



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

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

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Informatics Professional Services Division/Division des
services professionnels en informatique

11 Laurier Street

11, rue Laurier

Place du Portage, Phase III, 4C2

Gatineau

Quebec

K1A0S5

Title - Sujet IM/IT Professional Services	
Solicitation No. - N° de l'invitation W6369-16P5KK/A	Date 2017-12-18
Client Reference No. - N° de référence du client W6369-16-P5KK	
GETS Reference No. - N° de référence de SEAG PW-\$IPS-005-32058	
File No. - N° de dossier 005ips.W6369-16P5KK	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-01-12	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: St-Onge, Josée	Buyer Id - Id de l'acheteur 005ips
Telephone No. - N° de téléphone (873) 469-4944 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: NATIONAL DEFENCE HEADQUARTERS 101 COLONEL BY DR. Attn: DIMEI OTTAWA Ontario K1A 0K2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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BID SOLICITATION

**FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-
BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)
RESOURCE CATEGORY - LEVEL 1, 2 AND 3**

FOR

THE DEPARTMENT OF NATIONAL DEFENCE

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Annex A – Statement of Work

- Appendix A to Annex A – Tasking Assessment Procedure
- Appendix B to Annex A – Task Authorization Form
- Appendix C to Annex A – Resources Assessment Criteria and Response Table
- Appendix D to Annex A – Certification at the TA Stage

Annex B – Basis of Payment – Stream 1

Annex B – Basis of Payment – Stream 2

Annex C – Security Requirements Check List

- Appendix A to Annex C – Security Classification Guide

Forms:

Form 1: Bid Submission Form

Form 2: Substantiation of Technical Compliance

Form 3: Point-Rated Technical Criteria

Form 4: Pricing Schedule – Stream 1

Form 5: Pricing Schedule – Stream 2

Form 6: Customer Reference Contact Information

Form 7: Electronic Payment Instruments

Form 8: Federal Contractors Program for Employment Equity – Certification

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BID SOLICITATION

FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS) RESOURCE CATEGORY - LEVEL 1, 2 AND 3

FOR

THE DEPARTMENT OF NATIONAL DEFENCE

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to this bid solicitation. It is divided into seven parts plus attachments and annexes, 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 and Additional Information: includes the certifications and additional information to be provided;

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

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

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

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Department of National Defence (the "**Client**") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply. This requirement is for the provision of Informatics professional services to provide development, support and engineering activities. The Enterprise Engineering and Deployment (EEDS) services contract will be used to support DIMEI activities, which include but are not limited to: Operating system engineering, core infrastructure engineering (AD, Exchange, SCCM, SCOM, etc.), application development and integration, application deployment and support, and endpoint protection services. This requirement is divided in two Streams as indicated in the sub-article (k) below.

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- (b) It is intended to result in the award of up to two contracts in each of the Stream. Each contract will be for 3 years plus 2 one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) ***Bidders do not have to submit a bid for each Stream. In the event that Bidder wants to provide services to more than one Stream, a separate bid must be submitted for each Stream.***
- (d) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 – Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- (e) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), and the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Free Trade Agreement (CETA), the Canada-Honduras Free Trade Agreement (CHFTA), the Canada-Korea Free Trade Agreement (CKFTA) and the Canadian Free Trade Agreement (CFTA).
- (f) This procurement is subject to the Controlled Goods Program. The Defence production Act defines Canadian Controlled Goods as certain goods listed in Canada's Export Control List, a regulation made pursuant to the Export and Import Permits Act (EIPA).
- (g) The Federal Contractor's Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 – Resulting Contract Clauses and the form titled "Federal Contractors Program for Employment Equity – Certification."
- (h) This bid solicitation is to establish a contract with task authorizations for the delivery of the requirement detailed in the bid solicitation across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will be treated as a separate procurement, outside the resulting contract.
- (i) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2, in the Resource Category and in the National Capital Region (NCR) under the EN578-170432 series of SAs are eligible to compete. The TBIPS SA EN578-170432 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.
- (j) SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-170432 as that joint venture at the time of bid closing in order to submit a bid.
- (k) The Resource Categories described below are required on an as and when requested basis in accordance with the TBIPS SA Annex "A". **In order to submit a bid for a given Stream, a SA Holder must be eligible in all resource categories applicable to the given Stream only. SA Holders are not required to be eligible for all resource categories in all Streams.**

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STREAM 1 – NATIONAL BASELINE INTEGRATION SERVICES:

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
A.7 Programmer/Analyst	Level 3	4
A.8 System Analyst	Level 2	6
A.8 System Analyst	Level 3	12
A.11 Tester	Level 2	2
A.11 Tester	Level 3	2
A.14 Web Developer	Level 2	1
B.1 Business Analyst	Level 2	1
B.5 Business Process Re-engineering (BPR) Consultant	Level 2	1
B.10 Help Desk Specialist	Level 2	2
B.13 Operations Support Specialist	Level 3	3
B.14 Technical Writer	Level 2	2
I.11 Technology Architect	Level 1	1
I.11 Technology Architect	Level 2	2
P.9 Project Manager	Level 3	2
P.10 Project Scheduler	Level 3	1

STREAM 2 – ENGINEERING:

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
A.7 Programmer / Analyst	Level 2	1
A.8 Systems Analyst	Level 2	1

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A.8 Systems Analyst	Level 3	4
B.1 Business Analyst	Level 2	1
B.5 Business Process Re-engineering (BPR) Consultant	Level 3	1
B.14 Technical Writer	Level 2	1
I.10 Technical Architect	Level 3	3
I.11 Technology Architect	Level 2	3
I.11 Technology Architect	Level 3	4
P.9 Project Manager	Level 2	5
P.9 Project Manager	Level 3	1

1.3 Debriefings

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

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PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract(s).
- (c) The 2003 (2017/04/27), Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 3.a) of Section 01, Integrity Provisions - Bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:
 - a. at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names.
- (e) Subsection 5(4) of 2003, Standard Instructions – Goods and Services – Competitive Requirements is amended as follows:
 - (i) Delete: 60 days
 - (ii) Insert: 180 days

2.2 Submission of Bids

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

2.3 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered with **copies to all Bidders**. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

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2.4 Former Public Servant

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

(b) Definitions

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

- (i). an individual;
- (ii). an individual who has incorporated;
- (iii). a partnership made of former public servants; or
- (iv). a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

(c) Former Public Servant in Receipt of a Pension

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

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

- (i). name of former public servant;
- (ii). date of termination of employment or retirement from the Public Service.

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

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as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

(d) **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

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

2.5 Applicable Laws

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

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

2.6 Volumetric Data

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

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PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

- (i) Section I: Technical Bid (5 hard copies) and 5 soft copies on DVD
- (ii) Section II: Financial Bid (1 hard copy) and 1 soft copy on DVD
- (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.

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

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

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

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

- (d) **Bidders must submit a separate bid for one or more Stream listed below:**

Stream 1
Stream 2

- (e) **Submission of Only One Bid for each Stream:**

- (i) A Bidder, including related entities, will be permitted to submit only one bid for each Stream in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.

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- (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "**related**" to a Bidder if:
 - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - (B) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
 - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture. .

(f) **Joint Venture Experience:**

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

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

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.
- (iii) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum

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number of 100 billable days, the bidder may demonstrate that experience by submitting either:

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

That show in total 100 billable days.

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

3.2 Section I: Technical Bid

- (a) The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Form 1 - Bid Submission with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

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

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

- (iii) **Substantiation of Technical Compliance for Streams 1 and 2:** The technical bid must substantiate the compliance with the specific articles of **Forms 2 and 3** which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Forms 2 and 3 where Bidders are requested to indicate where in the bid the reference material

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can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(iv) **Customer Reference Contact Information:**

(A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC, the information required in MT1 of Form 2.

(B) The form of question to be used to request confirmation from customer references is as follows:

Has [the Bidder] provided your organization with the services described below?

The Bidder must demonstrate its experience delivering 1 (one) task-based Contract for a Federal Government, provincial, or municipal department/agency or Crown Corporation that involves the provisioning of informatics professional services as defined below. A copy of the contract must be provided.*

The single Contract must:

- a. *Have met all the criteria of a "similar environment" as defined above;*
- b. *Have a contract value of \$5,000,000 (excluding applicable taxes) or more not including amendments;*
- c. *Have been awarded within the last 8 years from the date of issuance of this solicitation and was for a period of at least 3 years;*
- d. *Have provided a minimum of eight (8) resources working simultaneously for a period of at least twelve (12) consecutive months; and*
- e. *Have provided the resources in the Core Categories as indicated in the Statement of Work as follows:*

Stream 1:

- A.7 Programmer/Analyst, Level 3*
- A.8 System Analyst, Levels 2 and 3*
- A.11 Tester, Levels 2 and 3*
- B.10 Help Desk Specialist, Level 2*
- B.13 Operations Support Specialist, Level 3*
- B.14 Technical Writer, Level 2*
- P.9 Project Manager, Level 3*
- P.10 Project Scheduler, Level 3*

Stream 2:

- A.7 Programmer/Analyst, Level 2*
- A.8 System Analyst, Levels 2 and 3*
- B.1 Business Analyst, Level 2*
- B.14 Technical Writer, Level 2*
- I.10 Technical Architect, Level 3*
- I.11 Technology Architect, Levels 2 and 3*
- P.9 Project Manager, Levels 2 and 3*

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___ *Yes, the Bidder has provided my organization with the services described above.*

___ *No, the Bidder has not provided my organization with the services described above.*

___ *I am unwilling or unable to provide any information about the services described above.*

- (C) For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedule provided in Forms 4 and 5. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive per diem rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- (i) the rate bid must not increase by more than 5% from one time period to the next and
 - (ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- (e) **Electronic Payment of Invoices – Bid:** If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Form 7 - Electronic Payment Instruments, to identify which ones are accepted. If Form 7 - Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices. Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.4 Section III: Certifications

It is a requirement that bidders submit the certifications and additional information identified under Part 5.

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

- (a) **Mandatory Technical Criteria:**
 - (i) For each Stream, the bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
 - (ii) The mandatory technical criteria are described in Form 2 for Streams 1 and 2.
- (b) **Point-Rated Technical Criteria:**
 - (i) For each Stream, the 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.
 - (ii) The rated requirements are described in Form 3 for Streams 1 and 2.
- (c) **Number of Resources Evaluated:**

Resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 – Resulting Contract Clauses, the Article titled "Task Authorization". When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract's Statement of Work in accordance with Appendix C of Annex A.

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(d) **Reference Checks:**

- (i) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for requirement for all bidders to be recommended for contract award.
- (ii) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by all the Bidders within 48-hour period using the email address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's email was sent.
- (iii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iv) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (v) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

4.3 Financial Evaluation

- (a) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (b) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (c) Financial Evaluation - Method B below).
- (b) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
 - (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates, or Median Rate(s) if applicable, for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Forms 4 and 5 - Pricing Schedules. The sum of such rates will constitute the Total Bid Price for that Bidder.
 - (ii) **Firm Per Diem Median Rate Evaluation**

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

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

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

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

(i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Forms 4 and 5 - Pricing Schedules. The sum of such rates will constitute the Total Bid Price for that Bidder.

(b) Substantiation of Professional Services Rates

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

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the eighteen months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the

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customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation; and

- (iii) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

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

(d) Formulae in Pricing Tables

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

4.4 Basis of Selection

Selection Process: The following selection process will be conducted for each Stream.

- (a) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria in this bid solicitation to be declared responsive.
- (b) For Streams 1 and 2, the responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 60 while the greatest possible Total Financial Score is 40.
 - (i) Calculation of Total Technical Score: The Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points (Bidders, please refer to the maximum technical points for each Stream at Form 3)}} \times 60 = \text{Total Technical Score}$$
 - (ii) Calculation of Total Financial Score: The Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:

$$\frac{\text{Lowest Financial Evaluated Price}}{\text{The Bidder's Financial Evaluated Price}} \times 40 = \text{Total Financial Score}$$
 - (iii) Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

$$\text{Total Technical Score} + \text{Total Financial Score} = \text{Total Bidder Score}$$
- (c) In the event of identical Total Bidder Scores occurring within a given Stream, then the bid with the highest Total Technical Score will become the top-ranked bidder.
- (d) A maximum of two contracts for each Stream may be awarded in total as a result of this solicitation.

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Note to Bidders: *If a bidder is selected for award of more than one Stream, Canada reserves the right to award one contract for all the Streams awarded to that bidder.*

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

Bidder	Total Bidder Score	Fund Allocation Formula (%)	Total Funds Allocated
1	98	$98/187 \times 100 = 52.41$	\$5,241,000.00
2	89	$89/187 \times 100 = 47.59$	\$4,759,000.00
Total	187		\$10,000,000.00
Total funds available: \$10,000,000.00			

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

- (f) 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.

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Precedent to Contract Award and Additional Information

(a) Federal Contractors Program for Employment Equity - Bid Certification

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

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Form 8 - Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed Form Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2 Additional Certifications Precedent to Contract Award

(a) Professional Services Resources

- (i) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (ii) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (iii) If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her

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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.

(a) **Submission of Only One Bid for each Stream**

By submitting a bid, the Bidder is certifying that it does not consider itself to be related to any other bidder.

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PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

- (a) Before award of a contract, the following conditions must be met:
 - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

6.2 Financial Capability

- (a) SACC Manual clause A9033T (2012/07/16), Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that the parent company grant a performance guarantee to Canada."
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

6.3 Controlled Goods Requirement

- (a) SACC Manual clause A9130T (2014/11/27), Controlled Goods Program
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the requirements of the Controlled Goods Program.

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PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) **TO BE INSERTED UPON CONTRACT AWARD** (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

The Streams are:

Stream 1 – National Baseline Integration Services:

A.7 Programmer/Analyst	Level 3
A.8 System Analyst	Level 2
A.8 System Analyst	Level 3
A.11 Tester	Level 2
A.11 Tester	Level 3
A.14 WEB Developer	Level 2
B.1 Business Analyst	Level 2
B.5 Business Process Re-engineering (BPR) Consultant	Level 2
B.10 Help Desk Specialist	Level 2
B.13 Operations Support Specialist	Level 3
B.14 Technical Writer	Level 2
I.11 Technology Architect	Level 1
I.11 Technology Architect	Level 2
P.9 Project Manager	Level 3
P.10 Project Scheduler	Level 3

Stream 2 – Engineering:

A.7 Programmer / Analyst	Level 2
A.8 Systems Analyst	Level 2
A.8 Systems Analyst	Level 3
B.1 Business Analyst	Level 2
B.5 Business Process Re-engineering (BPR) Consultant	Level 3
B.14 Technical Writer	Level 2
I.10 Technical Architect	Level 3
I.11 Technology Architect	Level 2
I.11 Technology Architect	Level 3
P.9 Project Manager	Level 2
P.9 Project Manager	Level 3

Note to Bidders: Any resulting contract would only list the applicable stream(s) above that are awarded to the successful bidder(s) in accordance with the evaluation methodology set out in this bid solicitation. If a bidder is selected for award of more than one stream, Canada reserves the right to award one contract for all the streams awarded to that bidder.

- (b) **Client:** Under the Contract, the "**Client**" is the Department of National Defence.

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- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

7.2 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Allocation of Task Authorizations:** More than one contract has been awarded for this requirement. As a result, the Task Authorizations issued under this series of contracts will be allocated in accordance with the following:
- (i) At the time this series of contracts was awarded, each Contractor was allocated an amount of funding as specified in the Limitation of Expenditure in respect of Task Authorizations based on the evaluation process described in the bid solicitation that resulted in the award of this series of contracts.
 - (ii) Canada will make a reasonable effort to ensure that the dollar value of the TAs issued to the Contractors are proportionally balanced throughout the Contract Period based on the percentage values in the Fund allocation Formula. A review of TAs issued to the Contractors will be conducted at six-month intervals and at the beginning of each fiscal year to confirm proportional utilization and distribution of the TAs. Should a Contractor refuse a TA under the Contract the next Contractor, under the same allocation process, will be offered the draft TA. The dollar value of the refused TA will be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other Contractors of the same Stream. Should all Contractors refuse a TA under the Contract, Canada reserves the right to use other methods of supply.
 - (iii) In the event that Canada determines the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, Canada may, at its entire discretion request that the Contractor propose another resource and the Contractor will have the time set out in the subparagraph "Contractor's Response to Draft Task Authorization" to respond. If the Contractor fails to respond on time or Canada determines that the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, the draft TA will be forwarded to the next Contractor, under the same allocation process.

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- (c) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (d) **Form and Content of draft Task Authorization:**
- (i) The DND Procurement Representative will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix B to Annex A.
 - (ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:
 - (A) the contract number;
 - (B) the task number;
 - (C) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
 - (D) the categories of resources and the number required;
 - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
 - (F) the start and completion dates;
 - (G) milestone dates for deliverables and payments (if applicable);
 - (H) the number of person-days of effort required;
 - (I) whether the work requires on-site activities and the location;
 - (J) the language profile of the resources required;
 - (K) the level of security clearance required of resources;
 - (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
 - (M) any other constraints that might affect the completion of the task.
- (e) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the DND Procurement Representative, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- (f) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
- (ii) To be validly issued, a TA must be signed by the Contracting Authority.
 - (iii) Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority.

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(g) **Periodic Usage Reports:**

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

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

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

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

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

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of each authorized task;
- (C) the name, Resource category of each resource involved in performing the TA, as applicable;
- (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
- (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- (F) the start and completion date for each authorized task; and
- (G) the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

- (iv) Each report must also contain the following cumulative information for all the validly issued TA's (as amended):

- (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and
- (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.

- (h) **Refusal of Task Authorizations or Submission of a Response which is not Valid:** The Contractor is not required to submit a response to every draft TA sent to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor in at least three instances has either not responded or has not submitted a valid response when sent a draft TA. For greater clarity, each draft TA, which is

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identifiable by its task number, will only count as one instance. A valid response is one that is submitted within the required time period and meets all requirements of the draft TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the draft TA at pricing not exceeding the rates set out in Annex B.

- (i) **Consolidation of TA's for Administrative Purposes:** The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.

7.3 Minimum Work Guarantee

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

7.4 Standard Clauses and Conditions

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

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

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

- 4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
- 5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:

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- (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 Work Guarantee, or due to the Contractor as of the date of termination, or
 - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.
- (b) **Supplemental General Conditions:**
- The following Supplemental General Conditions:
- (i) 4002 (2010/08/16), Supplemental General Conditions - Software Development or Modification Services;
 - (ii) 4004 (2013/04/25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
 - (iii) 4006 (2010/08/16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- apply to and form part of the Contract.

7.5 Security Requirement

The following security requirements, applies to and forms part of the Contract.

- (a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance at the level of TOP SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor/Offeror personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) must be citizens of Canada and **EACH** hold a valid personnel security screening at the level of **SECRET** or **TOP SECRET** as required, granted or approved by CISD/PWGSC.
- (c) The Contractor/Offeror **MUST NOT** remove any **CLASSIFIED** information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- (e) The Contractor/Offeror must comply with the provisions of the:
 - (i) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (ii) Industrial Security Manual (Latest Edition).

7.6 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

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

7.7 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Josée St-Onge
Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Space, Innovation, and Informatics Projects Directorate (SIIPD)
Place du Portage, Phase III, Tower C,
11 Laurier Street,
Gatineau, Quebec K1A 0S5
Telephone: (873) 469-4944
Facsimile: (819) 956-1156
E-mail address: josee.st-onge@tpsgc-pwgsc.gc.ca

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

(b) Technical Authority for Stream 1

The Technical Authority for the Contract is:

TO BE INSERTED UPON CONTRACT AWARD

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

(c) Technical Authority for Stream 2

The Technical Authority for the Contract is:

TO BE INSERTED UPON CONTRACT AWARD

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The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the 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.

(d) **DND Procurement Representative**

The DND Procurement Representative for the Contract is:

TO BE INSERTED UPON CONTRACT AWARD

The DND Procurement Representative 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 administrative aspects of the Work under the Contract, communication with PWGSC Contracting Authority on all matters concerning the Contract, procurement initiation authority, and providing PWGSC reports on Contract utilization. Technical matters may be discussed with the DND Procurement Representative; however, the DND Procurement Representative has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(e) **Contractor's Representative**

TO BE INSERTED UPON CONTRACT AWARD

7.8 Proactive Disclosure of Contracts with Former Public Servants

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

7.9 Payment

(a) **Basis of Payment**

- (i) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (ii) **Travel and Living Expenses – National Joint Council Travel Directive:** The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”. All travel must have the prior authorization of the Technical Authority. Travel requests will only be considered for a work location which is located more than 100 kilometers from the National Capital Region (NCR). The Contractor will be paid for actual time spent travelling at half the hourly rate. The hourly rate will be determined by dividing the firm per diem rate set out in Annex B by 7.5 hours. All payments are subject to government audit.

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- (iii) **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.
 - (iv) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.
- (b) **Limitation of Expenditure – Cumulative Total of all Task Authorizations**
- (i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included.
 - (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
 - (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (A) when it is 75 percent committed, or
 - (B) 4 months before the contract expiry date, or
 - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
 - (i) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.
- (c) **Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly issued under the Contract that contains a maximum price:
- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
 - (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA

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price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) **Electronic Payment of Invoices – Contract**

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- (i) Visa Acquisition Card;
- (ii) MasterCard Acquisition Card;
- (iii) Direct Deposit (Domestic and International);
- (iv) Electronic Data Interchange (EDI);
- (v) Wire Transfer (International Only);
- (vi) Large Value Transfer System (LVTS) (Over \$25M)

Note to Bidders: If applicable the Electronic Payment Instrument indicated by the Bidder in Form 7 will be included in any resulting contract.

(e) **Time Verification**

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

(f) **Payment Credits**

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

- (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.
- (B) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:
 - (1) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
 - (2) the corrective measures required of the Contractor described above are not met.

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

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.

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- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (g) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**
 - (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
 - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises

7.10 Invoicing Instructions

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

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7.11 Certifications and Additional Information

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

7.12 Federal Contractors Program for Employment Equity - Default by Contractor

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

7.13 Applicable Laws

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

7.14 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
 - (i) 4002 (2010/08/16), Supplemental General Conditions - Software Development or Modification Services(2010-08-16);
 - (ii) 4004 (2013/04/25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software(2013-04-25)
 - (iii) 4006 (2010/08/16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) General Conditions 2035 (2016/04/04), Higher Complexity - Services;
- (d) Annex A, Statement of Work - including its Appendices as follows:
 - (i) Appendix A to Annex A - Tasking Assessment Procedure;
 - (ii) Appendix B to Annex A - Task Authorization (TA) Form;
 - (iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;
 - (iv) Appendix D to Annex A- Certifications at the TA stage;
- (e) Annex B, Basis of Payment for Stream 1;
- (f) Annex B, Basis of Payment for Stream 2;
- (g) Annex C, Security Requirements Check List;
 - (i) Appendix A to Annex C – Security Classification Guide
- (h) the validly issued Task Authorizations and any required certifications (including all of their annexes, if any) and

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- (i) the Contractor's bid dated **TO BE INSERTED UPON AWARD**, as clarified on "or" as amended **TO BE INSERTED UPON AWARD** if applicable.

7.15 Defence Contract

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

7.16 Foreign Nationals (Canadian Contractor)

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

7.17 Controlled Goods Program

- (a) SACC Manual clause A9131C (2014/11/27), Controlled Goods Program - Contract.
- (b) SACC Manual clause B4060C (2011/05/16), Controlled Goods.

7.18 Insurance Requirements

(a) Compliance with Insurance Requirements

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

(b) Commercial General Liability Insurance

- (i) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (ii) The Commercial General Liability policy must include the following:
 - (A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

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- (C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- (D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- (E) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- (F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- (G) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- (I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

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

- (i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (ii) If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (iii) The following endorsement must be included:
Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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7.19 Limitation of Liability - Information Management/Information Technology

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

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.

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- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims:**

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability or joint and solidarily liable, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

7.20 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: ***[BIDDERS MUST LIST ALL THE JOINT VENTURE MEMBERS NAMED IN THE CONTRACTOR'S ORIGINAL BID]***.
- (b) 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.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

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- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

7.21 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
 - (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
 - (B) security information on the proposed replacement as specified by Canada, if applicable.

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

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accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

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

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

7.22 Safeguarding Electronic Media

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

7.23 Reporting Requirements

The Contractor must provide the reports as detailed in the Annex A - Statement of Work.

7.24 Representations and Warranties

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the 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 and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

7.25 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

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7.26 Implementation of Professional Services

If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority that it is ready and able to carry out the Work. The transition must be complete by no later than 10 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.27 Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of two months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 20 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

7.28 Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as Contractor Representatives prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

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ANNEX A **STATEMENT OF WORK**

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The Statement of Work in any awarded contract will only include the applicable Stream(s) and any associated adjustments to the text.

1.0 SCOPE

1.1 Objective

DIMEI has a requirement for Informatics professional services to provide development, support and engineering activities. The Enterprise Engineering and Deployment (EED) services contract will be used to support DIMEI activities, which include but are not limited to: Operating system engineering, Core infrastructure engineering (AD, Exchange, SCCM, SCOM, etc.), Application development and integration, Application deployment and support, and Endpoint protection services.

1.2 Background

Director Information Management Engineering and Integration (DIMEI) leads the Department of National Defence/Canadian Armed Forces (DND/CAF) in the engineering, testing, and integration of IM/IT infrastructure capabilities. DIMEI supports the Defence Chief Information Officer (DCIO) as Chief Engineer and Chief Architect, and is also involved Command, Control, Communications, Computer, Intelligence, Surveillance, and Reconnaissance (C4ISR) and cyber security. DIMEI identifies opportunities within the current technical architecture to improve efficiency, reduce complexity and costs, and to increase interoperability with partner organizations, particularly North Atlantic Treaty Organization (NATO) and the Combined Communications and Electronics Board nations. The National Baseline Integration Service (NBIS) and Cyber Engineering and Architecture Services are groups within the DIMEI directorate.

NBIS is responsible for managing the desktop baseline configuration, managing nationally advertised Commercial off the shelf (COTS) applications, and packaging and distributing Enterprise resource planning (ERP) and other nationally advertised applications. Additionally, provide specialize service support to technical personnel for desktop application deployment and integration issues. NBIS is comprised of three sections:

- **National Integration and Application Management:** Provides a centralized method for deploying Enterprise software and tools to computers on both designated and classified domains across all DND/CAF bases including Deployed Military Operations and Ships.
- **National Endpoint Protection Services:** Act as lifecycle managers for desktop and host endpoint security protection products and infrastructure. They also manage zero day policies and monitor endpoints for security incidents.
- **Systems Management:** Provides Life Cycle Product Management service for Systems Centre Operations Manager (SCOM) and System Centre Configuration Manager (SCCM).

The Cyber Engineering and Architecture Services provide engineering services in production and operations computing, distributed computing and telecommunications in support of C4ISR systems. Initiatives include the Enclave Convergence Initiative, Network Access Gateway, mobile computing, voice over Internet Protocol (VoIP), unified communications (UC), next generation desktop operating system, upgrade to system management and monitoring systems, Virtual Hosted Desktop, etc.

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1.3 Terminology

Acronym	Description
AD	Active Directory
BPR	Business Process Re-engineering
C4ISR	Command, Control, Communications, Computer, Intelligence, Surveillance, and Reconnaissance
CAF	Canadian Armed Forces
CMDB	Configuration Management Database
COTS	Commercial Off The Shelf
CR	Change Requests
DCIO	Defence Chief Information Officer
DIMEI	Director Information Management Engineering and Integration
DND	Department of National Defence
DSL	Definitive Software Library
DSL	Definitive Software Library
EDMS	Enterprise Desktop Management Services
EED	Enterprise Engineering and Deployment
EITSM	Enterprise Information Technology Service Management
ERP	Enterprise Resource Planning
FSRC	Future Schedule of Release and Changes
GOC	Government of Canada
IA	Impact Assessment
IM	Incident Management
IM/IT	Information Management / Information Technology
IMCCB	Information Management Configuration and Control Board
ITIL	Information Technology Infrastructure Library
LCPM	Life Cycle Product Manager
LSP	Local Service Provider
NATO	North Atlantic Treaty Organization
NBIS	National Baseline Integration Services
NCR	National Capital Region
NEPS	National Endpoint Protection Services
NIAM	National Integration and Application Management
PKI	Public Key Infrastructure
PM	Problem Management
PMBOK	Project Management Body Of Knowledge
RFC	Request For Change
SCCM	Systems Centre Configuration Manager
SCOM	Systems Centre Operation Centre
SME	Subject Matter Experts
SOP	Standard Operating Procedures
SOW	Statement Of Work
SR	Service Request
TBS	Treasury Board Secretariat
TA	Technical Authority
UC	Unified Communications
VOIP	Voice Over Internet Protocol
VPN	Virtual Private Network

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2.0 APPLICABLE DOCUMENTS

The Technical Authority (TA) will provide the resource with the appropriate DND documents as required to successfully accomplish the assigned tasks. The resource must perform the work in accordance with the DND approved version of these documents:

3.0 REQUIREMENT

The Contractor must provide as and when requested Informatics Professional Services for the following resource categories and levels of experience:

STREAM 1 – National Baseline Integration Services

Resource Category	Level of Expertise
A.7 Programmer/Analyst	Level 3
A.8 System Analyst	Level 2
A.8 System Analyst	Level 3
A.11 Tester	Level 2
A.11 Tester	Level 3
A.14 WEB Developer	Level 2
B.1 Business Analyst	Level 2
B.5 Business Process Re-engineering (BPR) Consultant	Level 2
B.10 Help Desk Specialist	Level 2
B.13 Operations Support Specialist	Level 3
B.14 Technical Writer	Level 2
I.11 Technology Architect	Level 2
I.11 Technology Architect	Level 1
P.9 Project Manager	Level 3
P.10 Project Scheduler	Level 3

STREAM 2 – Engineering

Resource Category	Level of Expertise
A.7 Programmer / Analyst	Level 2
A.8 Systems Analyst	Level 2
A.8 Systems Analyst	Level 3
B.1 Business Analyst	Level 2
B.5 Business Process Re-engineering (BPR) Consultant	Level 3
B.14 Technical Writer	Level 2
I.10 Technical Architect	Level 3
I.11 Technology Architect	Level 2
I.11 Technology Architect	Level 3
P.9 Project Manager	Level 2
P.9 Project Manager	Level 3

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3.1 Tasks/Deliverables for Stream 1 – National Baseline Integration Services

3.1.1 A.7 Programmer / Analyst, Level 3 (Core)

The Programmer / Analyst must perform the following:

- a) Document, create and modify code and software (Such as Visual Basic, VBS, C++, Java, javascript, SQL, VBA code and software and MS Access Database);
- b) Create and modify screens and reports;
- c) Develop, configure and maintain packaging tools;
- d) Develop, configure and maintain application installation wrapper;
- e) Document and create packaging guidelines and standards;
- f) Manage and maintain standard desktop images;
- g) Troubleshoot package issues or testing issues identified by the Testing Group;
- h) Configure and package software for automatic deployment;
- i) Maintain and support existing Commercial-off-The-Shelf (COTS) and Custom software through their life cycle, including performance tuning;
- j) Coordinate application testing within a controlled environment for new and existing COTS and custom products;
- k) Provide technical assistance in resolving incident and problems when and as required;
- l) Provide assistance to team members with respect to installation, configuration, and product use and problem resolution for COTS and Custom products;
- m) Work with ITIL based processes (i.e.: Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using DND EITSM System;
- n) Provide input for continual service improvement based on the ITIL framework;
- o) Participate in meetings and working groups as requested by the TA;
- p) Draft responses in the preparation of briefing notes and responses to management inquiries;
- q) Analyze and research product bulletins and security bulletins and produce required reports and risk analyses;
- r) Assess and document risk potential with respect to the impact of deploying patches to the production environment;
- s) Advise on changes and updates to COTS products that may affect EDMS functionality;
- t) Produce forms, manuals, programs, data files, and procedures for systems and/or applications;
- u) Develop test scenarios and test scripts;
- v) Establish software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- w) Establish and operate "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. for performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;
- x) Document and conduct problem analysis, testing and troubleshooting and provide recommendations for the best resolution to clients;
- y) Collaborate with the Technical Writer to develop technical documentation to be used as SOPs and guidance for configuration, installation and deployment for COTS products;
- z) Maintain an electronic knowledge base repository to provide detailed information on incidents and problems resulting from EDMS activities and information on testing, support issues, compatibility issues, fixes, best practices, lessons learned, and the Definitive Software/Media Library (DSL);
- aa) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
- bb) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- cc) Perform other Programmer/Analyst-related tasks as and when required; and

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dd) Perform any other Work related to this category.

3.1.2 A.8 System Analyst, Level 2 and 3 (Core)

Level 2 and 3 resources will be performing the same task, however the level 3 resource tasks will contain a higher level of detail and complexity which will be described at the time of issuance of the task authorization. The System Analyst must perform the following:

- a) Develop, configure and maintain packaging tools;
- b) Develop, configure and maintain Application installation wrapper;
- c) Manage and maintain standard desktop images;
- d) Load packages into Enterprise deployment tool for initial package unit testing;
- e) Troubleshoot package issues or testing issues identified by the Testing Group;
- f) Implement systems to support projects, departments, organizations or businesses;
- g) Analyze and recommend alternatives and options for solutions;
- h) Document, develop and modify code and software;
- i) Configure and package software for automatic deployment;
- j) Maintain and support existing Commercial-off-The-Shelf (COTS) and Custom software through their life cycle, including performance tuning;
- k) Coordinate application testing within a controlled environment for new and existing COTS and custom products;
- l) Provide technical assistance in resolving incidents and problems as and when required;
- m) Provide assistance to team members with respect to installation, configuration, and product use and problem resolution for COTS and Custom products;
- n) Work with ITIL based processes (i.e. Incident Management, Problem Management, Change Management, Release management, Deployment Management etc.) using an EITSM System;
- o) Provide verbal and written input for continual service improvement based on the ITIL framework;
- p) Participate in meetings and working groups as requested by the TA;
- q) Draft responses in the preparation of briefing notes and responses to management inquiries;
- r) Analyze and research product bulletins and security bulletins and produce required reports and risk analyses;
- s) Advise on changes and updates to COTS products that may affect EDMS functionality;
- t) Document and conduct problem analysis, testing and troubleshooting and provide recommendations for the best resolution to clients;
- u) Collaborate with the Technical Writer to develop technical documentation to be used as SOPs and guidance for configuration, installation and deployment for COTS products;
- v) Maintain an electronic knowledge base repository to provide detailed information on incidents and problems resulting from EDMS activities and information on testing, support issues, compatibility issues, fixes, best practices, lessons learned, and the Definitive Software/Media Library (DSL);
- w) Assist with the creation, maintenance and administration of policies and procedures to improve Incident Management (IM), Problem Management (PM) and Service Requests (SR);
- x) Use industry standard Application Deployment practices and processes using enterprise level deployment tools to integrate and deploy applications, patches and updates;
- y) Manage and administer Enterprise Application Deployment Toolset for the national infrastructure and provide assistance to the Local Service Provider (LSP) when required (i.e. create, update, maintain collections, create queries, etc.);
- z) Assess and document risk potential with respect to the impact of deploying patches to the production environment;
- aa) Analyze IM/PM/SR reports to identify trends in order to perform proactive problem management;
- bb) Assist with the creation of a national desktop communication strategy;
- cc) Develop or participate in the development of requirements, feasibility, cost, design, and specification documents for systems;
- dd) Develop or participate in the development of any other documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan,

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- Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change, System Interface Requirements, etc.);
- ee) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
 - ff) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
 - ii) Perform other Systems Analyst-related tasks specialties such as:
 - Microsoft System Center Configuration Manager
 - Microsoft System Center Operations Manager
 - Microsoft Windows Desktop OS
 - Microsoft Active Directory
 - Microsoft Exchange
 - Microsoft App-V
 - Microsoft File & Print Services
 - Microsoft Office
 - Microsoft WSUS
 - Flexera Adminstudio
 - VMWare View / Horizon View
 - VMWare VSphere
 - VMWare ThinApp and AppVolume
 - X.500 Directory Services
 - X.400 Messaging Services
 - Meta-directory technology
 - Print Management Software
 - Linux OS
 - Other specialties related to Distributed Computing Services; and
 - jj) Perform any other Work related to this category.

3.1.3 A.11 Tester, Level 2 and 3 (Core)

Level 2 and 3 resources will be performing the same task, however the level 3 resource tasks will contain a higher level of detail and complexity which will be described at the time of issuance of the task authorization. The Tester must perform the following:

- a) Perform test planning and coordination;
- b) Supervise testing in accordance with the plan;
- c) Manage, monitor and execute test plans for all levels of testing;
- d) Manage walkthroughs and reviews related to testing and implementation readiness;
- e) Execute status reporting;
- f) Develop test scenarios and test scripts;
- g) Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;
- h) Establish software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- i) Establish and operate "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;
- j) Establish a validation and verification capability which assumes functional and performance compliance;

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- k) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- l) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- m) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- n) Perform any other Work related to this category.

3.1.4 A.14 Web Developer, Level 2

The Web Developer must perform the following:

- a) Develop and prepare diagrammatic plans for web based service delivery over the internet;
- b) Analyze the problems outlined by systems analysts/designers in terms of factors such as style and extent of information to be transferred across the internet;
- c) Select and use the best available web development tools for linking the internet based client to the departmental "back end" information delivery programs and databases;
- d) Design high-usability web pages to meet the requirement;
- e) Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;
- f) Correct program errors by revising instructions or altering the sequence of operations;
- g) Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference.
- h) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc) using an EITSM System;
- i) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- j) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- k) Perform any other Work related to this category.

3.1.5 B.1 Business Analyst, Level 2

The Business Analyst must perform the following:

- a) Develop and document statements of requirements for considered alternatives;
- b) Perform business analyses of functional requirements to identify information, procedures, and decision flows;
- c) Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems;
- d) Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems.
- e) Establish acceptance test criteria;
- f) Support and use the selected departmental methodologies;
- g) Participate in meetings with stakeholders and other project managers, document problems and provide recommendations;
- h) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;
- i) Assist with the preparation of IAs on RFCs for the Information Management Configuration and Control Board (IMCCB) to determine the impact on EDMS baseline products;
- j) Prepare briefing notes on service delivery issues and provide recommendations;
- k) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;

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- l) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- m) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- n) Perform any other Work related to this category.

3.1.6 B.5 Business Process Re-Engineering (BPR) Consultant, Level 2

The BPR Consultant must perform the following:

- a) Review existing work processes and organizational structure, and provide options for process and organizational improvement;
- b) Analyze business functional requirements to identify information, procedures and decision flows;
- c) Identify candidate processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes;
- d) Provide written and verbal advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options;
- e) Provide written and verbal advice in developing and integrating process and information models between processes to eliminate information and process redundancies;
- f) Identify and recommend new processes and organizational structures;
- g) Provide written and verbal advice on and assist in implementing new processes and organizational changes;
- h) Document workflows;
- i) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- j) Generate service-level performance report for identified services;
- k) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- l) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- m) Perform any other Work related to this category.

3.1.7 B.10 Help Desk Specialist, Level 2 (Core)

The Help Desk Specialist must perform the following:

- a) Use the Incident and Problem Management tool (i.e. Axios assyst) for the investigation, diagnosis, resolution, recovery and closure of incidents and tracking problems and errors;
- b) Respond to phone calls, emails, and attend meetings related to PKI activities;
- c) Create, support and manage service accounts;
- d) Conduct in-depth troubleshooting of incidents and problems related to PKI, Entrust software and account management issues;
- e) Recommend and implement complex security requirements;
- f) Perform a variety of network problem analysis and monitoring tasks, such as: monitor network management systems and respond appropriately to user requests and problems;
- g) Perform initial problem analysis and triage problem and incident tickets to other appropriate staff for action;
- h) Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for further assistance;
- i) Develop, implement, and/or participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user

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- problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends;
- j) Develop, implement, and/or participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks;
- k) Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage;
- l) Participate in on-site installations of network systems for users.
- m) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- n) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- o) Perform any other Work related to this category.

3.1.8 B.13 Operations Support Specialist, Level 3 (Core)

The Operations Support Specialist must perform the following:

- a) Provide systems administration and systems operations support, including setting up user access, user profiles, backup and recovery, and day-to-day computer systems operations;
- b) Perform and troubleshoot distribution of software packages and hotfixes/patches for national applications on all environments supported by EDMS, and escalate as required;
- c) Perform initial incident and problem analysis and triage incident and problem tickets to appropriate staff for action when appropriate;
- d) Participate in meetings and working groups as requested by the TA;
- e) Draft responses in the preparation of briefing notes and responses to management inquiries;
- f) Provide customer interface to ensure requested changes are implemented;
- g) Produce technical documentation and SOPs to support issues resolution and update the LCPM issue database;
- h) Monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources;
- i) Provide technical remote assistance to Local and Regional Service Providers and Technical Staff related to software distribution issues;
- j) Use DND/CAF toolsets for the investigation, diagnosis, resolution, recovery and closure of incidents and tracking problems and errors;
- k) Communicate and manage expectations of DND organizations during the planning and rollout of new software releases and/or outputs;
- l) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- m) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- n) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- o) Perform any other Work related to this category.

3.1.9 B.14 Technical Writer, Level 2 (Core)

The Technical Writer must perform the following:

- a) Plan, research, write, translate (either English to French or French to English) and edit documentation including:
 - i. Communiqués;
 - ii. Briefing Notes;

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- iii. Technical Bulletins;
 - iv. SOPs;
 - v. Configuration standards;
 - vi. Meeting minutes;
 - vii. Release notes for software;
 - viii. User and operational guides;
 - ix. Architectural overviews; and
 - x. Checklists;
- b) Research and gather information about roles and functions using various approaches such as interviewing Subject Matter Experts (SME) and other systems analysts;
 - c) Contribute to DND standards, styles, best practices by designing and developing the layout of SOPs, manuals and templates;
 - d) Document help text, user manuals, technical documentation, web page content, etc.;
 - e) Review documentation standards and the existing project documentation;
 - f) Determine documentation requirements and makes plans for meeting them;
 - g) Gather information concerning the features and functions provided by the developers;
 - h) Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each;
 - i) Develop a table of contents for each document/manual and write or edit the required content;
 - j) Investigate the accuracy of the information collected by making direct use of the material being documented;
 - k) Prepare or coordinate in the preparation of any required illustrations and diagrams;
 - l) Design the layout of the documents/manuals;
 - m) Use word-processing, desk-top publishing and graphics software packages to produce final camera-ready copy;
 - n) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
 - o) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
 - p) Perform any other Work related to this category.

3.1.10 I.11 Technology Architect, Level 1 and 2

Level 1 and 2 resources will be performing the same task, however the level 2 resource tasks will contain a higher level of detail and complexity which will be described at the time of issuance of the task authorization. The Technology Architect must perform the following:

- a) Develop technical architectures, frameworks, and strategies to meet the business and application requirements;
- b) Identify the policies and requirements that drive out a particular solution;
- c) Research and provide information, direction and support for emerging technologies;
- d) Analyze and evaluate alternative technology solutions to meet business problems;
- e) Ensure the integration of all aspects of technology solutions;
- f) Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- g) Provide information, direction and support for emerging technologies.
- h) Perform impact analysis of technology changes;
- i) Provide support to applications and/or technical support teams in the proper application of existing infrastructure;
- j) Review application and program design or technical infrastructure design to ensure adherence to standards and recommend performance improvements;

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- k) Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes;
- l) Review computer software systems and data requirements as well as communication and response needs and determine the operating systems and languages needed to support them;
- m) Document analysis of proposed solutions to identify deficiencies and make recommendations to the TA;
- n) Develop or participate in the development of requirements, feasibility, cost, design, and specification documents for systems;
- o) Develop or participate in the development of any other documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change, System Interface Requirements, etc.);
- p) Provide 3rd level support for SCCM/SCOM service. Duties include, but are not limited to, working with other agencies/personnel (including software vendors, support personnel and other technical staff within the department) to resolve technical issues, conducting analysis, answering questions, and providing impact assessments on system change requests;
- q) Plan upgrades of SCCM/SCOM for classified networks. Duties include, but are not limited to, working with team members and liaising with other agencies/personnel, (including software vendors, and other technical teams within the department, and potential for other Government Departments or Agencies.) verifying hardware requirements, documenting detailed steps to implement the upgrade, testing, attending meetings, preparing email correspondences, testing the planned upgrade in a controlled environment and providing test reports, determining cost and time estimates);
- r) Provide analysis and engineered solutions for modifications to SCCM/SCOM on the Classified domain;
- s) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
- t) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA.
- u) Create, test and release distribution media for Microsoft monthly patches;
- v) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- w) Perform other Technology Architect related specialties such as:
 - Microsoft System Center Configuration Manager
 - Microsoft System Center Operations Manager
 - Microsoft Windows Desktop OS
 - Microsoft Active Directory
 - Microsoft Exchange
 - Microsoft App-V
 - Microsoft File & Print Services
 - Microsoft Office
 - Microsoft WSUS
 - Workstation Services including Virtual Hosted Desktop computing
 - Remote Access Services and Mobile Computing
 - Workgroup Collaboration Services
 - Other Distributed Computing Services specialties
 - Flexera Adminstudio
 - VMWare View / Horizon View
 - VMWare VSphere
 - VMWare ThinApp and AppVolume
 - X.500 Directory Services

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- X.400 Messaging Services
 - Meta-directory technology
 - Print Management Software
 - Linux OS
 - Other specialties related to Distributed Computing Services; and
- x) Perform any other Work related to this category.

3.1.11 P.9 Project Manager, Level 3 (Core)

The Project Manager must perform the following:

- a) Manage project/initiatives including initiation, planning, scheduling, implementation and closure activities in accordance with the PMBOK framework;
- b) Develop Project Management Plans, including associated sub-plans, according to the PMBOK framework;
- c) Formulate statements of problems, and establish procedures for the development and implementation of significant, new or modified project elements to solve these problems;
- d) Prepare communiqués, briefing notes and Impact Assessments (IAs) on project and/or service delivery issues on an “as required” basis;
- e) Document problems and establish procedures for the development and implementation of significant, new or modified project elements to solve these problems;
- f) Define and document the objectives for the project, estimate budgetary requirements and determine the composition, roles and responsibilities and terms of reference for the project team;
- g) Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- h) Participate in meetings with stakeholders and other project managers, document problems and provide recommendations;
- i) Participate in or lead/chaire meetings as required;
- j) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;
- k) Formulate statements of problems; establish procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtain approval thereof;
- l) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- m) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- n) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- o) Perform any Work related to this category.

3.1.12 P.10 Project Scheduler, Level 3 (Core)

The Project Scheduler must perform the following:

- a) Develop and maintain project schedules and Future Schedule of Release and Changes (FSRC);
- b) Update, maintain and manage the DSL and Configuration Management Database (CMDDB);
- c) Create and manage releases using EITSM software;
- d) Develop and maintain Work Breakdown Structures;
- e) Produce appropriate reports and identify scheduling and dependency issues;
- f) Conduct and provide critical path analysis;
- g) Develop and document work/process flow diagrams, release schedule, performance metrics, ad hoc reports from release processes, release management SOPs, release policies, and release plans;

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- h) Manage the EDMS CMDB which includes all configuration settings, COTS software licenses, COTS software maintenance and related material for the Designated and Classified domains;
- i) Assist in schedule coordination efforts with internal and external project stakeholders;
- j) Monitor release management processes for delays and adjust the release schedule accordingly;
- k) Provide feedback on CRs and RFCs to management;
- l) Prepare, publish and maintain the National Desktop life cycle plans;
- m) Advise the release manager on release policies and procedures;
- n) Develop and support project schedules;
- o) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- p) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- q) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- r) Perform any Work related to this category.

3.2 Tasks/Deliverables for Stream 2 - Engineering

3.2.1 A.7 Programmer / Analyst, Level 2 (Core)

The Programmer / Analyst must perform the following:

- a) Document, create and modify code and software (Such as Visual Basic, VBS, C++, Java, javascript, SQL, VBA code and software and MS Access Database);
- b) Create and modify screens and reports;
- c) Design and develop packaging tools;
- d) Design and develop standard desktop images;
- e) Implement systems to support projects, departments, organizations or businesses;
- f) Configure and package software for automatic deployment;
- g) Develop requirements, feasibility, cost, design, and specification documents for systems development and implementation;
- h) Design, develop and provide engineering support existing Commercial-off-The-Shelf (COTS) and Custom software through their life cycle, including performance tuning;
- i) Coordinate application testing within a controlled environment for new and existing COTS and custom products;
- j) Provide technical assistance in resolving incident and problems when and as required;
- k) Provide assistance to team members with respect to installation, configuration, and product use and problem resolution for COTS and Custom products;
- l) Work with ITIL based processes (i.e.: Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using DND EITSM System;
- m) Provide input for continual service improvement based on the ITIL framework;
- n) Participate in meetings and working groups as requested by the TA;
- o) Draft responses in the preparation of briefing notes and responses to management inquiries;
- p) Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications;
- q) Analyze and research product bulletins and security bulletins and produce required reports and risk analyses;
- r) Assess and document risk potential with respect to the impact of deploying patches to the production environment;
- s) Design, develop, test and implement methods and procedures for small computer systems, and sub-systems of larger systems;

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- t) Produce forms, manuals, programs, data files, and procedures for systems and/or applications;
- u) Develop test scenarios and test scripts;
- v) Establish software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- w) Establish and operate "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. for performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;
- x) Document and conduct problem analysis, testing and troubleshooting and provide recommendations for the best resolution to clients;
- y) Collaborate with the Technical Writer to develop technical documentation to be used as SOPs and guidance for configuration, installation and deployment for COTS products;
- z) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
- aa) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- bb) Perform other Programmer/Analyst-related tasks as and when required; and
- cc) Perform any other Work related to this category.

3.2.2 A.8 System Analyst, Level 2 and 3 (Core)

Level 2 and 3 resources will be performing the same task, however the level 3 resource tasks will contain a higher level of detail and complexity which will be described at the time of issuance of the task authorization. The System Analyst must perform the following:

- a) Design, develop and provide engineering support for standard desktop images;
- b) Troubleshoot package issues or testing issues identified by the Testing Group;
- c) Implement systems to support projects, departments, organizations or businesses;
- d) Translate business requirements into systems designs and specifications;
- e) Analyze and recommend alternatives and options for solutions;
- f) Document, develop and modify code and software;
- g) Configure and package software for automatic deployment;
- h) Develop requirements, feasibility, cost, design, and specification documents for systems development and implementation;
- i) Design, develop and provide engineering support existing Commercial-off-The-Shelf (COTS) and Custom software through their life cycle, including performance tuning;
- j) Coordinate application testing within a controlled environment for new and existing COTS and custom products;
- k) Provide technical assistance in resolving incidents and problems as and when required;
- l) Provide assistance to team members with respect to installation, configuration, and product use and problem resolution for COTS and Custom products;
- m) Work with ITIL based processes (i.e. Incident Management, Problem Management, Change Management, Release management, Deployment Management etc.) using an EITSM System;
- n) Provide verbal and written input for continual service improvement based on the ITIL framework;
- o) Participate in meetings and working groups as requested by the TA;
- p) Draft responses in the preparation of briefing notes and responses to management inquiries;
- q) Analyze and research product bulletins and security bulletins and produce required reports and risk analyses;
- r) Document and conduct problem analysis, testing and troubleshooting and provide recommendations for the best resolution to clients;
- s) Collaborate with the Technical Writer to develop technical documentation to be used as SOPs and guidance for configuration, installation and deployment for COTS products;

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- t) Assist with the creation of a national desktop communication strategy;
- u) Develop or participate in the development of requirements, feasibility, cost, design, and specification documents for systems;
- v) Develop or participate in the development of any other documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change, System Interface Requirements, etc.);
- w) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
- x) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- y) Perform other Systems Analyst-related tasks specialties such as:
 - Microsoft System Center Configuration Manager
 - Microsoft System Center Operations Manager
 - Microsoft Windows Desktop OS
 - Microsoft Active Directory
 - Microsoft Exchange
 - Microsoft App-V
 - Microsoft File & Print Services
 - Microsoft Office
 - Microsoft WSUS
 - Flexera Adminstudio
 - VMWare View / Horizon View
 - VMWare VSphere
 - VMWare ThinApp and AppVolume
 - X.500 Directory Services
 - X.400 Messaging Services
 - Meta-directory technology
 - Print Management Software
 - Linux OS
 - Other specialties related to Distributed Computing Services; and
- z) Perform any other work related to this category.

3.2.3 B.1 Business Analyst, Level 2 (Core)

The Business Analyst must perform the following:

- a) Develop and document statements of requirements for considered alternatives;
- b) Perform business analyses of functional requirements to identify information, procedures, and decision flows;
- c) Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems;
- d) Define and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems.
- e) Establish acceptance test criteria;
- f) Support and use the selected departmental methodologies;
- g) Participate in meetings with stakeholders and other project managers, document problems and provide recommendations;
- h) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;

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- i) Assist with the preparation of IAs on RFCs for the Information Management Configuration and Control Board (IMCCB) to determine the impact on DCSE products from an engineering and architecture perspective;
- j) Prepare briefing notes on service delivery issues and provide recommendations;
- k) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- l) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- m) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- n) Perform any other Work related to this category.

3.2.4 B.5 Business Process Re-Engineering (BPR) Consultant, Level 3

The BPR Consultant must perform the following:

- a) Review existing work processes and organizational structure, and provide options for process and organizational improvement;
- b) Analyze business functional requirements to identify information, procedures and decision flows;
- c) Identify candidate processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify the modifications to the automated processes;
- d) Provide written and verbal advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options;
- e) Provide written and verbal advice in developing and integrating process and information models between processes to eliminate information and process redundancies;
- f) Identify and recommend new processes and organizational structures;
- g) Provide written and verbal advice on and assist in implementing new processes and organizational changes;
- h) Document workflows;
- i) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- j) Generate service-level performance report for identified services;
- k) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- l) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- m) Perform any other Work related to this category.

3.2.5 B.14 Technical Writer, Level 2 (Core)

The Technical Writer must perform the following:

- a) Plan, research, write, translate (either English to French or French to English) and edit documentation including:
 - Communiqués;
 - Briefing Notes;
 - Technical Bulletins;
 - SOPs;
 - Configuration standards;
 - Meeting minutes;
 - Release notes for software;

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- User and operational guides;
 - Architectural overviews; and
 - Checklists;
- b) Research and gather information about roles and functions using various approaches such as interviewing Subject Matter Experts (SME) and other systems analysts;
 - c) Contribute to DND standards, styles, best practices by designing and developing the layout of SOPs, manuals and templates;
 - d) Document help text, user manuals, technical documentation, web page content, etc.;
 - e) Review documentation standards and the existing project documentation;
 - f) Determine documentation requirements and makes plans for meeting them;
 - g) Gather information concerning the features and functions provided by the developers;
 - h) Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each;
 - i) Develop a table of contents for each document/manual and write or edit the required content;
 - j) Investigate the accuracy of the information collected by making direct use of the material being documented;
 - k) Prepare or coordinate in the preparation of any required illustrations and diagrams;
 - l) Design the layout of the documents/manuals;
 - m) Use word-processing, desktop publishing and graphics software packages to produce final camera-ready copy;
 - n) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
 - o) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
 - p) Perform any other Work related to this category.

3.2.6 I.10 Technical Architect, Level 3 (Core)

The Technical Architect must perform the following:

- a) Develop technical architectures, frameworks, and strategies to meet the business and application requirements;
- b) Identify the policies and requirements that drive out a particular solution;
- c) Research and provide information, direction and support for emerging technologies;
- d) Analyze and evaluate alternative technology solutions to meet business problems;
- e) Ensure the integration of all aspects of technology solutions;
- f) Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- g) Provide information, direction and support for emerging technologies.
- h) Perform impact analysis of technology changes;
- i) Provide support to applications and/or technical support teams in the proper application of existing infrastructure;
- j) Review application and program design or technical infrastructure design to ensure adherence to standards and recommend performance improvements;
- k) Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommended hardware changes;
- l) Review computer software systems and data requirements as well as communication and response needs and determine the operating systems and languages needed to support them;
- m) Document analysis of proposed solutions to identify deficiencies and make recommendations to the TA;

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- n) Develop or participate in the development of requirements, feasibility, cost, design, and specification documents for systems;
- o) Develop or participate in the development of any other documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change, System Interface Requirements, etc.);
- p) Provide analysis and engineered solutions for modifications to SCCM/SCOM on the Classified domain as task requires;
- q) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
- r) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA.
- s) Create, test and release distribution media for Microsoft monthly patches;
- t) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- u) Perform other Technical Architect related specialties such as:
 - Microsoft System Center Configuration Manager
 - Microsoft System Center Operations Manager
 - Microsoft Windows Desktop OS
 - Microsoft Active Directory
 - Microsoft Exchange
 - Microsoft App-V
 - Microsoft File & Print Services
 - Microsoft Office
 - Microsoft WSUS
 - Workstation Services including Virtual Hosted Desktop computing
 - Remote Access Services and Mobile Computing
 - Workgroup Collaboration Services
 - Other Distributed Computing Services specialties
 - Flexera Adminstudio
 - VMWare View / Horizon View
 - VMWare VSphere
 - VMWare ThinApp and AppVolume
 - X.500 Directory Services
 - X.400 Messaging Services
 - Meta-directory technology
 - Print Management Software
 - Linux OS
 - Other specialties related to Distributed Computing Services; and
- v) Perform any other Work related to this category.

3.2.7 I.11 Technology Architect, Level 2 and 3 (Core)

Level 2 and 3 resources will be performing the same task, however the level 3 resource tasks will contain a higher level of detail and complexity which will be described at the time of issuance of the task authorization. The Technology Architect must perform the following:

- a) Develop technical architectures, frameworks, and strategies to meet the business and application requirements as task requires;
- b) Identify the policies and requirements that drive out a particular solution;
- c) Research and provide information, direction and support for emerging technologies;
- d) Analyze and evaluate alternative technology solutions to meet business problems;

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- e) Ensure the integration of all aspects of technology solutions;
- f) Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- g) Provide information, direction and support for emerging technologies.
- h) Perform impact analysis of technology changes;
- i) Provide support to applications and/or technical support teams in the proper application of existing infrastructure;
- j) Review application and program design or technical infrastructure design to ensure adherence to standards and recommend performance improvements;
- k) Document analysis of proposed solutions to identify deficiencies and make recommendations to the TA;
- l) Develop or participate in the development of any other documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change, System Interface Requirements, etc.);
- m) Provide analysis and engineered solutions for modifications to SCCM/SCOM on the Classified domain as task requires;
- n) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing;
- o) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- p) Create, test and release distribution media for Microsoft monthly patches;
- q) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- r) Perform other Technology Architect related specialties such as:
 - Microsoft System Center Configuration Manager
 - Microsoft System Center Operations Manager
 - Microsoft Windows Desktop OS
 - Microsoft Active Directory
 - Microsoft Exchange
 - Microsoft App-V
 - Microsoft File & Print Services
 - Microsoft Office
 - Microsoft WSUS
 - Workstation Services including Virtual Hosted Desktop computing
 - Remote Access Services and Mobile Computing
 - Workgroup Collaboration Services
 - Other Distributed Computing Services specialties
 - Flexera Adminstudio
 - VMWare View / Horizon View
 - VMWare VSphere
 - VMWare ThinApp and AppVolume
 - X.500 Directory Services
 - X.400 Messaging Services
 - Meta-directory technology
 - Print Management Software
 - Linux OS
 - Other specialties related to Distributed Computing Services; and
- s) Perform any other Work related to this category.

3.2.8 P.9 Project Manager, Level 2 and 3 (Core)

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Level 2 and 3 resources will be performing the same task, however the level 3 resource tasks will contain a higher level of detail and complexity which will be described at the time of issuance of the task authorization. The Project Manager must perform the following:

- a) Manage project/initiatives including initiation, planning, scheduling, implementation and closure activities in accordance with the PMBOK framework;
- b) Develop Project Management Plans, including associated sub-plans, according to the PMBOK framework;
- c) Formulate statements of problems, and establish procedures for the development and implementation of significant, new or modified project elements to solve these problems;
- d) Prepare communiqués, briefing notes and Impact Assessments (IAs) on project and/or service delivery issues on an “as required” basis;
- e) Document problems and establish procedures for the development and implementation of significant, new or modified project elements to solve these problems;
- f) Define and document the objectives for the project, estimate budgetary requirements and determine the composition, roles and responsibilities and terms of reference for the project team;
- g) Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- h) Participate in meetings with stakeholders and other project managers, document problems and provide recommendations;
- i) Participate in or lead/chair meetings as required;
- j) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;
- k) Formulate statements of problems; establish procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtain approval thereof;
- l) Provide written reports on the progress of all assigned tasks/deliverables when requested by the TA;
- m) Work with ITIL based processes (IE. Incident Management, Problem Management, Change Management, Release management, Deployment management etc.) using an EITSM System;
- n) Provide guidance and knowledge transfer to other members of the team through training, SOPs, documentation and job shadowing; and
- o) Perform any Work related to this category.

4.0 TECHNICAL ENVIRONMENT

4.1 The resource will work in the following technical environment:

- Minimum of 100,000 Windows workstations supported nationally and internationally in an unclassified network;
- Minimum of 3000 Windows workstations in a Secret network;
- Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003, Windows 2008 or Windows 2012R) supported and located in a minimum of 5 different cities;
- Microsoft Windows workstation operating system (Windows XP, Windows Vista, Windows 7, Windows 10); and
- Utilizing System Centre Configuration Manager (SCCM) or other enterprise centralized tool for software distribution and patch management.

5.0 MONTHLY PROGRESS REPORT

5.1 A monthly progress report must be completed by the Contractor for the resource and submitted to the Technical Authority at the beginning of the following month, with a copy to accompany the monthly invoice. At a minimum, each progress report must document the following information:

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- 5.1.1** All significant activities performed in the period covered that may impact the performance of the Work;
- 5.1.2** Status of any outstanding activities that may extend beyond normal timelines;
- 5.1.3** Description of any problems encountered which will require attention or escalation; and
- 5.1.4** Any recommendations to update procedures.

- 5.2** All reports must be provided in one (1) hard copy and one (1) soft copy, in a format acceptable to the Technical Authority. The soft copy must be compatible with Microsoft Office 2010 (or later versions) or Adobe Reader.

6.0 LOCATION OF WORK

- 6.1** The primary location of work will be at DND facilities within the National Capital Region. Over the duration of the Contract, the main location of business of DND's various locations or Branches may change but will remain in the National Capital Region (NCR), and no costs will be paid by DND to the Contractor to compensate for any costs associated with such transition.
- 6.2** The Contractor is required to attend meetings at DND and at Key GOC Stakeholders at various locations within the NCR. A TA may require that work be performed off-site on infrastructure/equipment provided by the Contractor (i.e. Work from home with VPN enabled DND laptop); and
- 6.3** DND will provide terminals for system access to perform necessary functions, as well as a work space in which to conduct specific tasks that must be carried out at DND facilities.

7.0 TRAVEL

- 7.1** The majority of the work is expected to be performed within the NCR. However, if travel is deemed necessary, Travel and living expenses must only apply when the Contractor is requested to work outside the National Capital Region. If travel is required, the Technical Authority must authorize travel in advance, in writing.
- 7.2** Invoices for Travel and Living costs are to be supported by documentation (receipts) and will be reimbursed in accordance with the Treasury Board Policy and Guidelines on Travel in effect at the time of travel at actual cost with no allowance for mark-up or profit. Charges for air travel must not exceed that for economy travel.

8.0 LANGUAGE

- 8.1** Unless otherwise indicated in this SOW, and unless specified in the individual task authorization, the Work must be carried out in English, and the deliverables produced in English. The resources must be fluent in the English language. Fluent means that the resource must be able to communicate orally and in writing without any assistance and with minimal errors.
- 8.2** At the Technical Authority's discretion, a resource in any category may be required to be fluently bilingual (English and French). This will be indicated at the time of issuance of a Task Authorization.

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9.0 CONSTRAINTS

The following constraints apply:

- 9.1** DND resources/stakeholders are available between the business hours of 9:00 to 17:00 (Eastern Time), Monday to Friday with the exception of statutory holidays observed by Canada as defined by the province of work. Outside these business hours DND resources/stakeholders may not be available.
- 9.2** The resources must be available to work between the hours of 07:00 to 17:00 (Eastern Time), Monday to Friday, with the exception of statutory holidays observed by Canada as defined by the province of work. The resources will be in contact with DND personnel on a regular basis.
- 9.3** All work performed outside of normal business hours must be pre-approved by the TA in writing. Should the resource anticipate that the 7.5 hour per diem workday stipulated in the Contract may be exceeded, approval must be obtained from the TA prior to work being carried out in excess of such per diem.

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APPENDIX A TO ANNEX A TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations". Once a draft TA Form is received, the Contractor must submit to the DND Procurement Representative a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
 - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
 - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which

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

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

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APPENDIX B TO ANNEX A TASK AUTHORIZATION FORM

All invoices/progress claims must show the referenced Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. - No du contrat				
		Task no. - No de la tâche				
Amendment no. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous value - Valeur précédente				
To - À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above referenced Contract. Only services included in the Contract can be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract. À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seules les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.					
Delivery location - Expédiez à						
Delivery/Completion date - Date de livraison/d'achèvement From - De : To - À :						
Contract item no. No d'article du contrat	Services	Cost Prix				
	Applicable Taxes Taxes applicables					
	Total					
THE CONTRACTOR HEREBY ACCEPTS THE TASK AUTHORIZATION IDENTIFIED ABOVE : <table style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;"> _____ Name (type or print) </td> <td style="width: 50%; text-align: center;"> _____ Title (type or print) </td> </tr> <tr> <td style="text-align: center;"> _____ Signature </td> <td style="text-align: center;"> _____ Date </td> </tr> </table>		_____ Name (type or print)	_____ Title (type or print)	_____ Signature	_____ Date	
_____ Name (type or print)	_____ Title (type or print)					
_____ Signature	_____ Date					
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contracting Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the Contract. NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat. _____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux DND 626 (01-05)						

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APPENDIX C TO ANNEX A RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

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

STREAM 1 – NATIONAL BASELINE INTEGRATION SERVICES:

1.0 Mandatory Resource Assessment Criteria:

TERM	DEFINITION
1.0 *Similar Environment	<ol style="list-style-type: none"> 1. Minimum of 30,000 Windows workstations supported nationally and internationally in an unclassified network; 2. Minimum of 1,000 Windows workstations in a secret network; 3. Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003, Windows 2008 or Windows 2012R) supported and located in a minimum of five (5) different cities; 4. Microsoft Windows workstation operating system (Windows XP, Windows Vista, Windows 7, Windows 10); and 5. Utilizing System Centre Configuration Manager (SCCM) or other enterprise centralized tool for software distribution and patch management. <p>Note: For mandatory criteria, actual numbers must be provided with the résumé.</p>

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A.7 Programmer Analyst – Level 3, Annex A, Statement of Work, Section 3.1.1				
M#	Mandatory Technical Criteria	Bidder's to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a Programmer/Analyst. Five (5) out of the ten (10) years of experience must be working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years writing and testing programs and scripts in support of an automated software release process and COTS products in a *similar environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years troubleshooting software installation problems in a *similar environment as defined in 1.0 Evaluation Criteria.			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the			

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	last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, or Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			
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A.8 System Analyst (Change) – Level 2, Annex A, Statement of Work, Section 3.1.2				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years working with and maintaining* Microsoft Windows XP, Windows 7 or Windows 10. *Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the OS in a *similar			

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	<i>environment* as defined in 1.0 Evaluation Criteria.</i>			
M3	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years working with and maintaining* Microsoft Office 2003, 2007, 2010, or 2013.</p> <p><i>*Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the Microsoft Office in a *similar environment* as defined in 1.0 Evaluation Criteria.</i></p>			
M4	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years working with IM/IT clients to resolve end-user product issues in a *similar environment as defined in 1.0 Evaluation Criteria.</p>			
M5	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.</p>			

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A.8 System Analyst (Change) – Level 3, Annex A, Statement of Work, Section 3.1.2				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a System Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years working with and maintaining* Microsoft Windows XP, Windows 7 or Windows 10. <i>*Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the OS in a *similar environment as defined in 1.0 Evaluation Criteria.</i>			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years working with and maintaining* Microsoft Office 2003, 2007, 2010, or 2013.			

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	<i>*Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the Microsoft Office in a *similar environment as defined in 1.0 Evaluation Criteria.</i>			
M4	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years working with IM/IT clients to resolve end-user product issues in a *similar environment as defined in 1.0 Evaluation Criteria.			
M5	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

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A.8 System Analyst (Deployment) – Level 2, Annex A, Statement of Work, Section 3.1.2				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years using (including building and generating reports), configuring, and troubleshooting SCCM 2007 or 2012 in a *similar environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years using, configuring and troubleshooting Active Directory and Group Policy Objects in a *similar environment as defined in 1.0 Evaluation Criteria.			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology			

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	Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			
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A.8 System Analyst (Deployment) – Level 3, Annex A, Statement of Work, Section 3.1.2				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a System Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years using (including building and generating reports), configuring, and troubleshooting SCCM 2007 or 2012 in a *similar environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last			

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	ten (10) years using, configuring and troubleshooting Active Directory and Group Policy Objects in a *similar environment as defined in 1.0 Evaluation Criteria.			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

A.8 System Analyst (Packager) – Level 3, Annex A, Statement of Work, Section 3.1.2				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a System Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last			

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	ten (10) years writing and testing programs and scripts to support a software release process and Commercial Off The Shelf (COTS) products in a *similar environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years packaging software for centralized deployment and automated installations for SCCM 2007 or newer in a *similar environment as defined in 1.0 Evaluation Criteria.			
M4	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years using, configuring and troubleshooting Active Directory and Group Policy Objects in a *similar environment as defined in 1.0 Evaluation Criteria.			
M5	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

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A.11 Tester – Level 2, Annex A, Statement of Work, Section 3.1.3				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Tester* working within an IM/IT environment.</p> <p><i>* A Tester role is defined as but not limited to creating, coordinating implementing and reporting IT test plans in a *similar environment as defined in 1.0 Evaluation Criteria.</i></p>			
M2	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years working with and maintaining* Microsoft Windows XP, Windows 7 or Windows 10.</p> <p><i>* Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the OS in a *similar environment as defined in 1.0 Evaluation Criteria.</i></p>			
M3	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the			

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	<p>last eight (8) years working with and maintaining* Microsoft Office 2003, 2007, 2010, or 2013.</p> <p><i>* Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the OS in a *similar environment as defined in 1.0 Evaluation Criteria.</i></p>			
M4	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.</p>			

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A.11 Tester – Level 3, Annex A, Statement of Work, Section 3.1.3				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	<p>The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a Tester* working within an IM/IT environment.</p> <p><i>* A Tester role is defined as but not limited to creating, coordinating implementing and reporting IT test plans in a *similar environment as defined in 1.0 Evaluation Criteria.</i></p>			
M2	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years working with and maintaining* Microsoft Windows XP, Windows 7 or Windows 10.</p> <p><i>* Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the OS in a *similar environment as defined in 1.0 Evaluation Criteria.</i></p>			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years working with and			

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	maintaining* Microsoft Office 2003, 2007, 2010, or 2013. * <i>Working with and maintaining is defined as installing, patching, application integration and testing, registry fixes, and troubleshooting with respect to the OS in a *similar environment* as defined in 1.0 Evaluation Criteria.</i>			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

A.14 Web Developer– Level 2, Annex A, Statement of Work, Section 3.1.4			
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Web Developer.		

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M2	<p>The Bidder's proposed resource must possess a minimum of two (2) years of experience developing web applications using at least three (3) of the following Web technologies:</p> <ul style="list-style-type: none"> a) HTML 5.0 b) XML c) ASP.NET d) HTTPS e) PHP f) JavaScript g) JQuery h) SQL i) CSS 		
M3	<p>The Bidder's proposed resource must possess a minimum of one (1) year of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.</p>		

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B.1 Business Analyst– Level 2, Annex A, Statement of Work, Section 3.1.5				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Business Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years in analyzing, evaluating and developing business processes in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder's proposed resource must possess a minimum of one (1) project developing and documenting detailed statement of requirements and performing business analyses of functional requirements on an IM/IT project with a dollar value in excess of a \$2M (excluding Applicable Taxes) budget and involving two or more stakeholders .			

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B.5 Business Process Re-Engineering Consultant – Level 2, Annex A, Statement of Work, Section 3.1.6				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years analyzing business functional requirements to identify information, procedures and decision flows on IM/IT business transformation initiatives.			
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years conducting interviews and workshops with business and technical communities.			
M3	The Bidder's proposed resource must possess an Information Technology Infrastructure Library (ITIL) Foundations Certification. <i>A copy of certification must be provided with the resource's resume.</i>			

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B.10 Help Desk Specialist – Level 2, Annex A, Statement of Work, Section 3.1.7				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Help Desk Specialist in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years supporting Microsoft Windows XP, Windows 7 or Windows 10 in a *similar environment as defined in 1.0 Evaluation Criteria. <i>Support includes, but is not limited to, aiding clients with the installing, patching, testing and troubleshooting of OS related issues.</i>			
M3	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years supporting Microsoft Office 2003, 2007, 2010, or 2013 in a similar environment as defined in 1.0 Evaluation Criteria.			

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	<i>Supporting includes, but is not limited to, aiding clients with the installing, patching, testing and troubleshooting MS Office related issues.</i>			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years working with IM/IT clients to resolve end-user product issues in a *similar environment as defined in 1.0 Evaluation Criteria.			
M5	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

B.13 Operation Support Specialist – Level 3, Annex A, Statement of Work, Section 3.1.8				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as an Operations			

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	Support Specialist in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years supporting Microsoft Windows XP, Windows 7, Windows 8 or Windows 10 in a *similar environment as defined in 1.0 Evaluation Criteria.</p> <p><i>Support includes, but is not limited to, aiding clients with the installing, patching, testing and troubleshooting of OS related issues.</i></p>			
M3	<p>The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years supporting Microsoft Office 2003, 2007, 2010 or 2013 in a *similar environment as defined in 1.0 Evaluation Criteria.</p> <p><i>Supporting includes, but is not limited to, aiding clients with the installing, patching, testing and troubleshooting of MS Office related issues.</i></p>			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last eight (8) years working with IM/IT clients to resolve end-user			

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	product issues in a *similar environment as defined in 1.0 Evaluation Criteria.			
M5	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

B.14 Technical Writer – Level 2, Annex A, Statement of Work, Section 3.1.9				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Technical Writer in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a Technical Writer writing release documentation in an IM/IT environment within a *similar			

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	environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a Technical Writer translating English technical documentation to French in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

I.11 Technology Architect– Level 1, Annex A, Statement of Work, Section 3.1.10				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a System Analyst working in an IM/IT environment			

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	within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years working with and *supporting Microsoft SCCM 2007 or 2012 (or any combination) <i>* Supporting includes installation, configuration, maintenance, decommissioning and upgrading/patching.</i>			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years in writing technical documents such as build documents, standard operating procedures, concept of operations, briefing notes, test plans and test reports.			
M4	The Bidder's proposed resource must possess a minimum of three (3) years within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

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I.11 Technology Architect– Level 2, Annex A, Statement of Work, Section 3.1.10				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst working in an IM/IT environment within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years working with and *supporting Microsoft SCCM 2007 or 2012 (or any combination) *Supporting includes installation, configuration, maintenance, decommissioning and upgrading/patching.			
M3	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years in writing technical documents such as build documents, standard operating procedures, concept of operations, briefing notes, test plans and test reports.			

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M4	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic)for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.		
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P.9 Project Manager – Level 3, Annex A, Statement of Work, Section 3.1.11			
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a Project Manager in an IM/IT environment managing IM/IT projects through all phases of the project life cycle within a *similar environment as defined in 1.0 Evaluation Criteria.		
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Project Manager managing projects or initiatives related to centralized distribution and patch management processes utilizing a centralized systems		

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	management tool)such as Microsoft SCCM, TIVOLI, etc.)			
M3	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking and managing items such as tasks, incidents, problems, changes, releases etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

P.10 Project Scheduler – Level 3, Annex A, Statement of Work, Section 3.1.12				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Project Scheduler in an IM/IT environment managing IM/IT projects throughout all phases of the project life cycle within a *similar environment as defined in 1.0 Evaluation Criteria.			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years scheduling and coordinating releases, which			

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	includes maintaining Future schedule of releases and changes, within a *similar environment as defined in 1.0 Evaluation Criteria.			
M3	The Bidder’s proposed resource must possess a minimum of three (3) years of experience within the last five (5) years using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria.			

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2.0 Point Rated Resource Assessment Criteria:

TERM	DEFINITION
1.0 * <i>Similar Environment</i>	<ol style="list-style-type: none"> 1. Minimum of 30,000 Windows workstations supported nationally and internationally in an unclassified network; 2. Minimum of 1,000 Windows workstations in a secret network; 3. Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003, Windows 2008 or Windows 2012R) supported and located in a minimum of five (5) different cities; 4. Microsoft Windows workstation operating system (Windows XP, Windows Vista, Windows 7, Windows 10); and 5. Utilizing System Centre Configuration Manager (SCCM) or other enterprise centralized tool for software distribution and patch management. <p>Note: For point-rated criteria, actual numbers should be provided with the résumé.</p>

A.7 Programmer Analyst – Level 3				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score
R1	Experience writing programs and scripts with Microsoft Visual Basic Script.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	
R2	Experience writing programs and scripts with C++.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	
R3	Experience using and providing user support, troubleshooting and problem resolution for	18	1 point per full year per product (Maximum of 3 points per product)	

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	each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: a) Microsoft Internet Explorer 8 or newer; b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); c) Adobe products; d) Java vs 1.6 or newer; e) InstallShield or similar products; and/or f) Stormshield.				
R4	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R5	Experience using the SCCM 2007 or 2012 administrative console to manage, maintain and troubleshoot advertisements, collections and distributions.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R6	Experience using and troubleshooting virtualization technology	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points		

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	such as VMWARE, or HyperV.		5+ years = 4 points		
R7	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		42	Points Achieved		
Minimum Threshold Score to be Responsive		21			

A.8 System Analyst (Change) – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R3	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria:	21	1 point per full year per product (Maximum of 3 points per product)		

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	<p>(a) Microsoft Internet Explorer 8 or newer;</p> <p>(b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions);</p> <p>(c) Adobe products;</p> <p>(d) Java vs 1.6 or newer;</p> <p>(e) InstallShield or similar products;</p> <p>(f) Stormshield; and/or</p> <p>(g) SCCM 2007 or 2012.</p>				
R4	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R5	Experience with SQL programming and reporting.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R6	Experience managing, scheduling, monitoring and remediating multiple simultaneous releases in *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		

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Maximum points		Points Achieved	
Minimum Threshold Score to be Responsive	41 21		

A.8 System Analyst (Change) – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R3	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major	21	1 point per full year per product (Maximum of 3 points per product)		

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	corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar products; (f) Stormshield; and/or (g) SCCM 2007 or 2012.					
R4	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points			
R5	Experience with SQL programming and reporting.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points			
R6	Experience managing, scheduling, monitoring and remediating multiple simultaneous releases in *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points			
Maximum points		41				
Minimum Threshold Score to be Responsive		21	Points Achieved			

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A.8 System Analyst (Deployment) – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using, configuring and maintaining Operating System Deployment (OSD) using SCCM 2007 or newer in a *similar environment as defined in 1.0 Evaluation Criteria.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar products; and/or	18	1 point per full year per product (Maximum of 3 points per product)		

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	(f) Stormshield.				
R3	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R4	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ to 6 years = 3 points 6+ years = 4 points		
R5	Experience evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Minimum Threshold Score to be Responsive		Maximum points 34	Points Achieved		
		17			

A.8 System Analyst (Deployment) – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using, configuring and maintaining Operating System Deployment (OSD) using SCCM 2007 or newer in a *similar environment as defined in 1.0 Evaluation Criteria.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		

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R2	<p>Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>(a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar products; and/or (f) Stormshield.</p>	18	1 point per full year per product (Maximum of 3 points per product)		
R3	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R4	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points		

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R5	Experience evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		34	Points Achieved		
Minimum Threshold Score to be Responsive		17			

A.8 System Analyst (Packager) – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience writing programs and scripts with Microsoft Visual Basic Script.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience writing programs and scripts with C++.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R3	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer;	18	1 point per full year per product (Maximum of 3 points per product)		

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	(b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar product; and/or (f) Stormshield.				
R4	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R5	Experience with SQL programming and reporting.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R6	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points		
R7	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		42	Points Achieved		

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Minimum Threshold Score to be Responsive	21		
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A.11 Tester – Level 2				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Bidder's Response Cross Reference to TA
R1	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment* as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar product; and/or (f) Stormshield.	18	1 point per full year per product (Maximum of 3 points per product)	
R2	Experience using the SCCM 2007 or 2012 administrative console to	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points	

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	manage, maintain and troubleshoot advertisements, collections and distributions.		5+ years = 4 points		
R3	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R4	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		30	Points Achieved		
Minimum Threshold Score to be Responsive		15			

A.11 Tester – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer;	18	1 point per full year per product (Maximum of 3 points per product)		

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	(b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar product; and/or (f) Stormshield.				
R2	Experience using the SCCM 2007 or 2012 administrative console to manage, maintain and troubleshoot advertisements, collections and distributions.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R3	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R4	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		30	Points Achieved		
Minimum Threshold Score to be Responsive		15			

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A.14 Web Developer – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in assessing the impact of new requirements on existing web applications.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience developing flowcharts (web site flow maps) depicting navigation and content.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R3	Experience in selecting and using available web development tools for linking the internet/intranet based clients to the organizations "back end" information delivery programs and databases.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		12	Points Achieved		
Minimum Threshold Score to be Responsive		6			

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B.1 Business Analyst – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in leading the analysis of functional business requirements to identify information exchanges, operational procedures and decisions flows.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R2	Experience in leading the identification of requirements for business processes re-design, determining requirements for modifications to automated processes and documenting interfaces of manual to automated processes.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R3	Experience in developing acceptance testing criteria with clients and making recommendations for risk mitigation.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R4	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		

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R5	Experience facilitating stakeholders' meetings/workshop and communicating findings to stakeholders and management.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R6	Experience documenting report requirements to support operational needs and performance measurement criteria.	4	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R7	Demonstrated Information Technology Infrastructure Library (ITIL) Certification	7	1 point for ITIL Foundation Certification 2 Points for ITIL Practitioner Certification 2 Points for ITIL Intermediate Level Certification 2 Points for ITIL Expert or Master Level		
Maximum points		31	Points Achieved		
Minimum Threshold Score to be Responsive		16			

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B.5 Business Process Re-Engineering (BPR) Consultant – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in analyzing business functional requirements to identify information, procedures and decision flows on IM/IT business transformation initiatives.	4	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R2	Experience in defining new requirements and opportunities for applying efficient and effective solutions with regards to business processes; identifying and providing preliminary costs of potential options.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R3	Experience in developing and integrating process and information models between business and technical processes to eliminate information and process redundancies.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R4	Experience in developing and documenting business process and workflows.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		

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R5	Experience implementing new business and/or technical processes and organizational changes.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R6	Experience employing Treasury Board's Business Transformation Enablement Program (BTEP) tools and practices to provide an integrated approach for strategic management and business alignment and business transformation.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R7	Experience negotiating, documenting and establishing Service Level Agreements	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R8	Demonstrated Information Technology Infrastructure Library (ITIL) Foundations Certifications beyond the mandatory criteria.	6	2 Points for ITIL Practitioner Certification 2 Points for ITIL Intermediate Level Certification 2 Points for ITIL Expert or Master Level		
Maximum points		34	Points Achieved		
Minimum Threshold Score to be Responsive		17			

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B.10 Help Desk Specialist – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar product; (f) Stormshield; (g) PKI; and/or (h) Entrust.	24	1 point per full year per product (Maximum of 3 points per product)		
R2	Experience providing First line phone support.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		

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R3	Experience reviewing Active Directory Accounts and reporting errors.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R4	Experience writing, editing and reviewing technical documents such as: build documents, standard operating procedures, concept of operations, briefing notes, test plans and test reports.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R5	Experience using the SCCM 2007 or 2012 console.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R6	Experience using virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R7	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Minimum Threshold Score to be Responsive		48	Points Achieved		
		24			

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B.13 Operations Support Specialist – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience using and providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar product; (f) Stormshield; and/or (g) SCCM 2007 or 2012.	21	1 point per full year per product (Maximum of 3 points per product)		
R2	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		

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R3	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	4	1 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		29	Points Achieved		
Minimum Threshold Score to be Responsive		15			

B.14 Technical Writer – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience writing release documentation.	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
R2	Experience translating technical documentation (English to French).	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
R3	Experience in developing technical documentation for IM/IT systems (e.g., business requirements, specifications, user manual, help text, etc.).	5	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points		
R4	Experience in reviewing and making recommendations to improve technical documentation.	5	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points		

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R5	Experience in designing the layout of technical documents and manuals.	5	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points		
Maximum points		21	Points Achieved		
Minimum Threshold Score to be Responsive		11			

I.11 Technology Architect – Level 1					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in evaluating alternate solutions to centralize and rationalize the management of key network or desktop components.	4	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R3	Experience with Consolidated Secret Network Infrastructure (CSNI) Design (i.e. Signet-C4).	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R4	Experience in developing technical architectures, frameworks and strategies, either for an organization or for a major application	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		

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	area, to meet the business and application requirements.					
R5	Experience in evaluating hardware and software relative to their ability to support specified requirements, determining potential bottlenecks, and improving system performance through hardware changes.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points			
R6	Experience in evaluating alternative technology solutions to meet business requirements.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points			
R7	Experience with evaluating IT Security risks and vulnerabilities.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points			
Maximum points		28	Points Achieved			
Minimum Threshold Score to be Responsive		14				

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I.11 Technology Architect – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in evaluating alternate solutions to centralize and rationalize the management of key network or desktop components.	4	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R2	Experience using and troubleshooting Active Directory and Group Policy Objects.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R3	Experience with Consolidated Secret Network Infrastructure (CSNI) Design (i.e. Signet-C4)	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R4	Experience in developing technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		
R5	Experience in evaluating hardware and software relative to their ability	4	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points		

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	to support specified requirements, determining potential bottlenecks, and improving system performance through hardware changes.				
R6	Experience in evaluating alternative technology solutions to meet business requirements.	4		1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	
R7	Experience with evaluating IT Security risks and vulnerabilities.	4		1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	
Maximum points		28	Points Achieved		
Minimum Threshold Score to be Responsive		14			

P.9 Project Manager – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience managing, scheduling and coordinating the deployment of desktop application changes and releases in a *similar environment as defined in 1.0 Evaluation Criteria.	7	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ to 6 years = 4 points 7+ to 8 years = 5 points 8+ to 9 years = 6 points 10+ years = 7 points		

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R2	Experience using and aiding technical teams to provide troubleshooting and problem resolution for each of the following products in a *similar environment as defined in 1.0 Evaluation Criteria: (a) Microsoft Internet Explorer 8 or newer; (b) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); (c) Adobe products; (d) Java vs 1.6 or newer; (e) InstallShield or similar product; and/or (f) Stormshield.	18	1 point per full year per product (Maximum of 3 points per product)		
R3	Experience using and troubleshooting virtualization technology such as VMWARE, or HyperV.	7	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ to 6 years = 4 points 7+ to 8 years = 5 points 8+ to 9 years = 6 points 10+ years = 7 points		
R4	Experience using and troubleshooting Active Directory and Group Policy Objects.	7	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ to 6 years = 4 points		

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R5	Experience with evaluating IT Security risks and vulnerabilities in a *similar environment as defined in 1.0 Evaluation Criteria.	7	7+ to 8 years = 5 points 8+ to 9 years = 6 points 10+ years = 7 points		
R6	Demonstrated Information Technology Infrastructure Library (ITIL) Certification	7	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ to 6 years = 4 points 7+ to 8 years = 5 points 8+ to 9 years = 6 points 10+ years = 7 points		
			1 point for ITIL Foundation Certification 2 Points for ITIL Practitioner Certification 2 Points for ITIL Intermediate Level Certification 2 Points for ITIL Expert or Master Level		
Maximum points		53	Points Achieved		
Minimum Threshold Score to be Responsive		27			

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STREAM 2 – ENGINEERING:

1.0 Mandatory Resource Assessment Criteria:

TERM	DEFINITION
1.0 * <i>Similar Environment</i>	<ol style="list-style-type: none"> 1. Minimum of 30,000 Windows workstations supported nationally and internationally in an unclassified network; 2. Minimum of 1,000 Windows workstations in a secret network; 3. Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003, Windows 2008 or Windows 2012R) supported and located in a minimum of five (5) different cities; 4. Microsoft Windows workstation operating system (Windows XP, Windows Vista, Windows 7, Windows 10); and 5. Utilizing System Centre Configuration Manager (SCCM) or other enterprise centralized tool for software distribution and patch management. <p>Note: For mandatory criteria, actual numbers must be provided with the résumé.</p>

A.7 Programmer Analyst – Level 2, Annex A, Statement of Work, Section 3.2.1			
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Programmer/Analyst working in a		

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	*similar environment as defined in 1.0 Evaluation Criteria			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in writing and testing programs and scripts to support the automation of software or operating system deployment processes in a *similar environment as defined in 1.0 Evaluation Criteria			
M3	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in troubleshooting software or operating system installation problems in a *similar environment as defined in 1.0 Evaluation Criteria			
M4	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in using an Enterprise Information Technology Service Management System (such as Assyst, Remedy, Support Magic) for tracking items such things as tasks, incidents, problems, changes etc. in a *similar environment as defined in 1.0 Evaluation Criteria			
M5	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in writing software			

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	meant to function on Windows desktop operating systems (e.g. Windows XP, Vista, 7, 8 / 8.1 and 10).		
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A.8 System Analyst (Distributed Computing) – Level 2, Annex A, Statement of Work, Section 3.2.2										
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA						
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst working in a *similar environment as defined in 1.0 Evaluation Criteria									
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years working with and maintaining specific operating system as indicated in the table below within a *similar environment as defined in 1.0 Evaluation Criteria.									
	<table><tr><th>Technology Areas</th><th>OS</th></tr><tr><td>- Workstations Services</td><td>Windows Vista, 7, 8 or 10</td></tr><tr><td>- Systems Management and Monitoring;</td><td>Windows Server OS (2003, 2008, 2008</td></tr></table>				Technology Areas	OS	- Workstations Services	Windows Vista, 7, 8 or 10	- Systems Management and Monitoring;	Windows Server OS (2003, 2008, 2008
Technology Areas	OS									
- Workstations Services	Windows Vista, 7, 8 or 10									
- Systems Management and Monitoring;	Windows Server OS (2003, 2008, 2008									

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	<div> <div> - Directory Services; - Email and Messaging Services; - File and Print / Print Management Services; - Workgroup Collaborative Services; - Remote access services and mobile computing. </div> <div> R2, 2012, 2012 R2, or later). </div> </div>			
M3	<p>The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a System Analyst in developing or participating in the development of requirements and design documentation for one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, 			

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	<p>VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print / Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>				
M4	<p>The Bidder’s proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a System Analyst in implementing and integrating systems for one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products</p>				

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	supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print / Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing.			
M5	<p>The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a System Analyst working with IM/IT clients to resolve end-user product issues for one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization);</p>			

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	<p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print / Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			
M6	<p>The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years as a System Analyst in analyzing and recommending options for solutions related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p>			

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	<p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print / Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			
M7	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in developing, executing and documenting test plans for software technical solutions and interpreting test results.			

A.8 System Analyst (Distributed Computing) – Level 3, Annex A, Statement of Work, Section 3.2.2				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a System Analyst working in a *similar environment as defined in 1.0 Evaluation Criteria.			

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M2	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years working with and maintaining specific operating system as indicated in the table below within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <table><tr><th>Technology Areas</th><th>OS</th></tr><tr><td>- Workstations Services</td><td>Windows Vista, 7, 8 or 10</td></tr><tr><td>- Systems Management and Monitoring; - Directory Services; - Email and Messaging Services; - File and Print / Print Management Services; - Workgroup Collaborative Services; - Remote access services and mobile computing.</td><td>Windows Server OS (2003, 2008, 2008 R2, 2012, 2012 R2, or later).</td></tr></table>	Technology Areas	OS	- Workstations Services	Windows Vista, 7, 8 or 10	- Systems Management and Monitoring; - Directory Services; - Email and Messaging Services; - File and Print / Print Management Services; - Workgroup Collaborative Services; - Remote access services and mobile computing.	Windows Server OS (2003, 2008, 2008 R2, 2012, 2012 R2, or later).		
Technology Areas	OS								
- Workstations Services	Windows Vista, 7, 8 or 10								
- Systems Management and Monitoring; - Directory Services; - Email and Messaging Services; - File and Print / Print Management Services; - Workgroup Collaborative Services; - Remote access services and mobile computing.	Windows Server OS (2003, 2008, 2008 R2, 2012, 2012 R2, or later).								
M3	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst in developing or participating in the</p>								

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	development of requirements and design documentation for one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria: 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print / Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing.				
M4	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst in implementing and integrating systems for one or more of the				

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	<p>following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print / Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing. 			
M5	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst working with IM/IT clients to resolve end-user product issues for one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar</p>			

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	<p>environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print / Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing. 				
M6	<p>The Bidder’s proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a System Analyst in analyzing and recommending options for solutions related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p>				

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1)	Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);			
2)	Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization);			
3)	Directory Services (e.g. Active Directory, X.500);			
4)	Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);			
5)	File and Print / Print Management Services;			
6)	Workgroup Collaborative Services (e.g. Sharepoint);			
7)	Remote access services and mobile computing.			

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B.1 Business Analyst – Level 2, Annex A, Statement of Work, Section 3.2.3				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last 10 years as a Business Analyst working in a *similar environment as defined in 1.0 Evaluation criteria.			
M2	The Bidder's proposed resource must possess a minimum of three (3) years of experience within the last five (5) years in developing project plans, chairing meetings, and leading requirement gathering/prioritization for one or more projects within a *similar environment as defined in 1.0 Evaluation criteria.			
M3	The Bidder's proposed resource must possess a minimum of three (3) years of experience with in the last five (5) years in performing business analyses of functional requirements to identify /determine procedures and decision flows.			

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B.5 Business Process Re-Engineering (BPR) Consultant – Level 3, Annex A, Statement of Work, Section 3.2.4				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years analyzing business functional requirements to identify information, procedures and decision flows on IM/IT business transformation initiatives.			
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years in conducting interviews and workshops with business and technical communities.			
M3	The Bidder's proposed resource must possess an Information Technology Infrastructure Library (ITIL) Foundations Certification. <i>A copy of certification must be provided with the resource's resume.</i>			

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B.14 Technical Writer – Level 2, Annex A, Statement of Work, Section 3.2.5				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Technical Writer working in a *similar environment as defined in 1.0 Evaluation criteria.			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in drafting and/or reviewing documents related to Distributed Computing technologies such as: desktop operating system (OS) configuration and deployment services, application deployment/distribution, desktop OS virtualization, email services, directory services, remote access services and mobile computing.			
M3	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years in drafting and/or reviewing project management and engineering documents such as: project deliverable templates, project charters, lessons learned, concept of operations, system requirement specifications and system design specifications.			

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M4	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years working with Microsoft Office, Visio and SharePoint.		
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I.10 Technical Architect (Distributed Computing) – Level 3, Annex A, Statement of Work, Section 3.2.6			
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a Technical Architect.		
M2	The Bidder's proposed resource must possess a minimum of four (4) years of experience within the last eight (8) years, as a Technical Architect, in designing and implementing systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria: 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure		

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	<p>(VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print / Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			
M3	<p>The Bidder's proposed resource must possess a minimum of four (4) years of experience within the last eight (8) years, as a Technical Architect, in evaluating alternate solutions to centralize and rationalize systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment</p>			

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	<p>(e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print / Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			
M4	<p>The Bidder's proposed resource must possess a minimum of four (4) years of experience within the last eight (8) years, as a Technical Architect, in developing or participating in the development of documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change and System Interface Requirements).</p>			
M5	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years, as a Technical Architect, in developing technical</p>			

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	<p>architectures, frameworks and strategies related to one or more of the following technology areas (as specified by the Technical Authority TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print / Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing. 		

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I.11 Technology Architect (Distributed Computing) – Level 2, Annex A, Statement of Work, Section 3.2.7				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Technology Architect.			
M2	The Bidder's proposed resource must possess a minimum of two (2) years of experience within the last five (5) years, as a Technology Architect, in designing and implementing systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria: 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500);			

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	4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print/Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing.				
M3	<p>The Bidder’s proposed resource must possess a minimum of two (2) years of experience within the last five (5) years, as a Technology Architect, in evaluating alternate solutions to centralize and rationalize systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and</p>				

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	technologies using X.400 messaging); 5) File and Print/Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing.			
M4	The Bidder's proposed resource must possess a minimum of two (2) years of experience in the last five (5) years, as a Technology Architect, in developing or participating in the development of documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change and System Interface Requirements).			

I.11 Technology Architect (Distributed Computing) – Level 3, Annex A, Statement of Work, Section 3.2.7				
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met	Bidder's Response Cross Reference to TA
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a Technology Architect.			

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M2	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years, as a Technology Architect, in designing and implementing systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print/Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing. 			

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M3	<p>The Bidder’s proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years, as a Technology Architect, in evaluating alternate solutions to centralize and rationalize systems related to one or more of the following technology areas (as specified by the Technical Authority (TA))within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization); 3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print/Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing. 		

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M4	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years, as a Technology Architect, in developing or participating in the development of documents required to support the design and implementation of systems (e.g. System Implementation Plan, Life Cycle Support Plan, Standard Operating Procedures, Impact Assessments, Options Analysis, Request for Change and System Interface Requirements).</p>		
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<i>P.9 Project Manager – Level 2, Annex A, Statement of Work, Section 3.2.8</i>			
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met
M1	<p>The Bidder's proposed resource must possess a minimum of five (5) years of experience within the last ten (10) years as a Project Manager managing IM/IT projects within a *similar environment as defined in 1.0 Evaluation Criteria through all phases of project life cycle, including initiation, planning, execution, monitoring and control and closure.</p>		

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M2	The Bidder's proposed resource must possess a minimum of three (3) years of experience working with formal project management tools such as Microsoft Project, Primavera or a SharePoint-based Project Management Information System.		
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P.9 Project Manager – Level 3, Annex A, Statement of Work, Section 3.2.8			
M#	Mandatory Technical Criteria	Bidder to insert demonstrated experience	Met / Not Met
M1	The Bidder's proposed resource must possess a minimum of ten (10) years of experience within the last fifteen (15) years as a Project Manager managing IM/IT projects within a *similar environment as defined in 1.0 Evaluation Criteria through all phases of project life cycle, including initiation, planning, execution, monitoring and control and closure.		
M2	The Bidder's proposed resource must possess a minimum of five (5) years of experience working with formal project management tools such as Microsoft Project, Primavera or a SharePoint-based Project Management Information System.		

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2.0 Point Rated Resource Assessment Criteria:

TERM	DEFINITION
1.0 *Similar Environment	<ol style="list-style-type: none"> 1. Minimum of 30,000 Windows workstations supported nationally and internationally in an unclassified network; 2. Minimum of 1,000 Windows workstations in a secret network; 3. Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003, Windows 2008 or Windows 2012R) supported and located in a minimum of five (5) different cities; 4. Microsoft Windows workstation operating system (Windows XP, Windows Vista, Windows 7, Windows 10); and 5. Utilizing System Centre Configuration Manager (SCCM) or other enterprise centralized tool for software distribution and patch management. <p>Note: For the point-rated, the actual numbers should be provided with the résumé.</p>

A.7 Programmer Analyst – Level 2				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score
R1	<p>Experience having created and/or modified code in a minimum of three (3) of the following languages:</p> <ol style="list-style-type: none"> 1) Visual Basics; 2) VBS; 3) C++; 4) Java; 5) Javascript; 6) SQL; 7) VBA; 8) Pearl; and/or 	4	<p>2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points</p>	

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	9) .NET				
R2	<p>Experience providing user support, troubleshooting and problem resolution for each of the following in a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Microsoft Internet Explorer 8 or newer; 2) Antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); 3) Adobe products; 4) Java version 1.6 or newer; 5) InstallShield or similar products; and/or 6) Stormshield 	6	1 point per full year per product (Maximum of 1 point per product)		
R3	Experience with using and troubleshooting Active Directory and Group Policy Objects.	2	1+ to 2 years = 1 point 2+ years = 2 points		
R4	Experience producing scripts or applications related to the build, test or application/OS distribution using SCCM 2007, 2012	4	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		

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	or higher WMI or PowerShell.				
R5	Experience producing forms, manuals, programs, guidelines, standards and procedures for systems and/or applications.	4	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
Maximum points		20	Points Achieved		
Minimum Threshold Score to be Responsive		10			

A.8 System Analyst (Distributed Computing) Analyst – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in writing technical documentation and systems engineering documentation (e.g. design, test plans, implementation documents).	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
R2	Experience with Life Cycle Product Management (LCPM) that includes software, hardware and tools as well as principles, practices, techniques and methodologies applicable to the configuration, implementation and maintenance of COTS products.	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		

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R3	<p>Experience in translating system requirements into design on one (1) or more of the following systems :</p> <ol style="list-style-type: none"> 1) Microsoft System Center Configuration Manager; 2) Microsoft System Center Operations Manager; 3) Windows Desktop OS (including the technologies used to deploy it, e.g. Microsoft Deployment Toolkit and Microsoft SCCM); 4) Active Directory or X.500 Directory Services; 5) VMware products; 6) Microsoft Exchange; 7) File and Print / Print Management Software; 8) Microsoft SharePoint; 9) Cisco ASA. 	3	<p>Points per # of Systems:</p> <p>1 to 2 = 1 point 3 to 5 = 2 points 6+ = 3 points</p>		
R4	Experience in developing, documenting and promoting IM/IT standards and procedures.	3	<p>2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points</p>		
R5	Experience in analyzing, investigating or planning a migration or integration of a new or existing product.	3	<p>2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points</p>		

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R6	<p>Experience with one (1) or more of the following, as specified by the Technical Authority (TA):</p> <ol style="list-style-type: none"> 1) Windows Desktop/Server OS – desktop/server configuration and imaging; 2) Workstation Services – application virtualization and/or hypervisor configuration; 3) File and Print – print management software configuration; 4) Messaging Services – e-mail backend system configuration; 5) Directory Services – directory services configuration; 6) Systems Management and Monitoring – configuration of systems management and monitoring utility; 7) Remote Access Services and mobile computing – configuration of server and client software / appliances supporting remote access services; 	3	<p>2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points</p>	

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8) Workgroup Collaboration Services – configuration of server and client software components supporting workgroup collaboration.				
Maximum points	18			
Minimum Threshold Score to be Responsive	9			
		Points Achieved		

A.8 System Analyst (Distributed Computing) Analyst – Level 3				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score
R1	Experience in writing technical documentation and systems engineering documentation (e.g. design, test plans, implementation documents).	3	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ years = 3 points	
R2	Experience with Life Cycle Product Management (LCPM) that includes software, hardware and tools as well as principles, practices, techniques and methodologies applicable to the configuration, implementation and maintenance of COTS products.	3	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	

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R3	<p>Experience translating system requirements into design on one (1) or more of the following systems:</p> <p>1) Microsoft System Center Configuration Manager;</p> <p>2) Microsoft System Center Operations Manager;</p> <p>3) Windows Desktop OS (including the technologies used to deploy it, e.g. Microsoft Deployment Toolkit and Microsoft SCCM);</p> <p>4) Active Directory or X.500 Directory Services;</p> <p>5) VMware products;</p> <p>6) Microsoft Exchange;</p> <p>7) File and Print / Print Management Software;</p> <p>8) Microsoft SharePoint;</p> <p>9) Cisco ASA.</p>	3	<p>Points per # of Systems:</p> <p>1 to 2 = 1 point</p> <p>3 to 5 = 2 points</p> <p>6+ = 3 points</p>		
R4	Experience in developing, documenting and promoting IM/IT standards and procedures.	3	<p>3+ to 4 years = 1 point</p> <p>4+ to 5 years = 2 points</p> <p>5+ years = 3 points</p>		
R5	Experience in analyzing, investigating or planning a migration or integration of a new or existing product.	3	<p>3+ to 4 years = 1 point</p> <p>4+ to 5 years = 2 points</p> <p>5+ years = 3 points</p>		

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R6	<p>Experience with one (1) or more of the following, as specified by the Technical Authority (TA):</p> <ol style="list-style-type: none"> 1) Windows Desktop/Server OS – desktop/server configuration and imaging; 2) Workstation Services – application virtualization and/or hypervisor configuration; 3) File and Print – print management software configuration; 4) Messaging Services – e-mail backend system configuration; 5) Directory Services – directory services configuration; 6) Systems Management and Monitoring – configuration of systems management and monitoring utility; 7) Remote Access Services and mobile computing – configuration of server and client software / appliances supporting remote access services; 	3	<p>3+ to 5 years = 1 point 5+ to 7 years = 2 points 7+ years = 3 points</p>	

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8) Workgroup Collaboration Services – configuration of server and client software components supporting workgroup collaboration.				
Maximum points	18			
Minimum Threshold Score to be Responsive	9			
		Points Achieved		

B.1 Business Analyst – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience working in a *similar environment as described in 1.0 evaluation criteria.	4	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points		
R2	Experience in developing project plans, chairing meetings, and leading requirement gathering/prioritization for one on one or more projects within a *similar environment as defined in 1.0 evaluation criteria.	4	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ to 6 years = 3 points 6+ years = 4 points		
R3	Certification(s) from a recognized institution(s):	2	1 point per Certification		

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	1) Certified Business Analysis Professional (CBAP); or 2) Masters Certificate in Business Analysis (MCBA). <i>A copy of the certification should be included with the resource's résumé.</i>				
		Maximum points	10	Points Achieved	
		Minimum Threshold Score to be Responsive	5		

B.5 Business Process Re-Engineering (BPR) Consultant – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience in analyzing business functional requirements to identify information, procedures and decision flows on IM/IT business transformation initiatives.	4	5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R2	Experience in defining new requirements and opportunities for applying efficient and effective solutions as well as identifying and providing preliminary costs of potential options.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		

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R3	Experience in developing and integrating process and information models between business and technical processes to eliminate information and process redundancies.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R4	Experience in developing and documenting business process and workflows.	4	3 to 5 years = 1 point 5+ to 7 years = 2 points 7+ to 9 years = 3 points 10+ years = 4 points		
R5	Experience in implementing new business and technical processes and organizational changes.	4	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R6	Experience employing Treasury Board's Business Transformation Enablement Program (BTEP) tools and practices to provide an integrated approach for strategic management and alignment and business transformation.	4	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		
R7	Experience negotiating, documenting and establishing Service Level Agreements.	4	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		

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R8	Demonstrated Information Technology Infrastructure Library (ITIL) Foundations Certifications beyond the mandatory criteria.	6	2 Points for ITIL Practitioner Certification 2 Points for ITIL Intermediate Level Certification 2 Points for ITIL Expert or Master Level		
Maximum points		34	Points Achieved		
Minimum Threshold Score to be Responsive		17			

B.14 Technical Writer – Level 2					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience working in a *similar environment as defined in the evaluation criteria.	4	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points		
R2	Experience in drafting or reviewing documents related to Distributed Computing technologies such as: desktop operating system (OS) configuration and deployment services, application deployment/distribution, desktop OS virtualization, email services, directory services, remote access services and mobile computing.	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		

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R3	Experience in drafting or reviewing project management and engineering documents such as: project deliverable templates, project charters, lessons learned, concept of operations, system requirement specifications, and system design specifications.	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
R4	Experience working with Microsoft Office, Visio and SharePoint.	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
Maximum points		13	Points Achieved		
Minimum Threshold Score to be Responsive		8			

I.10 Technical Architect (Distributed Computing) – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience with one (1) or more of the following architecture frameworks: 1) SABSA (Sherwood Applied Business Security Architecture); 2) TOGAF (The Open Group Architecture Framework);	4	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points		

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	<p>3) DoDAF (Department of National Defence Architecture Framework), DND AF (Department of National Defence Architecture Framework), MODAF (Ministry of Defence Architecture Framework) or NAF (NATO Architecture Framework);</p> <p>4) ISO 19439.</p>				
R2	<p>Experience in developing technical architectures, frameworks and strategies related to one (1) or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment</p>	4	<p>5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points</p>		

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	<p>Toolkit, VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print/Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			
	Maximum points	8	Points Achieved	
	Minimum Threshold Score to be Responsive	4		

I.11 Technology Architect (Distributed Computing) – Level 2				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score
R1	Experience as a Technology Architect in evaluating alternate solutions to centralize and rationalize systems related	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	

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	to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:				
	1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);				
	2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization);				
	3) Directory Services (e.g. Active Directory, X.500); 4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);				

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	5) File and Print/Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing.				
R2	Experience working in a Microsoft Active Directory and Microsoft SCCM environment.	4		3+ to 4 years = 1 points 4+ to 5 years = 2 points 5+ years = 3 points <i>One (1) additional point for having worked for over 1 year in a Microsoft SCCM 2012 R2 environment.</i>	
R3	Experience as a Technology Architect in designing and implementing systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria: 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM); 2) Workstation Services including Virtual	3		2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	

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	<p>Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print/Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>				
R4	Experience with Windows Security Compliance Framework (e.g. configuring and/or maintaining Group Policy – GPO's, and applying guidelines specified in Security Technical	3	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ years = 3 points		

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	Implementation Guidelines – STIGS)					
R5	Experience using Axios Assyst for incident and problem management.	2	1+ to 2 years = 1 point 2+ years = 2 points			
R6	<p>Experience in developing technical architectures, frameworks and strategies related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p>	2	1+ year = 2 points			

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4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging); 5) File and Print/Print Management Services; 6) Workgroup Collaborative Services (e.g. Sharepoint); 7) Remote access services and mobile computing.				
Maximum points	17			
Minimum Threshold Score to be Responsive	9			
		Points Achieved		

I.11 Technology Architect (Distributed Computing) – Level 3				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Bidder's Response Cross Reference to TA
R1	Experience as a Technology Architect in evaluating alternate solutions to centralize and rationalize systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:	3	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ years = 3 points	

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	<p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print/Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			
R2	Experience working in a Microsoft Active Directory	4	<p>3+ to 4 years = 1 points</p> <p>4+ to 5 years = 2 points</p> <p>5+ years = 3 points</p>	

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	and Microsoft SCCM environment.		<i>One (1) additional point for having worked for over 1 year in a Microsoft SCCM 2012 R2 environment.</i>		
R3	<p>Experience as a Technology Architect in designing and implementing systems related to one or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar environment as defined in 1.0 Evaluation Criteria:</p> <ol style="list-style-type: none"> 1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM) 2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMWare products supporting VDI, application virtualization) 3) Directory Services (e.g. Active Directory, X.500) 	3	<p>5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ years = 3 points</p>		

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	4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging) 5) File and Print / Print Management Services 6) Workgroup Collaborative Services (e.g. Sharepoint) 7) Remote access services and mobile computing.				
R4	Experience with Windows Security Compliance Framework (e.g. configuring and/or maintaining Group Policy – GPO's, and applying guidelines specified in Security Technical Implementation Guidelines – STIGS).	3	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
R5	Experience using Axios Assyst for incident and problem management.	2	1+ to 2 years = 1 point 2+ years = 2 points		
R6	Experience in developing technical architectures, frameworks and strategies related to one (1) or more of the following technology areas (as specified by the Technical Authority (TA)) within a *similar	2	2+ years = 2 points		

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<p>environment as defined in 1.0 Evaluation Criteria:</p> <p>1) Systems Management and Monitoring (e.g. Microsoft SCCM and SCOM);</p> <p>2) Workstation Services including Virtual Desktop Infrastructure (VDI) and software and operating system deployment (e.g. Windows Desktop OS, Microsoft Deployment Toolkit, VMware products supporting VDI, application virtualization);</p> <p>3) Directory Services (e.g. Active Directory, X.500);</p> <p>4) Email and Messaging Services (e.g. Microsoft Exchange and technologies using X.400 messaging);</p> <p>5) File and Print/Print Management Services;</p> <p>6) Workgroup Collaborative Services (e.g. Sharepoint);</p> <p>7) Remote access services and mobile computing.</p>			

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Minimum Threshold Score to be Responsive	Maximum points	Points Achieved	
	17		
	9		

P.9 Project Manager – Level 2				
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score
R1	Experience as a Project Manager managing IM/IT projects within a *similar environment through all phases of project life cycle, including initiation, planning, execution, monitoring & control and closure.	4	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points	
R2	Experience with working with formal project management tools such as Microsoft Project, Primavera or a SharePoint-based Project Management Information System.	3	3+ to 4 years = 1 points 4+ to 5 years = 2 points 5+ years = 3 points	
R3	Experience working with Microsoft SharePoint in support of project management activities.	3	2+ to 4 years = 1 points 4+ to 5 years = 2 points 5+ years = 3 points	
R4	Experience in managing projects related to Distributed Computing technologies such as:	3	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	

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	desktop operating system (OS) configuration and deployment services, application deployment / distribution, desktop OS virtualization, email services, directory services, remote access services and mobile computing.				
R5	Certifications from a recognized institution(s): 1) A valid Project Management Professional (PMP) certification; and/or 2) Masters Certificate in project management.	2	1 point per Certification <i>A copy of the certification should be included with the resource's résumé.</i>		
Maximum points		15	Points Achieved		
Minimum Threshold Score to be Responsive		8			

P.9 Project Manager – Level 3					
RT#	Point-Rated Technical Criterion	Maximum Points	Points Scale	Score	Bidder's Response Cross Reference to TA
R1	Experience with working with formal project management tools such as: Microsoft Project, Primavera or a SharePoint-based Project	3	5+ to 6 years = 1 points 6+ to 7 years = 2 points 7+ years = 3 points		

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	Management Information System.					
R2	Experience working with Microsoft SharePoint in support of project management activities.	3		2+ to 4 years = 1 points 4+ to 5 years = 2 points 5+ years = 3 points		
R3	Experience in managing projects related to Distributed Computing technologies such as: desktop operating system (OS) configuration and deployment services, application deployment / distribution, desktop OS virtualization, email services, directory services, remote access services and mobile computing.	3		2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points		
R4	Certifications from a recognized institution(s): 1) A valid Project Management Professional (PMP) certification; and/or 2) Masters Certificate in project management. <i>A copy of the certification should be included with the resource's résumé.</i>	2		1 point per Certification		

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Maximum points	11		
Minimum Threshold Score to be Responsive	6	Points Achieved	

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APPENDIX D TO ANNEX A CERTIFICATIONS AT THE TA STAGE

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

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

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

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

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

Print name of authorized individual & sign above

Date

3. CERTIFICATION OF STATUS OF PERSONNEL

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

Print name of authorized individual & sign above

Date

4. CERTIFICATION OF LANGUAGE -

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

Print name of authorized individual & sign above

Date

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ANNEX B
BASIS OF PAYMENT – STREAM 1

INITIAL CONTRACT PERIODS:

Initial Contract Period – Year 1		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 3	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 2	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 3	<i>To be inserted upon contract award</i>
A.14 - Web Developer	Level 2	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 2	<i>To be inserted upon contract award</i>
B.10 -Help Desk Specialist	Level 2	<i>To be inserted upon contract award</i>
B.13 - Operations Support Specialist	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 1	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>
P.10 - Project Scheduler	Level 3	<i>To be inserted upon contract award</i>

Initial Contract Period – Year 2		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 3	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 2	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 3	<i>To be inserted upon contract award</i>
A.14 - Web Developer	Level 2	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 2	<i>To be inserted upon contract award</i>

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B.10 -Help Desk Specialist	Level 2	<i>To be inserted upon contract award</i>
B.13 - Operations Support Specialist	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 1	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>
P.10 - Project Scheduler	Level 3	<i>To be inserted upon contract award</i>

Initial Contract Period – Year 3		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 3	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 2	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 3	<i>To be inserted upon contract award</i>
A.14 - Web Developer	Level 2	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 2	<i>To be inserted upon contract award</i>
B.10 -Help Desk Specialist	Level 2	<i>To be inserted upon contract award</i>
B.13 - Operations Support Specialist	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 1	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>
P.10 - Project Scheduler	Level 3	<i>To be inserted upon contract award</i>

OPTION PERIODS:

Option Period 1		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 3	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 2	<i>To be inserted upon contract award</i>

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A.11 - Tester	Level 3	<i>To be inserted upon contract award</i>
A.14 - Web Developer	Level 2	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 2	<i>To be inserted upon contract award</i>
B.10 -Help Desk Specialist	Level 2	<i>To be inserted upon contract award</i>
B.13 - Operations Support Specialist	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 1	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>
P.10 - Project Scheduler	Level 3	<i>To be inserted upon contract award</i>

Option Period 2		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 3	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 2	<i>To be inserted upon contract award</i>
A.11 - Tester	Level 3	<i>To be inserted upon contract award</i>
A.14 - Web Developer	Level 2	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 2	<i>To be inserted upon contract award</i>
B.10 -Help Desk Specialist	Level 2	<i>To be inserted upon contract award</i>
B.13 - Operations Support Specialist	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 1	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>
P.10 - Project Scheduler	Level 3	<i>To be inserted upon contract award</i>

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ANNEX B BASIS OF PAYMENT – STREAM 2

INITIAL CONTRACT PERIODS:

Initial Contract Period – Year 1		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.10 - Technical Architect	Level 3	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 3	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>

Initial Contract Period – Year 2		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.10 - Technical Architect	Level 3	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 3	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>

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Initial Contract Period – Year 3		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.10 - Technical Architect	Level 3	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 3	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>

OPTION PERIODS:

Option Period 1		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.10 - Technical Architect	Level 3	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 3	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>

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Option Period 2		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.7 - Programmer/Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 2	<i>To be inserted upon contract award</i>
A.8 - System Analyst	Level 3	<i>To be inserted upon contract award</i>
B.1 - Business Analyst	Level 2	<i>To be inserted upon contract award</i>
B.5 - Business Process Re-engineering (BPR) Consultant	Level 3	<i>To be inserted upon contract award</i>
B.13 - Operations Support Specialist	Level 3	<i>To be inserted upon contract award</i>
B.14 - Technical Writer	Level 2	<i>To be inserted upon contract award</i>
I.10 - Technical Architect	Level 3	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 2	<i>To be inserted upon contract award</i>
I.11 - Technology Architect	Level 3	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 2	<i>To be inserted upon contract award</i>
P.9 - Project Manager	Level 3	<i>To be inserted upon contract award</i>

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Annex C

Contract Number / Numéro du contrat W6369-16-P5KK
Security Classification / Classification de sécurité UNCLAS

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

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



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat W6369-16-P5KK
Security Classification / Classification de sécurité UNCLAS

PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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

☐ RELIABILITY STATUS
COTE DE FIABILITÉ

☐ CONFIDENTIAL
CONFIDENTIEL

☒ SECRET
SECRET

☒ TOP SECRET
TRÈS SECRET

☐ TOP SECRET- SIGINT
TRÈS SECRET- SIGINT

☐ NATO CONFIDENTIAL
NATO CONFIDENTIEL

☐ NATO SECRET
NATO SECRET

☐ COSMIC TOP SECRET
COSMIC TRÈS SECRET

☐ SITE ACCESS
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux :

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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of Canada

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du Canada

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

APPENDIX A TO ANNEX C SUPPLEMENTAL SECURITY GUIDE

Part A - Multiple Release Restrictions: Security Guide							
To be completed in addition to SRCL question 7.b) when release restrictions are therein identified. Indicate to which levels of information release restrictions apply. Make note in the chart if a level of information bears multiple restrictions (e.g. a portion of the SECRET information bears the caveat Canadian Eyes Only while the remainder of the SECRET information has no release restrictions.)							
Canadian Information							
Citizenship Restriction	PROTECTED			CLASSIFIED			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	TOP SECRET (SIGINT)
No Release Restrictions					X	X	
Not Releasable					X	X	
Restricted to:							
Permanent Residents Included*							
NATO Information							
Citizenship Restriction	NATO UNCLASSIFIED		NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	
All NATO Countries							
Restricted to:							
Permanent Residents Included*							
Foreign Information							
Citizenship Restriction	PROTECTED			CLASSIFIED			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	TOP SECRET (SIGINT)
No Release Restrictions							
Restricted to:							
Permanent Residents Included*							
COMSEC Information							
Citizenship Restriction	PROTECTED			CLASSIFIED			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	TOP SECRET (SIGINT)
Not Releasable							
Restricted to:							
DND ONLY Embedded Contractor (Access to Controlled Goods)							
Restriction	Yes				NO		
SECRET clearance with CEO applies							

*When release restrictions are indicated, specify if permanent residents are allowed to be included.

Part B - Multiple Levels of Personnel Screening: Security Classification Guide To be completed in addition to SRCL question 10.a) when multiple levels of personnel screening are therein identified. Indicate which personnel screening levels are required for which portions of the work/access involved in the contract.			
Level of Personnel Clearance (e.g. Reliability, Secret)	Position / Description/Task	Access to sites and/or information. Levels of Information to be accessed.	Citizenship Restriction (if any)
SECRET	All categories	PROTECTED A, PROTECTED B, CONFIDENTIAL, SECRET	Some positions will require Canadian citizenship
TOP SECRET	All categories except A.14 Web Developer	PROTECTED A, PROTECTED B, CONFIDENTIAL, SECRET, TOP SECRET	Some positions will require Canadian citizenship

Part C – Safeguards / Information Technology (IT) Media – 11d = yes
IT security requirements must be specified in a separate technical document and submitted with the SRCL

OTHER SECURITY INTRUCTIONS

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