, including some overtime.

The resource may work on various platforms at the same time.

The following platforms are in scope (but not limited to):

- (c) MS Windows Server 2003/2008/2012/current version

Tasks/Technical Specifications but not limited to;

The services of the Senior Windows System Administrator are:

- (s) Second and third level support (Installation, configuration, analysis, maintenance and support), primarily (80% of time spent) supporting at least two of the following: MS Windows Server 2003/2008/2012/current version systems operating in a networked environment utilizing Internet based technology;
- (t) System Management including System Installation, Configuration, Administration, Analysis and maintenance;
- (u) Documentation development and maintenance for software installation, migration and operations;
- (v) Perform Project Management as it relates to a System Support environment;
- (w) Provide support to multiple partners and clients including application development teams;
- (x) Monitoring and processing of service management systems such as Infoman/ECD and responding to Incident Reports (IRs), Requests for Changes (RFCs), Problem Reports (PRs) and Solution Requests (SRs) within defined SLAs;
- (y) Analyze business requirements/technical incidents/problems, design and implement sound solutions;



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(z) Other related tasks as directed by the Windows Operations Manager;

(aa) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Senior Windows Systems Administrator has full access to all relevant resources and documentation.

Location

Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required. *On-call and overtime may be required.*

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority
- All on-call work must be approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada “Secret” security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Candidate must be willing to work on-call and overtime, if required. Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority.

The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



Statement of Work

Windows System Administrator - Lv2

Objective

Shared Services Canada (SSC) has a requirement for an Intermediate Windows System Administrator to work in SSC Windows Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Windows Specialists with the required skill sets.

The Intermediate Windows System Administrator will functionally report to the Windows Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Intermediate Windows System Administrator(s) to provide day-to-day operations, installation, maintenance and support services for ongoing operations and projects on various platforms. Support will be required on-site and/or on an "on-call" basis, including some overtime.

The resource may work on various platforms at the same time.

The following platforms are in scope (but not limited to):

- (d) MS Windows Server 2003/2008/2012/current version

Tasks/Technical Specifications but not limited to;

The services of the Intermediate Windows System Administrator are:

- (bb) Second and third level support (Installation, configuration, analysis, maintenance and support), primarily (80% of time spent) supporting at least two of the following: MS Windows Server 2003/2008/2012/current version systems operating in a networked environment utilizing Internet based technology;
- (cc) System Management including System Installation, Configuration, Administration, Analysis and maintenance;
- (dd) Documentation development and maintenance for software installation, migration and operations;
- (ee) Perform Project Management as it relates to a System Support environment;
- (ff) Provide support to multiple partners and clients including application development teams;
- (gg) Monitoring and processing of service management systems such as Infoman/ECD and responding to Incident Reports (IRs), Requests for Changes (RFCs), Problem Reports (PRs) and Solution Requests (SRs) within defined SLAs;



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- (hh) Analyze business requirements/technical incidents/problems, design and implement sound solutions;
- (ii) Other related tasks as directed by the Windows Operations Manager;
- (jj) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Intermediate Windows Systems Administrator has full access to all relevant resources and documentation.

Location

Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required. *On-call and overtime may be required.*

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority
- All on-call work must be approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada “Secret” security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Candidate must be willing to work on-call and overtime, if required. Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority.

The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



Statement of Work

System Administrator- Virtualization-Lv3

Objective

Shared Services Canada (SSC) has a requirement for a Senior Virtualization System Administrator to work in SSC Virtualization Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Virtualization Specialists with the required skill sets.

The Senior Virtualization System Administrator will functionally report to the Virtualization Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Senior Virtualization System Administrator(s) to provide day-to-day operations, installation, maintenance and support services for ongoing operations and projects on various platforms. Support will be required on-site and/or on an "on-call" basis, including some overtime.

The resource may work on various platforms at the same time.

The following platforms are in scope (but not limited to):

- (e) VMware Operating systems 4.1/5.x/6.x/current version, MS Hyper-V

Tasks/Technical Specifications but not limited to:

The services of the Senior Virtualization System Administrator are:

- (kk) Second and third level support (Installation, configuration, analysis, maintenance and support), primarily (80% of time spent) supporting at least two of the following: VMware Operating systems 4.1/5.x/6.x/current version, MS Hyper-V systems operating in a networked environment utilizing Internet based technology;
- (ll) System Management including System Installation, Configuration, Administration, Analysis and maintenance;
- (mm) Documentation development and maintenance for software installation, migration and operations;
- (nn) Perform Project Management as it relates to a System Support environment;
- (oo) Provide support to multiple partners and clients including application development teams;
- (pp) Monitoring and processing of service management systems such as Infoman/ECD and responding to Incident Reports (IRs), Requests for Changes (RFCs), Problem Reports (PRs) and Solution Requests (SRs) within defined SLAs;
- (qq) Analyze business requirements/technical incidents/problems, design and implement sound solutions;



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(rr) Other related tasks as directed by the Virtualization Operations Manager;

(ss) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Senior Virtualization Systems Administrator has full access to all relevant resources and documentation.

Location

Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required. *On-call and overtime may be required.*

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority
- All on-call work must be approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada "Secret" security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Candidate must be willing to work on-call and overtime, if required. Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority.

The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



Statement of Work

Virtualization System Administrator - Lv2

Objective

Shared Services Canada (SSC) has a requirement for an Intermediate Virtualization System Administrator to work in the SSC Virtualization Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Virtualization Specialists with the required skill sets.

The Intermediate Virtualization System Administrator will functionally report to the Virtualization Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Intermediate Virtualization System Administrator(s) to provide day-to-day operations, installation, maintenance and support services for ongoing operations and projects on various platforms. Support will be required on-site and/or on an "on-call" basis, including some overtime.

The resource may work on various platforms at the same time.

The following platforms are in scope (but not limited to):

- (f) VMware Operating systems 4.1/5.x/6.x/current version, MS Hyper-V

Tasks/Technical Specifications but not limited to;

The services of the Intermediate Virtualization System Administrator are:

- (tt) Second and third level support (Installation, configuration, analysis, maintenance and support), primarily (80% of time spent) supporting at least two of the following: VMware Operating systems 4.1/5.x/6.x/current version, MS Hyper-V systems operating in a networked environment utilizing Internet based technology;
- (uu) System Management including System Installation, Configuration, Administration, Analysis and maintenance;
- (vv) Documentation development and maintenance for software installation, migration and operations;
- (ww) Perform Project Management as it relates to a System Support environment;
- (xx) Provide support to multiple partners and clients including application development teams;
- (yy) Monitoring and processing of service management systems such as Infoman/ECD and responding to Incident Reports (IRs), Requests for Changes (RFCs), Problem Reports (PRs) and Solution Requests (SRs) within defined SLAs;



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- (zz) Analyze business requirements/technical incidents/problems, design and implement sound solutions;
- (aaa) Other related tasks as directed by the Virtualization Operations Manager;
- (bbb) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Intermediate Virtualization Systems Administrator has full access to all relevant resources and documentation.

Location

Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required. *On-call and overtime may be required.*

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority
- All on-call work must be approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada “Secret” security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Candidate must be willing to work on-call and overtime, if required. Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority.

The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



STATEMENT OF WORK

System Administrator- Level 3 – Storage Specialist

1. Background

The Storage Specialist, Level 3, is responsible for the implementation, operation and monitoring of all in-scope Storage Area Networking services serving the Department of National Defence (DND), including the Canadian Forces (CF) and the department of Transport Canada (TC). The Storage Specialist is also responsible for the implementation and oversight of business resumption and disaster recovery policies in relation to Storage and Backup Services relating to DND data services. Priorities are to support Operational environments serving the Defence and Security client communities of SSC, the Designated Network (D-NET, including the DWAN), the Classified Networks (C-NET, including CSNI) primarily in two physical locations (CFB Borden, Ontario, and multiple sites in the National Capital Region.

The Midrange Storage Specialist also has the responsibility to ensure the architectural design and documentation at a system or subsystem level gets completed with its associated deliverables. He/she is responsible to ensure that security compliancy is strictly adhered to at all times. He/she must assist on all project related architecture and infrastructure issues, ensuring that operational processes are fully implemented in the design, build and operation of new systems.

The Midrange Technical Specialist is responsible for the design and hand-off of the project to implementers in the Competency Centres. It is vital that he/she have experience in all aspects of a project from design through development, testing, implementation and production in order to provide continuity for ongoing support and implementation concerns.

2. Required Knowledge

The Storage Level 3 Specialist must possess the following:

- 2.1. Experience in a large scale SAN Management Environment with a client base of at least 50,000. The SAN Management Environment must have over 5000 Fiber Channel ports, at least 15 storage arrays and minimum 3 Petabytes of data.
- 2.2. Experience in coordinating, training and communicating storage activities, including storage plans with both internal and external stakeholders.
- 2.3. Experience in planning, designing, testing and implementing HDS Tiered Storage Infrastructure solutions that include analysis policies and monitoring.
- 2.4. Experience in designing and implementing thin provisioning/wide stripping in a Tiered Storage Infrastructure.
- 2.5. Experience supporting a Brocade Fibre Channel switched environment with a minimum of 60 switches.
- 2.6. Experience using Hitachi Command Suite and Storage Navigator to create parity groups, disk pools and volumes.



3. Work Objectives

- 3.1. Maintain operations for SSC Storage Area Networks at Data Centre Borden, Ottawa Test and Development Centre and National Capital Region. With the horizontal alignment of SSC support areas are flexible and can change, although this does not dictate a change in geographical location of work.
- 3.2. Provide 3rd line support to regional SSC NSP staff located across Canada. This objective includes engineering, design architecture and operation support as required.
- 3.3. Architecture design and implementation of new SAN technologies within Area of Responsibility (AOR).
- 3.4. Performance monitoring and tuning to ensure optimal performance of all systems in AOR. Develop storage capacity planning reports and procedures.
- 3.5. Maintain a document library including diagrams, SOPs and maintenance records of all systems in AOR.
- 3.6. Optimize storage tiers.
- 3.7. Participate in Business Resumption exercises.
- 3.8. Design Storage plans to maximize backup capacity and ensure highest possible disk and resource usage.

4. Deliverables

- 4.1. Provide weekly operational status reports.
- 4.2. Provide detailed design documents for all new system implementations.
- 4.3. Provide detailed fault summaries for any outages within AOR.
- 4.4. Provide regular capacity planning reports.
- 4.5. Provide updated SAN diagrams reflecting any infrastructure alterations.

5. Constraints but not limited to;

- 5.1. Work shall be carried out primarily within SSC premises located within the National Capital Region (NCR) or Data Centre Borden. A central location for administration, storage of materials, coordination and organizational meetings will be identified and utilized on an ongoing basis.



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- 5.2. Work will require that contracted resources be knowledgeable, skilled, proficient in and are able to make regular use of certain essential abilities, knowledge, practices, skills, tools, toolsets and utilities, to include but not limited to the following:
- a. minimum of Level II (Secret) security clearance, to be in effect for the beginning of the contract period, to be maintained throughout the contract period, to be verifiable and acceptable for production of a departmental Visit Clearance Request, though departmental security officials, by the usual means and level of effort,
 - b. literacy (the ability to read and understand written instructions and materials, and the ability to write clear, concise summaries, reports, trouble ticket updates, etc.),
 - c. computer workstations and office productivity software (workstations based on the Microsoft Windows operating system, and equipped with Microsoft Office suite, especially MS Word, and Outlook email, on Designated and Classified networks, up to Protected C and Secret, such as DWAN and CSNI),
- 5.3. Periodically, there may be a requirement to conduct work at locations outside of the NCR or Data Centre Borden. Upon such occasions, the Technical Authority (TA) will provide notice to the Contractor no less than 48 hours in advance of such a requirement.
- 5.4. The resource may be required to work outside of normal working hours in order to avoid user down time or disruption of services and to respond to service calls, supply, and ship or receive materials, assist maintenance or installation activities. Any work performed outside of normal working hours must be undertaken on the direction of, and only with confirmation of pre-approval by the TA, in writing.
- 5.5. Periodically, there may be a requirement to be available for 24 / 7 On-Call duty, and to be accessible for that purpose by cellular telephone or email device. Upon such occasions, the Technical Authority (TA) will provide notice to the Contractor no less than 48 hours in advance of such a requirement.
- 5.6. Should the resource anticipate that the 7.5 hour per diem workday, as stipulated in the contract, may be exceeded, approval must be obtained from the TA prior to work be carried out in excess of such per diem.

6. Location of Work - Level 3 Storage Specialist

- 6.1. Work shall be carried out primarily within SSC and GoC premises located within the National Capital Region (NCR) or Data Centre Borden as required.
- 6.2. Periodically, there may be a requirement to conduct work at locations outside of the normal area of work. Upon such occasions, the Technical Authority (TA) will provide notice to the Contractor no less than 48 hours in advance of such a requirement.

7. Travel - Level 3 Storage Specialist

- 7.1. Contractor personnel may periodically be required to travel outside the NCR. Related expenses will be reimbursed in accordance with normal SSC travel policies. Expenses for travel within the NCR will not be reimbursed.



8. Overtime/Standby - Level 3 Storage Specialist

- 8.1. Contractor personnel may periodically be required to work in excess of the 7.5 hour per diem workday. When such occasions occur compensation will be paid at the normal prorated per diem rate.
- 8.2. Contractor personnel will periodically be required to be available 24/7. Compensation for standby duty will be the equivalent of 1 hour of per diem rate for each 8 hours of standby.

9. Progress Reporting - Level 3 Storage Specialist

- 9.1. The TA will assess all work on the basis of suitability, and quality.
- 9.2. The TA reserves the right to reject work if it fails to meet an acceptable quality standard, fails to meet required timelines, or is not suitable for the stated requirements.
- 9.3. Adjustment may be made to priorities, or to timelines, on a case-by-case or as-required basis, in response to external factors, which will require consideration. This is not to be used prohibitively, however adaptability and flexibility will be a requirement of all stakeholders as re-organization proceeds and support of operations dictates.
- 9.4. All work is to be completed in accordance with a mutually accepted schedule, set at contract award, during daily operations, during task assignment, and in consideration of dependencies and contracted, operational or other completion schedules of related tasks.
- 9.5. Periodic, case-by-case, on-request or per-instance progress reports, activity summaries, or assessment of work may be required, to be evaluated in comparison with established expectations and timelines.



STATEMENT OF WORK

System Administrator – Storage Specialist, Level 2

10. Background

The Storage Specialist, Level 2, is responsible for the implementation, operation and monitoring of storage and backup services serving the several partner departments. Priorities are to support Operational environments. The Midrange Storage Specialist also has the responsibility to ensure documentation for the operational environment at a system or subsystem level remains current with associated deliverables.

11. Required Knowledge

The Storage Level 2 Specialist must possess the following:

- 11.1. Resource must be available to work in the National Capital Region buildings as external network access is not available
- 11.2. Experience with the administration of Enterprise Storage subsystems.
- 11.3. Experience with the administration of Fibre Channel Devices such as Brocade and Cisco.
- 11.4. Experience in providing storage support to enterprise class storage hardware such as HDS G600 storage, EMC Unity storage and HP MSL 4048 tape devices.
- 11.5. Experience with the administration of backup software products including Commvault and Netbackup.

12. Work Objectives but not limited to;

- 12.1. Maintain storage operational for SSC Storage Area Networks at remote Data Centres.
- 12.2. Resolve incidents and implement change requests in association with technical and operations staff and partner requests associated to production support as well as partner growth projects.
- 12.3. Participate in storage hardware evergreening projects as a part of regular storage operations duties. This may include replacement of aging storage arrays, replacement of fabric devices, upgrading backup software.
- 12.4. Advise and escalate technical and operational issues related to requirements, design, testing, deployment of storage new systems to production state.



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12.5. Maintain and make accessible related communication material for the business line focusing on the in service support model.

12.6. Maximize backup capacity utilization to ensure highest possible effective value for resource usage.

13. Deliverables

13.1. Provide weekly operational status reports.

13.2. Provide detailed documentation within each incident and change action

13.3. Provide detailed fault summaries for any outages within AOR.

13.4. Provide regular capacity planning reports.

13.5. Provide updated SAN diagrams reflecting any infrastructure alterations.



Statement of Work

Technical Writer - Lv3

Objective

Shared Services Canada (SSC) has a requirement for a Senior Technical Writer to work in the SSC Operations group.

Background

SSC has a commitment to partners and clients to meet and maintain day-to-day operations and Service Level Agreements. There is currently a shortage of in-house Technical Writers with the required skill sets.

The Senior Technical Writer will functionally report to the Operations Team Lead.

Scope

This TBIPS-SA is for the provision of one or more Senior Technical Writer(s) to provide Technical Writing skills in order to help with the documentation of our operational procedures and processes.

Tasks/Technical Specifications but not limited to;

The services of the Senior Technical Writer are:

- (ccc) Provide writing services to document our operational procedures and processes;
- (ddd) Writing instructional documentation in the form of technical user manuals, standard operating procedures and help text;
- (eee) Documentation development and maintenance for software installation, migration and operations;
- (fff) Development and maintenance of instructional documentation such as user manuals and Standard Operating Procedures;
- (ggg) Other related tasks as directed by the Operations Manager;
- (hhh) The Contractor(s) must create and maintain the following deliverables:

Documentation (such as, but not limited to: Weekly Status Reports, Installation procedures and Build Books, Maintenance procedures, Specifications and standards, Design documentation, Solution and Implementation Requests; Support procedures, backup and restore procedures, etc)

The Contract Authority will ensure that the Senior Technical Writer has full access to all relevant resources and documentation.

Location



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Principal location of work will be Ottawa (location subject to change within the National Capital Region). Travel to other sites in the NCR may be required.

Period of Work

- The resource cannot exceed 7.5 hours/day of billable time unless approved in writing by the Project Authority

Constraints

Candidate must possess a valid Government of Canada “Secret” security clearance. Work may be requested in either official language. Work will mainly be completed in the English language, spoken and written.

Contractor must be available to work at the SSC facilities within the National Capital Region as required by the Contract Authority. The contractor will be provided with a workstation and office space.

Contractor personnel will not be required to travel outside the NCR, but travel may be required from time to time within the NCR. Travel within the NCR will not be reimbursed.



**APPENDIX A TO ANNEX A
TASK AUTHORIZATION PROCEDURES
(Upon Contract Award)**

1. TA Request

- (a) Where a requirement for a specific task has been identified and a TA is to be provided to the Contractor in accordance with the allocation methodology described in the Contract Article titled "Task Authorization", a TA Form, as attached at Appendix B to Annex B, will be prepared by the Technical Authority and sent to the Contractor.
- (b) A TA Form will contain the following information, if applicable:
 - (i) a task number;
 - (ii) the details of any financial coding to be used;
 - (iii) the date by which the Contractor's response must be received by the Contract Authority;
 - (iv) a brief statement of work for the task identifying the resource category(ies), level and specialty required and describing the activities to be performed including any deliverables;
 - (v) the interval during which the task is to be carried out (beginning and end dates);
 - (vi) the number of person-days of effort required;
 - (vii) the specific work location; and
 - (viii) any other constraints that might affect the completion of the task.

2. TA Quotation

- (a) Once it receives the TA Form, the Contractor must submit a quotation to the Contract Authority, identifying its proposed resources and detailing the cost and time to complete the task(s). The quotation must be based on the rate(s) set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 5 working days of the request.
- (b) For each proposed resource the Contractor must supply:
 - (i) A resume and completed Appendix C to Annex A for the Category(ies) of Personnel and level(s) identified in the TA Form. The Contractor's quotation must demonstrate that each proposed resource meets the mandatory 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 Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work.
 - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing. For post secondary education, Canada will only accept credentials from institutions recognized by the Department of Education of any Canadian province, or for those obtained in a foreign country, by either of the credential assessment organizations listed on the Website: <http://www.cicic.ca/>
 - (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's governing body throughout the evaluation and Contract Period.
 - (D) 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.
 - (E) 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 individual's resume does not include the relevant dates for the experience claimed (i.e., the start date and end date).



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(F) For work experience to be considered by Canada, the Contractor's response 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, only one project will be counted toward any requirements that relate to the individual's length of experience.

(ii) The following security information:

SECURITY INFORMATION	CONTRACTOR TO INSERT DATA
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	

(iii) Certifications at Appendix D to Annex A (as applicable).

(c) The quotation must be submitted to the Contract Authority within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.

3. Resource Assessment

(c) Each proposed resource will be assessed for compliance with the mandatory requirements identified in Appendix C to Annex B applicable to that Category of Personnel. Proposed resources that do not comply with each and every mandatory criteria will not be accepted.

(d) Canada reserves the right to request references from the Contractor to conduct a reference check to verify the accuracy of the information provided. If references are requested, Canada will conduct the reference check in writing by e-mail (unless the contact at the reference is only available by telephone). A Contractor will not be responsive to a mandatory requirement unless the response is received to an e-mail reference check request 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 evaluated. The mandatory requirement will not be considered 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 the mandatory requirement be 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. TA Acceptance

(a) Once the Contractor's quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. Whether or not to approve or issue a TA is entirely within Canada's discretion.

(b) The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a fully signed TA Form has been received, and any work performed in its absence is done at the Contractor's own risk.



**APPENDIX B TO ANNEX A
EXAMPLE: Task Authorization Request and Acceptance Form
Sigma/P2P Task Authorization form will be accepted as well.**

TASK AUTHORIZATION (TA) FORM					
CONTRACTOR		CONTRACT NUMBER:			
COMMITMENT #		FINANCIAL CODING:			
TASK NUMBER (AMENDMENT):		ISSUE DATE:		RESPONSE REQUIRED BY:	
1. STATEMENT OF WORK (WORK ACTIVITIES 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 CONDITIONS/CONSTRAINTS:					
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR'S PERSONNEL:					
RESOURCE CATEGORY	NAME OF PROPOSED RESOURCE	PWGSC SECURITY FILE NUMBER	PER DIEM RATE	ESTIMATED # OF DAYS	TOTAL COST
ESTIMATED COST					
GST					
TOTAL LABOUR COST					
ESTIMATED TRAVEL COST (IN ACCORDANCE WITH TBS GUIDELINES)					
TOTAL ESTIMATED COST					
8. SIGNING AUTHORITIES:					
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor		Contractor (signature)		Date:	
Name, Title and Signature of Individual Authorized to Sign on Behalf of SSC – PVR (Technical Authority)		SSC-PVR (signature)		Date:	
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 thereof.					



APPENDIX C TO ANNEX A

RESOURCE ASSESSMENT CRITERIA AND RESPONSE TEMPLATES

(TO BE USED WHEN THE CONTRACT IS AWARDED)

D1.0 Task Authorization (TA) Initiation

Where a requirement for a specific task has been identified a TA will be provided to the Contractor. The qualifications and experience of the proposed resources will be assessed against the requirements set out in the below tables to determine each proposed resources compliance with the criteria identified in Section D.2 of this Annex.

D1.1 Assessment

The qualifications and experience of the proposed resources will be assessed against the requirements set out in the appropriate category and level below.

D.1.2 Acceptance

Once the TA Technical Authority has accepted the quotation, the TA will be signed by the Contracting Authority and provided to the Contractor for signature. All TA Forms will be signed by the Contracting authority final approval.



D2.0 RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLES

Mandatory Evaluation

System Administrator – Unix/Linux, Level 3

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over ten (10) years of experience working as a System Administrator (based on the TBIPS SOW) in a Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	<p>The proposed System Administrator must clearly demonstrate a minimum of six (6) years of experience, in the last ten (10) years, in the administration of Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) servers.</p> <ul style="list-style-type: none"> • Experience demonstrated must have involved supporting an environment containing over 100 servers. 		



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M4	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, using enterprise tools for each of the following: - Performance Analysis/Server Tuning - Monitoring - Backups		
M5	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience performing UNIX/Linux (HP-UX, Solaris, Tru64, AIX or Linux) shell scripting.		
M6	- The proposed resource must clearly demonstrate a minimum of six (6) years knowledge and experience in a Problem and/or Change management system, such as Infoman or similar product.		

RATED EVALUATION:

System Administrator – Unix/Linux, Level 3

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, resolving Unix O/S (HP-UX, Solaris, Tru64, AIX or Linux) issues, security hardening, installation, maintenance and day-to-day operation. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R4	The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, in Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) server performance including: monitoring, analysis, evaluation, tuning and reporting. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points ▪ 8 or more years: 5 points 	5		



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R5	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, using the following enterprise tools:</p> <ul style="list-style-type: none"> • Puppet or Ansible • Nagios • BASH scripting <ul style="list-style-type: none"> • 2 or more years of Puppet or Ansible : 2 points • 2 or more years of Nagios: 2 points ▪ 2 or more years of Shell scripting : 2 points 	6		
R6	<p>The Bidder should demonstrate how the candidate has experience, in the last five (5) years, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 – <3 years: 2 points ▪ 3 or more years: 5 points 	5		
R7	<p>The Bidder should show proof that the proposed System Administrator has IM/IT-related certifications. For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
MAX POINTS ACHIEVED		24		
MINIMUM PASS MARK - 70%		17		



Mandatory Evaluation Criteria

System Administrator – Unix/Linux, Level 2

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over six (6) years of experience working as a System Administrator (based on the TBIPS SOW) in a Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) environment.		
M2	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, in the administration of Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) servers. Experience demonstrated must have involved supporting an environment containing over 100 servers.		
M3	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, using enterprise tools for each of the following: - Performance Analysis/Server Tuning - Monitoring - Backups		
M4	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience performing UNIX/Linux (HP-UX, Solaris, Tru64, AIX or Linux) shell scripting.		
M5	The proposed resource must clearly demonstrate a minimum of three (3) years knowledge and experience in a Problem and/or Change management system, such as Infoman or similar product.		



Rated Evaluation Criteria

System Administrator – Unix/Linux, Level 2

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, resolving Unix O/S (HP-UX, Solaris, Tru64, AIX or Linux) issues, security hardening, installation, maintenance and day-to-day operation.</p> <ul style="list-style-type: none"> • 3 – <4 years: 1 points • 4 – <5 years: 3 points • 5 – <6 years: 4 points • more than 6 years: 5 points 	5		
R2	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, in Unix/Linux (HP-UX, Solaris, Tru64, AIX or Linux) server performance including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> ▪ 3 – <4 years: 1 points ▪ 4 – <5 years: 3 points ▪ 5 – <6 years: 4 points ▪ more than 6 years: 5 points 	5		
R3	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, using the following enterprise tools:</p> <ul style="list-style-type: none"> • Puppet or Ansible • Nagios • BASH scripting • 2 or more years of Puppet or Ansible : 2 points • 2 or more years of Nagios: 2 points ▪ 2 or more years of Shell scripting : 2 points 	6		
R4	<p>The Bidder should demonstrate how the candidate has experience, in the last three (3) years, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 – <3 years: 2 points ▪ 3 or more years: 5 points 	5		



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R5	<p>The Bidder should show proof that the proposed System Administrator should have IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
MAX POINTS ACHIEVED		24		
MINIMUM PASS MARK - 70%		17		



Mandatory Evaluation Criteria **System Administrator – Windows, Level 3**

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over ten (10) years of experience working as a System Administrator, and a minimum of 5 of those years of experience in the last 10 years, in a Windows 2003, 2008R2, 2012 R2 or Hyper-V environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, analyzing business requirements and technical incidents/problems and implementing solutions.		
M4	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience in the last ten (10) years performing Windows 2003, 2008R2, 2012 R2 or Hyper-V performance analysis and server tuning.		



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M5	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, performing Windows 2003, 2008R2, 2012 R2 or Hyper-V clustering, patching, backups, and restores.		
M6	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, using enterprise tools for each of the following: <ul style="list-style-type: none"> - Ticketing - Monitoring - Backups 		

Rated Evaluation Criteria

System Administrator – Windows, Level 3

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, resolving Windows 2003, 2008R2, 2012 R2 or Hyper-V and server issues, including installation, maintenance and day-to-day operation. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R2	The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, in Windows 2003, 2008R2, 2012 R2 or Hyper-V server performance management including: monitoring, analysis, evaluation, tuning and reporting. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points ▪ 8 or more years: 5 points 	5		



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R3	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, using the following enterprise tools:</p> <ul style="list-style-type: none"> • WSUS or SCCM or SCOM • PowerShell <ul style="list-style-type: none"> ▪ 2 or more years of WSUS or SCCM or SCOM: 2 points • 2 or more years of PowerShell: 2 points 	4		
R4	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, with IIS.</p> <ul style="list-style-type: none"> ▪ 1 – <3 years: 1 points ▪ 3 – <5 years: 3 points ▪ 5 or more years: 5 points 	5		
R5	<p>The Bidder should demonstrate how the candidate has experience, in the last five (5) years, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 - <3 years: 2 points ▪ 3 or more years: 5 points 	5		



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R6	<p>The Bidder should show proof that the candidate has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
	MAX POINTS ACHIEVED	27		
	MINIMUM PASS MARK - 70%	19		



Mandatory Evaluation Criteria

System Administrator – Windows, Level 2

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over six (6) years of experience working as a System Administrator with a minimum of 3 years of experience in the last 6 years, in a Windows 2003, 2008R2, 2012 R2 or Hyper-V environment.		
M2	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, analyzing business requirements and technical incidents/problems and implementing solutions.		
M3	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience in the last six (6) years performing Windows 2003, 2008R2, 2012 R2 or Hyper-V performance analysis and server tuning.		
M4	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, performing Windows 2003, 2008R2, 2012 R2 or Hyper-V clustering, patching, backups, and restores.		
M5	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, using enterprise tools for each of the following: <ul style="list-style-type: none"> - Ticketing - Monitoring - Backups 		



Rated Evaluation Criteria

System Administrator – Windows, Level 2 -

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, resolving Windows 2003, 2008R2, 2012 R2 or Hyper-V and server issues, including installation, maintenance and day-to-day operation.</p> <ul style="list-style-type: none"> • 3 – <4 years: 1 points • 4 – <5 years: 3 points • 5 – <6 years: 4 points • more than 6 years: 5 points 	5		
R2	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, in Windows 2003, 2008R2, 2012 R2 or Hyper-V server performance management including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> ▪ 3 – <4 years: 1 points ▪ 4 – <5 years: 3 points ▪ 5 – <6 years: 4 points ▪ more than 6 years: 5 points 	5		
R3	<p>The proposed System Administrator should have experience, in the last six (6) years, using the following enterprise tools:</p> <ul style="list-style-type: none"> • WSUS or SCCM or SCOM • PowerShell <ul style="list-style-type: none"> ▪ 2 or more years of WSUS or SCCM or SCOM: 2 points • 2 or more years of PowerShell: 2 points 	4		
R4	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, with IIS.</p> <ul style="list-style-type: none"> ▪ 3 – <4 years: 1 points ▪ 4 – <5 years: 3 points ▪ 5 – <6 years: 4 points ▪ more than 6 years: 5 points 	5		



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R5	<p>The Bidder should demonstrate how the candidate has experience, in the last three (3) years, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 10 points)</p> <ul style="list-style-type: none"> ▪ 1 - <3 years: 2 points ▪ 3 or more years: 5 points 	5		
R6	<p>The Bidder should show proof that the candidate has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
MAX POINTS ACHIEVED		27		
MINIMUM PASS MARK - 70%		19		



Mandatory Evaluation Criteria

System Administrator – Virtualization, Level 3

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over ten (10) years of experience working as a System Administrator (based on the TBIPS SOW) in a VMWare or Hyper-V environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	<p>The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience in the last ten (10) years in the administration of VMware ESX/ESXi or Hyper-V Servers.</p> <ul style="list-style-type: none"> • Experience demonstrated must have involved supporting an environment containing over 50 servers. 		



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M4	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience in the last ten (10) years conducting performance monitoring for a VMware or Hyper-V virtual server environment.		
M5	The proposed System Administrator must clearly demonstrate a minimum of five (5) years of experience, in the last ten (10) years, using enterprise tools for each of the following: - Ticketing - Monitoring - Backups		
M6	The proposed resource must clearly demonstrate a minimum of five (5) years of experience performing PowerShell scripting for VMware or Hyper-V.		



Rated Evaluation Criteria

System Administrator – Virtualization, Level 3

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, resolving VMware or Hyper-V issues, including deploying, configuring, administering, and maintaining VMware ESX/ESXi or Hyper-V servers .</p> <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R3	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, with VMware Virtual Center or Hyper-V System Center server.</p> <ul style="list-style-type: none"> ▪ 1 – <3 years: 1 points ▪ 3 – <5 years: 3 points ▪ 5 or more years: 5 points 	5		
R4	<p>The Bidder should demonstrate how the candidate has knowledge and experience at bid closing in VMware or Hyper-V performance management including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points ▪ 8 or more years: 5 points 	5		
R5	<p>The Bidder should demonstrate how the candidate has experience, in the last ten (10) years, using the following enterprise tools:</p> <ul style="list-style-type: none"> • VMware tools or Hyper-V equivalent • vCOPS/vROPS or Hyper-V equivalent of capacity/performance monitoring/planning • PowerShell ▪ 2 or more years of VMware tools or Hyper-V equivalent: 2 points • 2 or more years of vCOPS/vROPS or Hyper-V equivalent of capacity/performance monitoring/planning : 2 points • 2 or more years of PowerShell: 2 points 	6		



R7	<p>The Bidder should demonstrate how the candidate has experience, in the last five (5) years, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 5 points)</p> <ul style="list-style-type: none"> ▪ 1 - <3 years: 2 points ▪ 3 or more years: 5 points 	5		
R8	<p>The Bidder should show proof that the candidate has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
MAX POINTS ACHIEVED		29		
MINIMUM PASS MARK - 70%		21		



Mandatory Evaluation Criteria

System Administrator – Virtualization, Level 2

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed System Administrator must clearly demonstrate over six (6) years of experience working as a System Administrator (based on the TBIPS SOW) in a VMWare or Hyper-V environment.		
M2	<p>The proposed System Administrator must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last three (3) years, as a System Administrator in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	<p>The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience in the last six (6) years in the administration of VMware ESX/ESXi or Hyper-V Servers.</p> <ul style="list-style-type: none"> • Experience demonstrated must have involved supporting an environment containing over 50 servers. 		



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M4	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience in the last six (6) years conducting performance monitoring for a VMware or Hyper-V virtual server environment.		
M5	The proposed System Administrator must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, using enterprise tools for each of the following: - Ticketing - Monitoring - Backups		
M6	The proposed resource must clearly demonstrate a minimum of three (3) years of experience performing PowerShell scripting for VMware or Hyper-V.		



Rated Evaluation Criteria

System Administrator – Virtualization, Level 2

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, resolving VMware or Hyper-V issues, including deploying, configuring, administering, and maintaining VMware ESX/ESXi or Hyper-V servers.</p> <ul style="list-style-type: none"> • 3 – <4 years: 1 points • 4 – <5 years: 3 points • 5 – <6 years: 4 points • more than 6 years: 5 points 	5		
R2	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, with VMware Virtual Center or Hyper-V System Center server.</p> <ul style="list-style-type: none"> ▪ 3 – <4 years: 1 points ▪ 4 – <5 years: 3 points ▪ 5 – <6 years: 4 points ▪ more than 6 years: 5 points 	5		
R3	<p>The Bidder should demonstrate how the candidate has knowledge and experience in the last six (6) years on VMware or Hyper-V performance management including: monitoring, analysis, evaluation, tuning and reporting.</p> <ul style="list-style-type: none"> ▪ 3 – <4 years: 1 points ▪ 4 – <5 years: 3 points ▪ 5 – <6 years: 4 points ▪ more than 6 years: 5 points 	5		



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R4	<p>The Bidder should demonstrate how the candidate has experience, in the last six (6) years, using the following enterprise tools:</p> <ul style="list-style-type: none"> • VMware tools or Hyper-V equivalent • vCOPS/vROPS or Hyper-V equivalent of capacity/performance monitoring/planning • PowerShell <ul style="list-style-type: none"> ▪ 2 or more years of VMware tools or Hyper-V equivalent: 2 points • 2 or more years of vCOPS/vROPS or Hyper-V equivalent of capacity/performance monitoring/planning : 2 points • 2 or more years of PowerShell: 2 points 	6		
R5	<p>The Bidder should demonstrate how the candidate has experience, in the last three (3) years, with SSC IT Service Management policies and procedures and SSC Operations Change Management processes: (Maximum 5 points)</p> <ul style="list-style-type: none"> ▪ 1 - <3 years: 2 points ▪ 3 or more years: 5 points 	5		



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R6	<p>The Bidder should show proof that the candidate has IM/IT-related certifications.</p> <p>For the purpose of this criterion, a related field of IM/IT is:</p> <p>(1) A field of study dealing with electronic hardware that directly supports the delivery of informatics services; or</p> <p>(2) A field of study dealing with the creation and architecture of software that directly supports the delivery of informatics services; or</p> <p>(3) A field of study that deals with the development of infrastructure architectures solutions that supports the delivery of informatics services.</p> <p>For the purpose of this criterion, a Certification is a non-degree award made to those who have achieved Qualifications specified by a certifying authority. The bidder must provide a copy of the certifications with its bid.</p> <ul style="list-style-type: none"> ▪ 1 point per certification, up to a maximum of 3 points 	3		
	MAX POINTS ACHIEVED	29		
	MINIMUM PASS MARK - 70%	21		



Mandatory Evaluation Criteria

System Administrator – Storage Specialist, Level 3

Resource Name: _____

Item	Mandatory Criteria	Met	Not Met	Resume Cross Reference Location
M1	The proposed resource must clearly demonstrate a minimum of ten (10) years experience with enterprise storage setup, storage virtualization, Storage Analytics, Trend Analysis, Capacity Planning, system administration, including Business Continuity and Disaster Recovery scenarios in a large scale Enterprise SAN environment.			
M2	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience working in at least 3 of these environments: Aix, Solaris, Linux, Unix, Windows, VMWARE, Mainframe.			
M3	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience virtualizing enterprise external storage arrays using tools such as, but not limited to, Hitachi Command Suite to virtualize VSP, G600, G800, G1000, HUS VM, 3 PAR and NetApp.			
M4	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience doing Asynchronous and Synchronous Data Replication with such tools as Symmetrix Remote Data Facility (SRDF), True Copy (TC), Hitachi Online Remote Copy Manager (HORCM) and Hitachi Universal Replicator (HUR).			
M5	The proposed resource must clearly demonstrate a minimum of ten (10) years of experience using EMC Unisphere for VNX, VMAX as well as File Sharing Appliances using HNAS, EMC Isilon and EMC Unity			



Rated Evaluation Criteria

System Administrator – Storage, Level 3

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the candidate has experience in Storage Virtualization Design and Implementation in a Disaster Recovery Scenario in the last ten (10) years</p> <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
R2	<p>The Bidder should demonstrate how the candidate has experience working in the last ten(10) years in at least three (3) of these environments:</p> <ol style="list-style-type: none"> 8. Aix 9. Solaris 10. Linux 11. Unix 12. Windows 13. VMWARE 14. Mainframe <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
R3	<p>The Bidder should demonstrate how the candidate has experience in virtualizing enterprise external storage arrays using tools such as, but not limited to;</p> <ul style="list-style-type: none"> ✓ Hitachi Command Suite to virtualize VSP ✓ G600 ✓ G800 ✓ G1000 ✓ HUS VM ✓ 3 PAR ✓ NetApp <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		



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#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R4	<p>The Bidder should demonstrate how the candidate has experience using EMC Unisphere for VNX, VMAX as well as File Sharing Appliances using HNAS, EMC Isilon and EMC Unity</p> <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
R5	<p>The Bidder should demonstrate how the candidate has experience doing Asynchronous and Synchronous Data Replication with such tools as Symmetrix Remote Data Facility (SRDF), True Copy (TC), Hitachi Online Remote Copy Manager (HORCM) and Hitachi Universal Replicator (HUR)</p> <ul style="list-style-type: none"> • 10 years = 10 points • 10-12 years = 15 points • 12+ = 20 points 	20		
	MAX POINTS ACHIEVED	100		
	MINIMUM PASS MARK - 70%	70		



Mandatory Evaluation Criteria

System Administrator – Storage, Level 2

Resource Name: _____

Item	Mandatory Criteria	Met	Not Met	Resume Cross Reference Location
M1	The proposed resource must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years providing storage support for at least 3 of the following platform environments: Aix, Solaris, Linux, Unix, Windows, VMWARE and Mainframe environment.			
M2	The proposed resource must clearly demonstrate a minimum of three (3) years of experience in the last six (6) years providing storage support to enterprise class storage hardware such as, but not limited to Hitachi Data Systems VSP, G600, G800, G1000, HUS VM and/or EMC Clarion, DMX VNX, VMAX and or Unity			
M3	The proposed resource must clearly demonstrate a minimum of three (3) years of experience, in the last six (6) years, analyzing business requirements and technical incidents /problems and implementing solutions.			



Rated Evaluation Criteria

System Administrator – Storage, Level 2

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary Description
R1	<p>The Bidder should demonstrate how the storage administrator has experience, in the last six (6) years with an enterprise class storage managed environment.</p> <ul style="list-style-type: none"> • 1 point per full year experience, to a maximum of 5 points 	5		
R2	<p>The Bidder should demonstrate how the System Administrator has experience, in the last six (6) years, with SSC IT Service Management policies and procedures for incident and change management processes.</p> <ul style="list-style-type: none"> • 1 point per full year experience, to a maximum of 5 points 	5		
R3	<p>The Bidder should demonstrate how the System Administrator has experience, in planning, designing, testing and implementation of Tiered Storage Infrastructure solutions.</p> <ul style="list-style-type: none"> • 5 points for description of this experience factor 	5		
R4	<p>The Bidder should demonstrate how the System Administrator has experience, provisioning storage to a platform environment such as Aix, Solaris, Linux, Unix, Windows, VMWARE and Mainframe environment.</p> <ul style="list-style-type: none"> • 1 point per full year experience, to a maximum of 5 points 	5		



R5	<p>The Bidder should demonstrate how the System Administrator has experience, in the last six (6) years, with providing backup support with backup software , including upgrading backup software (such as TSM, Commvault or Netbackup, please specify)</p> <ul style="list-style-type: none"> 1 point per full year experience, to a maximum of 5 points, backup software specific points awarded 	5		
R6	<p>The Bidder should demonstrate how the proposed storage administrator should have experience, in the last six (6) years, with providing backup support with backup software , including upgrading backup software (such as TSM, Commvault or Netbackup, please specify)</p> <ul style="list-style-type: none"> 1 point per full year experience, to a maximum of 5 points, backup software specific points awarded 			
	MAX POINTS ACHIEVED	25		
	MINIMUM PASS MARK - 70%	18		



Mandatory Evaluation Criteria **Technical Writer, Level 3**

Resource Name: _____

#	Mandatory Requirement	Requirement Met (Y/N)	HOW REQUIREMENT IS MET Summary/Description
M1	The proposed Technical Writer must clearly demonstrate over ten (10) years of experience working as a Technical Writer (based on the TBIPS SOW) in an IM/IT environment.		
M2	<p>The proposed Technical Writer must clearly demonstrate having worked on one (1) project with a continuous (full-time equivalent) work effort duration of 12 months or greater, in the last five (5) years, as a Technical Writer in a shared services* Midrange** environment that provides support to organizations with a combined client base of at least 50,000 users.</p> <ul style="list-style-type: none"> • The shared services environment must have supported over 10 external organizations • The name, title, email address and/or phone number of a reference who can validate the information provided must be included at the time of bid submission. • *Definition: Shared Services is a service model designed to gain efficiencies in routine processing by leveraging common practices and enabling technology for multiple distinct Technical organizations/partners. • **Definition: Midrange is defined to include any of the following: Unix (and variants), Linux, Solaris, Windows Server, VMWare, Hyper-V 		
M3	The proposed Technical Writer must clearly demonstrate a minimum of ten (10) years of experience in writing instructional documentation in the form of technical user manuals, standard operating procedures and help text.		
M4	The proposed Technical Writer must clearly demonstrate a minimum of ten (10) years of experience in document tracking using electronic storage systems.		



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M5	The proposed Technical Writer must clearly demonstrate a minimum of ten (10) years of experience in the development and maintenance of instructional documentation such as user manuals and Standard Operating Procedures (SOPs) in Federal and Provincial departments		
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Rated Evaluation Criteria
Technical Writer, Level 3

Resource Name: _____

#	Rated Requirements	MAX POINTS	POINTS RECEIVED	Summary/ Description
R1	The Bidder should demonstrate at bid closing how the Technical Writer has experience, in the last ten (10) years, in the documentation and publication of web page content <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R2	The Bidder should demonstrate at bid closing how the Technical Writer has experience, in the last ten (10) years, in the use of Visio to create network topology Diagrams. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R3	The Bidder should demonstrate at bid closing how the Technical Writer has experience, in the last ten (10) years, in the creation of workflow diagrams. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points • 8 or more years: 5 points 	5		
R4	The Bidder should demonstrate at bid closing how the Technical Writer has experience, in the last ten (10) years, in the use of Microsoft Suite of products. <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points ▪ 8 or more years: 5 points 	5		



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R5	<p>The Bidder should demonstrate at bid closing how the Technical Writer has experience, in the last ten (10) years, working with technical resources to document the processes and procedures used to execute system administration tasks.</p> <ul style="list-style-type: none"> • 4 – <6 years: 1 points • 6 – <8 years: 3 points ▪ 8 or more years: 5 points 	5		
R6	<p>The Bidder should provide proof at bid closing that the Technical Writer should have a formal degree/diploma in Technical Writing or Communications from a recognized education provider.</p> <p>A copy of the degree/diploma must be included with the bid.</p> <ul style="list-style-type: none"> ▪ No formal education: 0 points ▪ Formal education: 1 points 	1		
R7	<p>The Bidder should demonstrate at bid closing how the Technical Writer has a minimum of ten (10) years of experience in the development and maintenance of instructional documentation such as user manuals and Standard Operating Procedures (SOPs) in a Government of Canada work environment.</p>	5		
MAX POINTS ACHIEVED		31		
MINIMUM PASS MARK - 70%		21		



**APPENDIX D TO ANNEX A
CERTIFICATIONS AT THE TASK AUTHORIZATION STAGE**

1. Education and Experience

The Contractor certifies that all the information provided in the resume(s) and supporting material submitted, 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 the individual(s) proposed is capable of performing the Work described in the Contract. Canada reserves the right to verify any information provided in this regard, and untrue statements may result in the TA response being declared non-responsive or another action the Minister may consider appropriate.

Print name of authorized individual & sign above

Date

2. Status of Personnel

If the Contractor has proposed any individual in fulfillment of this Contract who is not an employee of the Contractor, the Contractor hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work performed in fulfillment of this Contract and to submit such person's resume to Canada. The Contractor must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Contractor.

Print name of authorized individual & sign above

Date

3. Availability of Personnel

The Contractor certifies that, should it be authorized to provide the services under any TA resulting from this Contract, the resource(s) proposed in the TA response will be available to commence performance of the Work within a reasonable time from the date of acceptance of the 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

4. Certification of Language

The Contractor certifies that the proposed resource(s) in response to this TA is/are fluent in English. The individual(s) proposed is/are able to communicate orally and in writing without any assistance and with minimal errors in English.

Print name of authorized individual & sign above

Date



ANNEX B

BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for work performed under the Contract.

Note to Suppliers: A Firm Per Diem Rate for each resource category/level must be included with all bid submissions against the TBIPS, including Firm/Fixed Price bids.

1. PROFESSIONAL SERVICES

The Contractor will be paid the following firm all-inclusive per diem rates for work performed under this Contract, in accordance with Annex “A”, during the Contract period. Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra.

Contract Period: Contract Award until September 30, 2020

	Resource Category	Level	Category of Personnel	Per Diem
Stream 3: IM/IT Services				
I.9	Systems Administrator	3	Unix/Linux	
I.9	Systems Administrator	2	Unix/Linux	
I.9	Systems Administrator	3	Windows	
I.9	Systems Administrator	2	Windows	
I.9	Systems Administrator	3	Virtualization	
I.9	Systems Administrator	2	Virtualization	
I.9	Systems Administrator	3	Storage	
I.9	Systems Administrator	2	Storage	
Stream 4 (B) Business Services				
B.14	Technical Writer	3		

OPTION PERIOD 1:

October 1, 2020 to September 30, 2021

	Resource Category	Level	Category of Personnel	Per Diem
Stream 3: IM/IT Services				
I.9	Systems Administrator	3	Unix/Linux	
I.9	Systems Administrator	2	Unix/Linux	
I.9	Systems Administrator	3	Windows	
I.9	Systems Administrator	2	Windows	
I.9	Systems Administrator	3	Virtualization	
I.9	Systems Administrator	2	Virtualization	
I.9	Systems Administrator	3	Storage	
I.9	Systems Administrator	2	Storage	
Stream 4 (B) Business Services				
B.14	Technical Writer	3		



OPTION PERIOD 2:

October 1, 2021 to September 30, 2022

	Resource Category	Level	Category of Personnel	Per Diem
Stream 3: IM/IT Services				
I.9	Systems Administrator	3	Unix/Linux	
I.9	Systems Administrator	2	Unix/Linux	
I.9	Systems Administrator	3	Windows	
I.9	Systems Administrator	2	Windows	
I.9	Systems Administrator	3	Virtualization	
I.9	Systems Administrator	2	Virtualization	
I.9	Systems Administrator	3	Storage	
I.9	Systems Administrator	2	Storage	
Stream 4 (B) Business Services				
B.14	Technical Writer	3		



ANNEX C

SECURITY REQUIREMENTS CHECK LIST



Shared Services Services partagés

RFP 2B0KB-17-7820

Canada Canada

Canada



**ANNEX D
CODE OF CONDUCT**

Adresse de courriel /E-mail Address: Anne-marie.ouellette@canada.ca	
Ministère/Department: Shared Services Canada	
Dénomination sociale complète du fournisseur / Complete Legal Name of Supplier	
Adresse du fournisseur / Supplier Address	
NEA du fournisseur / Supplier PBN	
Numéro de la demande de soumissions (ou numéro du contrat proposé) Solicitation Number (or proposed Contract Number) 2B0KB-17-7820	
Membres du conseil d'administration (Utilisez le format - Prénom Nom) Board of Directors (Use format - first name last name)	
1. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
2. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
3. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
4. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
5. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
6. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
7. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
8. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
9. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
10. Membre / Director	Cliquez ici pour entrer du texte. / Click here to enter text.
Autres Membres/ Additional Directors: Cliquez ici pour entrer du texte. / Click here to enter text.	