



RETURN BIDS TO :
RETOURNER LES SOUMISSIONS À :
Bid Receiving - Réception des soumissions:

CSC-NHQ
Mailroom
340 Laurier Avenue West
Ottawa, ON
K1A 0P9
ATT: Elizabeth Wheeler

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal to: Correctional Service Canada

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

Proposition à: Service Correctionnel du 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 appendices ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments — Commentaires :

“THIS DOCUMENT DOES NOT CONTAIN A SECURITY REQUIREMENT” «LE PRÉSENT DOCUMENT NE COMPORTE AUCUNE EXIGENCE RELATIVE À LA SÉCURITÉ. »

Vendor/Firm Name and Address —
Raison sociale et adresse du fournisseur/de
l'entrepreneur :

Telephone # — N° de Téléphone :

Fax # — No de télécopieur :

Email / Courriel : _____

GST # or SIN or Business # — N° de TPS
ou NAS ou N° d'entreprise :

Title — Sujet: Develop and extend new and existing Graphical User Interfaces	
Solicitation No. — N° de l'invitation 21120-18-2648386	Date: January 25, 2018
Client Reference No. — N° de Référence du Client 21120-18-2648386	
GETS Reference No. — N° de Référence de SEAG 21120-18-2648386	
Solicitation Closes — L'invitation prend fin at /à : 14 :00 EST on / le : March 6, 2018	
F.O.B. — F.A.B. Plant – Usine: Destination: Other-Autre:	
Address Enquiries to — Soumettre toutes questions à: Elizabeth Wheeler Elizabeth.wheeler@csc-scc.gc.ca	
Telephone No. – N° de téléphone: 613-996-9389	Fax No. – N° de télécopieur:
Destination of Goods, Services and Construction: Destination des biens, services et construction: See Herein	
Instructions: See Herein Instructions : Voir aux présentes	
Delivery Required — Livraison exigée : See herein	Delivery Offered – Livraison proposée : Voir aux présentes
Name and title of person authorized to sign on behalf of Vendor/Firm Nom et titre du signataire autorisé du fournisseur/de l'entrepreneur	

Name / Nom	Title / Titre

Signature	Date
(Sign and return cover page with bid proposal / Signer et retourner la page de couverture avec la proposition)	



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PART 1 - GENERAL INFORMATION

1. Security Requirement

There is an institutional access security requirement associated with the requirement. For additional information, consult Part 6 – Resulting Contract Clauses.

2. Statement of Work

The Work to be performed is detailed under Article 2 of the resulting contract clauses.

3. Revision of Departmental Name

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

4. Debriefings

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

5. Trade Agreements

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), and the Canadian Free Trade Agreement (CFTA).

6. Procurement Ombudsman

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



PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days

Insert: one hundred and twenty (120) days

2. Submission of Bids

Bids must be submitted only to Correctional Service of Canada (CSC) by the date, time and place indicated on page 1 of the bid solicitation.

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

3. Former Public Servants

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

Definitions

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

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

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



payment period does not include the period of severance pay, which is measured in a like manner.

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

Former Public Servant in Receipt of a Pension

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

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

name of former public servant;

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

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

4. Enquiries – Bid Solicitation

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



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

5. Applicable Laws

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

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



PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid: **three (3) hard copies**

Section II: Financial Bid: **one (1) hard copy**

Section III: Certifications: **one (1) hard copy**

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

Bidders are requested to submit their Financial Bid in an envelope separate from their technical proposal.

CSC 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.

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

- i. use 8.5 x 11 inch (206 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- ii. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duo tangs or binders.

2. Section I: Technical Bid

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

3. Section II: Financial Bid

Bidders must submit their financial bid in accordance with the pricing schedule detailed in **Annex C - Proposed Basis of Payment**. The total amount of Applicable Taxes must be shown separately.

See Annex C – Proposed Basis of Payment for the Pricing Schedule format.

3.1 Exchange Rate Fluctuation

SACC Manual clause C3011T (2013-11-06) Exchange Rate Fluctuation

4. Section III: Certifications

Bidders must submit the certifications and additional information required under **Part 5 – Certifications and Additional Information**.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex B – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

1.1.2 Point Rated Technical Criteria

Proposals will be evaluated to determine their score with regards to the point rated criteria outlined in **Annex B – Evaluation Criteria**.

1.2 Financial Evaluation

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price - Bid

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid** of **PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

2. Basis of Selection – Lowest Compliant Price Per Point

- 1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 32 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 55 points.
- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

1. Certification Required with the Bid

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

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where a Bidder is unable to provide any of the certifications required by subsection A, it must submit with its bid the completed Integrity Declaration Form (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>). Bidders must submit this form to Correctional Service of Canada with their bid.

2. Certifications Precedent to Contract Award and Additional Information

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



additional information listed below within the time frame provided will render the bid non-responsive.

2.1 Integrity Provisions – Required documentation

List of names: all Bidders, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. Bidders that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
- ii. Bidders bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; or
- iii. Bidders that are a partnership do not need to provide a list of names.

List of Names:

_____	_____
_____	_____
_____	_____
_____	_____

OR

- The Bidder is a partnership

During the evaluation of bids, the Bidder must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the bid.

2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

2.3 Status and Availability of Resources

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



beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

2.4 Language Requirements - English Essential

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

2.5 Education and Experience

SACC Manual clause A3010T (2010-08-16) Education and Experience

2.6 Certification:

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



PART 6 - RESULTING CONTRACT CLAUSES

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

1. Security Requirement

1.1 Institutional Access Requirements

- NIL security screening required as there is no access to sensitive information or assets. Contractor personnel will be escorted in specific areas of the institution/site as and where required by Correctional Service Canada personnel or those authorized by CSC on its behalf. CSC has developed very stringent internal policies to ensure that the security of institutional operations is not compromised.
- Contractor personnel shall submit to a local verification of identity/information through an authorized use of the Canadian Police Information Centre (CPIC) and must adhere to institutional requirements for the conduct of searches by Correctional Service Canada, prior to admittance to the institution/site. Correctional Service Canada reserves the right to deny access to any institution/site or part thereof of any Contractor personnel, at any time.

2. Statement of Work

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

3. Standard Clauses and Conditions

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

As this Contract is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

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

3.2 Supplemental General Conditions

4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground

3.3 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable



to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:

- a. The name, qualifications and experience of the proposed replacement; and
 - b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to XX-XX-20XX (twelve months following)(to be completed at contract award) inclusive.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Elizabeth Wheeler
Title: Senior Procurement Officer
Correctional Service Canada
Branch/Directorate: Contracting and Materiel Services
Telephone: (613) 996-9389
Facsimile: (613) 992-8443
E-mail address: elizabeth.wheeler@csc-scc.gc.ca

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

5.2 Project Authority

The Project Authority for the Contract is:

Name: (XXX)
Title: (XXX)
Correctional Service Canada
Branch/Directorate: (XXX)
Telephone: (XXX)
Facsimile: (XXX)
E-mail address: (XXX)

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the



Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative

The Authorized Contractor's Representative is:

Name: _____
 Title: _____
 Company: _____
 Address: _____

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

6. Payment

6.1 Basis of Payment

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

6.2 Limitation of Expenditure

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

whichever comes first.



3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification
SACC Manual clause C0705C (2010-01-11), Discretionary Audit
SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

6.4 Milestone Payments - Not subject to holdback

Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a. an accurate and complete claim for payment and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

6.5 Travel and Living Expenses

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *National Joint Council Travel Directive* and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the Project Authority.

All payments are subject to government audit.

Estimated Cost: \$ 5000.00.

6.6 Payment of Invoices by Credit Card

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)



7. Invoicing Instructions

The Contractor must submit invoices to: GENNHQTSFFSSTISF@csc-scc.gc.ca

Invoices cannot be submitted until all work identified in the invoice is completed.

1. Each invoice must be supported by:
 - a) a copy of the release document and any other documents as specified in the Contract;
 - b) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - c) a copy of the monthly progress report.

8. Certifications and Additional Information

8.1 Compliance

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9. Applicable Laws

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

10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the Supplemental General Conditions 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground;
- (c) the General Conditions 2010B (2016-04-04), General Conditions - Professional Services (Medium Complexity);
- (d) Annex A, Statement of Work;
- (e) Annex C, Basis of Payment;
- (f) the Contractor's bid dated _____ (to be inserted at contract award)

11. Termination on Thirty Days Notice

11.1 Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

11.2 In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.



12. Insurance

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

13. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

14. Closure of Government Facilities

14.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

14.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

15. Tuberculosis Testing

15.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.

15.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.

15.3 All costs related to such testing will be at the sole expense of the Contractor.



16. Compliance with CSC Policies

- 16.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.
- 16.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.
- 16.3 Details on existing CSC policies can be found at: www.csc-scc.gc.ca or any other CSC web page designated for such purpose.

17. Health and Labour Conditions

- 17.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.
- 17.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.
- 17.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.
- 17.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

18. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

- 18.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;
- 18.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;
- 18.3 If the Contractor or 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 the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and
- 18.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.



19. Dispute Resolution Services

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties for both the process and to bear the cost of such process, assist in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or applicable of a term and condition of this contract. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

20. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by (*the supplier or the contractor or the name of the entity awarded this contract*) respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and the application of the terms and conditions and the scope of work of this contract are not in dispute. The Office of Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa-opo@boa-opo.gc.ca.

21. Privacy

21.1 The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in that Act. The Contractor shall keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and shall not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

21.2 All such personal information is the property of Canada, and the Contractor shall have no right in or to that information. The Contractor shall deliver to Canada all such personal information in whatever form, including all copies, drafts, working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to this Contract, upon the completion or termination of the Contract, or at such earlier time as the Minister may request. Upon delivery of the personal information to Canada, the Contractor shall have no right to retain that information in any form and shall ensure that no record of the personal information remains in the Contractor's possession.

22. Proactive Disclosure of Contracts with Former Public Servants

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

23. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees, or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.



24. SACC Manual Clauses

SACC Manual clause A9068C (2010-01-11), Government Site Regulations
SACC Manual clause B9028C (2007-05-25), Access to Facilities and Equipment



ANNEX A – Statement of Work

1. Background

Correctional Service Canada (CSC) is evolving its existing security, operational and control systems into a “Next Generation” Command and Control Systems Architecture. The System Architecture will deliver operational tools that are easier to use, more tightly integrated across sub-systems and address multiple needs. The System Architecture will also support the rapid deployment of new technologies required to maintain high levels of security. In addition, it will be able to migrate existing products into a system that is more flexible, has greater functionality and lower life cycle costs including, but not limited to improved maintainability through enhanced monitoring techniques and rapid access to diagnostic information.

CSC intends to benefit from the availability of current and emerging physical security technologies that are designed to deliver improved Operational Efficiencies. Definition of and eventual migration to a cohesive and consistent Graphical User Interface (GUI) environment will accrue benefits to Staff training and operational effectiveness.

2. Objectives

CSC has a requirement for analysis, design, and documentation required to:

- a. upgrade existing User Interface Design Requirements,
- b. develop additional User Interface Design Requirements, and
- c. create new, or upgrade existing outdated Graphical User Interface (GUI) Specifications

This must allow CSC to extend both the “Design Framework for the Graphical User Interface and the “Suite” of User Interface Design Requirements to accommodate additional Security, Operational and Communications systems and features. This will facilitate and enable the updating of the existing baseline set of documents.-

3. Design Requirements

Each Design Requirements describes:

- a. the operations of the User Interface (UI):
- b. the tasks that need to be handled by the User Interface (UI),
- c. how those tasks are operationalized, and
- d. the requirements for any action icons required by the tasks within that position.

This is captured in a description of the operational processes that are supported by the User Interface (UI), and graphically captured in Graphical User Interface (GUI) layouts. Each Design Requirements also contains the list of icons used specifically by that system.

If required, the Design Requirement for the Icons, the Design Requirement for the Look and Feel of the Graphical User Interface (GUI), and the Design Requirement for the Framework for the Graphical User Interface must be updated.

3.1 Current Design Requirements

The current set of Security, Operational and Communications Systems Design Requirements includes the following:

- a. Design Requirements for the Icons for the Graphical User Interfaces
- b. Design Requirements for the Look and Feel of the Graphical User Interfaces
- c. Design Requirements for Design of the Framework of the User Interface
- d. Design Requirements for the Operator User Interface for the Door Control and Monitoring System (DCMS)
- e. Design Requirements for the Operator User Interface in the Living Unit Control Post (LUCP) for:
 - i. the CCTV System



- ii. the Environmental System
- iii. the Power and Light System
- iv. the Inmate Cell Call System
- v. the Security Rounds System
- vi. the Public Address System and Limited Call Intercom System
- f. Design Requirements for the Operator Graphical User Interface in the Main Communications And Control Post (MCCP) for:
 - i. the Perimeter Intrusion Detection System (PIDS) Integration Unit (PIU) and the Facility Alarm Annunciation System (FAAS) Integration Unit (FIU)
 - ii. the Integrated Public Address System and Limited Call Intercom System
 - iii. the CCTV System
 - iv. the Standalone Public Address System
 - v. the Standalone Limited Call Intercom System
- g. Design Requirements for the Operator User Interface for the Standalone PPA Locatable Assignment System
- h. Design Requirements for the Operator User Interface for the Standalone PPA Non-locatable Assignment System
- i. Design Requirements for the Operator User Interface for the Correctional Manager Duty Office (CMDO) System
- j. Design Requirements for the Operator User Interface for the Visitation & Correspondence (V&C) Control Post and the Security Intelligence Office (SIO)
- k. Design Requirements for the Operator User Interface for the Crisis Management Center (CMC)
- l. Design Requirements for the Command Control and Data Acquisition Platform

3.2 New Design Requirements

A number of documents listed above will need to be amended/upgraded as part of this work to include the following new or changes to existing functionality:

- a. Change to operational processes for masking of Inmate Cell Call, which requires changes to:
 - i. the Corrections Manager Duty Office/er (CMDO) Design Requirements,
 - ii. Inmate Cell Call Design Requirements and
 - iii. Interior Security Design Requirements
- b. Changes to Security Round System Design Requirements to update and align with the changes to the CMDO Design Requirements, and the inclusion of:
 - i. Support for count rounds
 - ii. Alert at CMDO when cell call escalated to the Interior Security UI
 - iii. SRS reports to show the time of RFID scan
 - iv. New CMDO report to include who changed what and when
 - v. Report on which COD have not been used within the past 30 days
- c. Other additions to Interior Security:
 - i. Addition of a command to takeover an LUCP from the MCCP in an emergency, which includes both DCMS and environmental controls
 - ii. Addition of the ability to turn wipers on for yard cameras, where equipped
- d. Inclusion of Personal Family Visit (PFV) monitoring in the V&C and/or in MCCP Interior Security and the ability to transfer PFV monitoring from the MCCP to and from the V&C as appropriate
- e. Other additions to Perimeter Security:
 - i. Inclusion of FDS PA
 - ii. Inclusion of the ability to select the reason for the alarm from a checklist
- f. Inclusion of Request to Exit (RTE)
- g. Inclusion of telephone cut-off
- h. Inclusion of voice cell call
- i. Development of a Radio Assign and Return UI, which may be part of the administrative UI used to assign and return PPDs (when not assigned from an MCCP UI)



- j. Updating of the animated set of presentations to use the actual floor plans that have been developed
- k. Development of camera precedence, who has precedence for moving PTZ cameras, which requires changes to the Design Requirements for these systems:
 - i. Interior Security
 - ii. CMDO
 - iii. CMC
 - iv. SIO
 - v. V&C

3.3 Existing Requirements, Standards and Designs

The analysis and design work must include the review of existing standards and designs and the development of additional Graphical User Interface Designs (GUID) for these additional systems. It will also include the upgrade of existing Graphical User Interface Designs to support the installation, configuration and administration of the systems for which baseline designs have already been developed. These baseline designs are captured in the initial Design Requirements that have been completed to date.

The updating of the Design Requirements will also require an update to the corresponding Specification, where there is new or changed configuration data (which is now included as part of the Specification),

The current set of Security, Operational and Communications Systems for which Specifications have been updated or developed includes the following:

- a. Design Of Icons For User Interfaces
- b. Design Of The Look And Feel Of The User Interface
- c. Design Of The Framework Of The Graphical User Interface
- d. Operator Graphical User Interface For The Security Management & Supervision System
- e. Operator Graphical User Interface For The Visits And Correspondence Control Post Monitoring System
- f. Operator Graphical User Interface For The SIO V&C Position Monitoring System
- g. Operator Graphical User Interface For The Perimeter Intrusion Detection System Integration Unit, The Facility Alarm Annunciation System Integration Unit And The CCTV Camera Management Controller Used In The Main Communications And Control Post System
- h. Operator Graphical User Interface For The Security Patrol System
- i. Operator Graphical User Interface For The Inmate Cell Call System
- j. Operator Graphical User Interface For The Range Control Post System
- k. Operator Graphical User Interface For The Keepers Office System
- l. Operator User Interface For The Door Control And Monitoring System
- m. Operator User Interface For The Inmate Voice Recording And Management System For The V&C And SIO Offices
- n. Operator User Interface For The Crisis Management Control Post

The current suite of Security, Operational and Communications Systems for which specifications will need to be developed includes, but is not limited to:

- a. Specification for Inmate Cell Call
- b. Specification for CCTV
- c. Specification for Power and Light
- d. Specification for Environmental controls (in LUCP)



The Command Control and Data Acquisition Platform Specification will need to be updated if affected by the development of the specifications or amendments/updates to existing specifications.

These Systems are used in our Medium, Multilevel and Maximum Security Institutions. They allow our Correctional Staff to operate the Security, Operational and Communications Systems. These systems are required to ensure that inmates are safeguarded effectively, to maintain public safety and the safety of the officers on duty.

A detailed overview of the Operational, Security and Communications Systems typically found in a Medium, Multi-Level or Maximum Security Institution is provided in Annex A-2.

4. Deliverables

4.1 System Documentation

For each system, develop the draft documentation that defines the essential technical, operational and functional requirements for the procurement and installation of the system. The documentation, together with:

- a. the UI Design Standard or Requirement,
- b. the Design Standard or Requirement for the Icons,
- c. the Design Standard or Requirement for the Look and Feel of the GUI, and
- d. the Design Standard or Requirement for the Framework for the Graphical User Interface,

supplied by the Contractor must provide the technical and operational details needed for the development of the User Interfaces for a consistent look and feel regardless of sub-systems and technology.

4.2 Milestones and Associated Schedule

Milestone	Deliverable	Acceptance/Completion Criteria	Due Date
1	Detailed Project Plan and Schedule	Review and Approval by Design Authority	Within <u>1</u> week following contract award
2	Detailed Operational Requirements, the associated icons and sample GUI layouts associated with Closed Circuit TV camera precedence and wiper control amongst all applicable systems (MCCP, LUCP, V&C and SIO, CMDO, CMC) for stakeholder review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback.	Within <u>3</u> weeks following approved deliverable of milestone 1
3	Updated Design Requirements for Closed Circuit TV in the Living Unit Control Posts, Main Communications and Control Posts, Correctional Managers Office, Visits and Correspondence and the Security Intelligence Office and the Crisis Management Centre.	Review and Approval by Design Authority	Within <u>3</u> weeks following approved deliverable of milestone 2



4	Updated animated stakeholder presentation with real maps for stakeholder review.	Review and approval by Design Authority	Within <u>3</u> weeks following approved deliverable of milestone 3
5	Detailed operational requirements for Inmate Cell Call Mask and the corresponding icons and sample GUI layouts for stakeholder review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback.	Within <u>3</u> weeks following approved deliverable of milestone 4
6	Detailed operational requirements for new reports for Correctional Managers Office and the corresponding icons for stakeholder review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback.	Within <u>3</u> weeks following approved deliverable of milestone 5
7	Updated Duty Correctional Manager's Office with Mask Inmate Cell Call and CMDO reports	Review and Approval by Design Authority	Within <u>3</u> weeks following approved deliverable of milestone 6
8	Detailed RTE, and voice cell call operational requirements, icons and sample GUI layouts for stakeholder review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback.	Within <u>4</u> weeks following approved deliverable of milestone 7
9	Detailed Inmate Phone System Cut Off operational requirements, icons and sample GUI layouts for stakeholder review. Update appropriate Design Requirements documents for Design Authority Review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback.	Within <u>4</u> weeks following approved deliverable of milestone 8
10	Updated Inmate Cell Call System Design Requirements with Mask Inmate Cell Call System and Voice Cell Call for Design Authority Review.	Review and Approval by Design Authority	Within <u>2</u> weeks following approved deliverable of milestone 9
11	Updated Living Unit Door Control and Monitoring System Design Requirements with RTE and telephone cut off for Design Authority Review.	Review and Approval by Design Authority	Within <u>3</u> weeks following approved deliverable of milestone 10
12	Detailed "Cause of Alarm" operational requirements, icons and sample GUI layouts for stakeholder review. Update Perimeter Security Design Requirements for Design Authority Review.	Review and Approval by Design Authority	Within <u>2</u> weeks following approved deliverable of milestone 11
13	Detailed "Assign Radio and Takeover Living Unit Control Post" operational requirements, icons and sample GUI layouts for stakeholder review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback	Within <u>4</u> weeks following approved deliverable of milestone 12



14	Updated Design Requirements Personal Portable Alarm UI in the Main Communications and Control Post and as a standalone unit for Design Authority Review.	Review and Approval by Design Authority	Within <u>2</u> weeks following approved deliverable of milestone 13
15	Detailed "Personal Family Visits" operational requirements, icons and sample GUI layouts for stakeholder review.	Review and approval by Design Authority following inclusion of pertinent stakeholder feedback	Within <u>4</u> weeks following approved deliverable of milestone 14
16	Updated detailed Interior Security Requirements to include Personal Family Visits and Mask Inmate Cell call System features operational requirements, icons and sample GUI layouts for Design Authority Review.	Review and Approval by Design Authority	Within <u>2</u> weeks following approved deliverable of milestone 15
17	Updated or created, as needed Inmate Cell Call, Environmental Controls, Power and Light Specifications for Design Authority Review.	Review and Approval by Design Authority	Within <u>4</u> weeks following approved deliverable of milestone 16
18	Updated or created, as needed Video Management System Specifications for Design Authority Review.	Review and Approval by Design Authority	Within <u>3</u> weeks following approved deliverable of milestone 17

5. Deliverables Format

The Contractor must provide all deliverables, as determined by the Project Authority, in an electronic, printable format MSWord, Excel or PowerPoint unless otherwise specified, in English, at each stage of the consultation process, and one electronic version MSWord, Excel or PowerPoint, in English, of all final documents is required.

CSC will be responsible for translation of all the material.

6. Correctional Service Canada Responsibility

During the contract period CSC will provide the following:

- a. Templates, specifications and documents for existing systems
- b. Two contact persons
 - i. The Project Authority
 - ii. Regional Engineering Project Officer (REPO)
- c. Applicable CSC documents for the Contractor to review

7. Meetings

The Project Authority may schedule a kick-off meeting seven (7) to ten (10) days after Contract Award to be determined by the Project Authority.

It is expected that a minimum of 3 meetings (location to be determined by Project Authority – meetings may be held in person, by conference call or video-conference) must occur for each new system or enhanced capability for an existing system.



8. Language of Work

All Work including tasks and deliverables must be completed in English.

9. Location of Work

The Work will be carried out at various CSC sites as specified by the Project Authority.

10. Travel

The Contractor may make site visits as determined by the Project Authority as part of their activities, in order to gain insight and understanding of current practices, the equipment, types of facilities, and information on current needs at different institutions.

The Contractor may be required to travel to meetings with suppliers of existing systems with well developed Graphical User Interfaces (GUI) requested by the Project Authority as well as with suppliers of leading edge, widely deployed GUI for related control systems and products.

The Contractor may travel to Correctional Service Canada (CSC) institutions requested by the Project Authority. Additional visits at institutions may be required to obtain feedback on the prototype for the GUI for the "Inmate visit monitoring system". See Annex A-1 for a complete list of potential CSC institutions to visit.

11. Working Hours

Normal institutional hours are from 08:00 to 17:30, Monday through Friday.

The Contractor's resources must be available to work outside normal institutional hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays.

12. Limitation and Constraints – Site Security Requirements

- a) As a visitor to a penal institution for meetings and briefings, the Contractor must be subject to the security requirements specific to that institution; i.e. Criminal Record Checks from the Canadian Police Information Centre (CPIC). These can vary from moment to moment depending on offender activities and are designed to ensure the safety and security of Correctional Service Canada (CSC) personnel, visitors and offenders.
- b) Contractors should be aware that they might be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access to a Correctional Service Canada (CSC) institution have been made in advance. Contractors are advised to call twenty-four (24) hours in advance of travel to ensure that planned access is still available.
- c) If access is unavailable to the Contractor once they have arrived on-site, the Contractor is to adopt a work-around plan, if feasible, to perform other portions of the project.

13. Contractor Responsibilities

To provide the deliverables described in this Statement of Work, the Contractor will need to familiarize themselves with the CSC directives, policies and documents as detailed below (Typical document numbers "D-X", page quantities "P-Y", and words per page "W-Y" are provided in brackets.):

- a. Commissioners Directives, (D-5, P-6, W-400)
- b. Post Procedures, (D-15, P-3, W-350)



- c. Electronic Security Systems Design Requirements for Design of Icons for User Interfaces, (D-1, P-10, W-300)
- d. Electronic Security Systems Design Requirements for Design of the Look and Feel of the User Interface, (D-1, P-10, W-300)
- e. Electronic Security Systems Design Requirements for Design of the Framework of the User Interface, (D-1, P-20, W-60)
- f. Electronic Security Systems Design Requirements for the Graphical User Interfaces for the systems listed above, (D-16, P-58, W-180)
- g. Electronic Security Systems Specifications for the systems listed above, (D-10, P-37, W-256)
- h. Electronic Security Systems Standards, (D-10, P-5, W-300)
- i. Electronic Security Systems Statements of Work, (D-10, P-10, W-300)
- j. Electronic Security Systems Statements of Technical Requirements, (D-3, P-50, W-300)
- k. Electronic Security Systems Technical Requirements – both issued and draft, (D-10, P-6, W-100)
- l. Operator and Maintenance Manuals for Command and Control Systems installed by multiple vendors at CSC Institutions, (D-10, P-100, W-300)
- m. Various documents and reports providing feedback on existing and proposed User Interfaces. (D-7, P-15, W-300)



Annex A-1

List of CSC Institutions and Addresses

Region	Institution / Site	Address
Atlantic	Atlantic Institution	13175 Route 8, PO Box 102, Renous, NB, E9E 2E1
	Dorchester Institution	4902 Main Street, Dorchester, NB, E4K 2Y9
	Nova Institution for Women	180 James Street, Truro, NS, B2N 6R8
	Springhill Institution	330 McGee Street, PO Box 2140, Springhill, NS, B0M 1X0
Ontario	Bath Institution	5775 Bath Road, PO Box 1500, Bath, ON, K0H 1G0
	Collins Bay Institution	1455 Bath Road, PO Box 190, Kingston, ON, K7L 4V9
	Beaver Creek Institution	2000 Beaver Creek Drive, PO Box 5000, Gravenhurst, ON, P1P 1Y2
	Grand Valley Institution for Women	1575 Homer Watson Boulevard, Kitchener, ON, N2P 2C5
	Joyceville Institution	Highway 15, PO Box 880, Kingston, ON, K7L 4X9
	Millhaven Institution	Highway 33, PO Box 280, Bath, ON, K0H 1G0
	Regional Treatment Centre	560 King Street West, PO Box 22, Kingston, ON, K7L 4V7
	Warkworth Institution	County Road 29, PO Box 760, Campbellford, ON, K0L 1L0
Pacific	Fraser Valley Institution	33344 King Road, Abbotsford, BC, V2S 6J5
	Kent Institution	4732 Cemetery Road, PO Box 1500, Agassiz, BC, V0M 1A0
	Matsqui Institution	33344 King Road, PO Box 2500, Abbotsford, BC, V2S 4P3
	Mission Institution	8751 Stave Lake Street, PO Box 60, Mission, BC, V2V 4L8
	Mountain Institution	4732 Cemetery Road, PO Box 1600, Agassiz, BC, V0M 1A0
	Pacific Institution	33344 King Road, PO Box 3000, Abbotsford, BC, V2S 4P4
Prairie	Bowden Institution	Highway 2, PO Box 6000, Innisfail, AB, T4G 1V1
	Drumheller Institution	Highway 9, PO Box 3000, Drumheller, AB, T0J 0Y0
	Edmonton Institution	21611 Meridian Street, PO Box 2290, Edmonton, AB, T5J 3H7
	Edmonton Institution for Women	11151, 178th Street, Edmonton, AB, T5S 2H9
	Grand Cache Institution	Hoppe Avenue, PO Box 4000, Grande Cache, AB, T0E 0Y0
	Okimaw Ohci Healing Lodge	PO Box 1929, Maple Creek, SK, S0N 1N0
	Regional Psychiatric Centre	2520 Central Avenue North, PO Box 9243, Saskatoon, SK, S7K 3X5
	Saskatchewan Penitentiary	15th Street West, PO Box 1600, Prince Albert, SK, S6V 5R6
	Stony Mountain Institution	Highway 7, PO Box 4500, Stony Mountain, MB, R3C 3W8
Québec	Archambault Institution	242 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0
	Cowansville Institution	400 Fordyce Avenue, Cowansville, QC, J2K 3G6
	Donnacona Institution	1537 Highway 138, Donnacona, QC, G3M 1C9
	Drummond Institution	2025 Jean-de-Brebeuf Boulevard, Drummondville, QC, J2B 7Z6
	Joliette Institution	400 Marsolais Street, Joliette, QC, J6E 8V4



Region	Institution / Site	Address
	La Macaza Institution	321 Chemin de L'Aeroport, La Macaza, QC, J0T 1R0
	Regional Reception Centre	246 Montée Gagnon, Sainte-Anne-des-Plaines, QC, J0N 1H0
	Federal Training Centre	600 Montée Saint-Francois, Laval, QC, H7C 1S5
	Port-Cartier Institution	Chemin de L'Aeroport, PO Box 7070, Port-Cartier, QC, G5B 2W2



Annex A-2

Electronic Security Environment

1. CURRENT OPERATIONAL SYSTEMS

The following security, communications, and operational systems are typically deployed throughout a Maximum, Medium or Multi-level Institution:

1.1 Security Systems

- a. Perimeter Intrusion Detection System (PIDS)
 - i. Motion Detection System (MDS)
 - ii. Fence Disturbance System (FDS)
 - ii. PIDS Public Address System (PIDS PA)
 - iii. PIDS Closed Circuit Television (PIDS CCTV)
- b. Facility Alarm Annunciation System (FAAS)
- c. Personal Portable Alarm System (PPA)
- d. Personal Portable Alarm - Locatable System (PPAL)
- e. Fixed Point Alarms (FPA)
- f. Supplementary Intrusion Detection System (SIDS) CCTV
- g. General Closed Circuit Television (CCTV)

1.2 Communications Systems

- a. Radio System
- b. Telephone System
- c. Public Address System (PA)
- d. Intercom System
- e. Messaging System
- f. Operational Voice Logger
- g. Cell Call System

1.3 Operational Systems

- a. Guard Tour System
- b. Door Control System
- c. Inmate Voice Intercept and Recording System

These systems are usually managed and monitored at one of a number of Control Posts distributed throughout the Institution.

2. SECURITY SYSTEMS DESCRIPTIONS

2.1 The PIDS is a combined system consisting of four (4) main elements installed at the perimeter of the institution. The PIDS is managed by the PIDS Integration Unit (PIU), consisting of a processor and monitor installed in the MCCP.

2.1.1 Motion Detection System (MDS)

The MDS of an institution consists of sensor cables buried below ground between the fences around its perimeter. These sensor cables generate a magnetic field that, when disrupted, detects conductive materials (e.g. people) above them. The cables are connected to sensor modules which transmit information to the Application Server. The Application Server, in turn,



processes, analyses, interprets, and stores that information as well as input from the PIU. The operator of the PIU is able to manage some of the attributes of the MDS sensors.

2.1.2 Fence Disturbance System (FDS)

The FDS features sensor cables that are attached to the inner of the two fences at the perimeter of the institution. These sensors detect vibrations in the fence (e.g. someone climbing). The information from the sensor cables pass to sensor modules that provide sensor-specific signal processing for each sector of the fence and sends the results to the Application Server. The Application Server sends that data on to the PIU where the operator is informed of changes of sensor state and where the operator can manage some attributes of the FDS sensors.

2.1.3 PIDS Public Address System (PIDS PA)

The speakers of the PIDS PA are attached to the inner of the two fences installed around the perimeter of the institution. These speakers are used to alert potential escapees that they have been detected and must be apprehended. The operator at the MCCP Console uses a microphone connected to the PIU to address potential escapees on a sector by sector basis.

2.1.4 PIDS Closed Circuit Television (PIDS CCTV)

The PIDS CCTV systems is comprised of cameras mounted close to the inner and outer fences of the institution in positions that allow them to provide a clear view of the sensor zones between the fences and inside the inner fence. PIDS CCTV Video Application Servers record and archive video data from the cameras under the control of the MCCP operator through the PIU.

2.2 Facility Alarm Annunciation System (FAAS)

The FAAS is an alarm reporting system that collects, presents, and logs alarms and events from most of the security and operational systems deployed at an institution. The FAAS collects alarms and events from:

- Interior Motion Sensors
- Fixed Point Alarms
- Door Position Switches
- Personal Portable Alarms
- Locatable Personal Portable Alarms
- Cell Call Systems
- Voice Cell Call Systems
- Guard Tour Systems
- Access Control Systems
- CCTV Systems

Connections to individual devices are typically made using twisted pair wiring while connections to systems are typically provided through a serial protocol such as Starcom. The FAAS interface resides in the MCCP Console where its many systems are incorporated into a single management unit.

2.3 Personal Portable Alarm System (PPA)

Portable Transmitters are worn or carried by correctional officers and can be activated by pressing a button on the device. PPA Transmitters broadcast radio signals which are captured by a small number of receivers located within the institution. Receivers are connected to an Application Server, which processes the signals when a Transmitter is activated. The operator of the MCCP Console is then



alerted that a Transmitter has been activated through the FAAS. The PPA system does not provide a location for the Transmitter that has been activated.

2.4 Personal Portable Alarm “Locatable” System (PPAL)

Portable Transmitters are worn or carried by correctional officers and can be activated by pressing a button on the device. PPA Transmitters broadcast radio signals which are captured by a series of distributed receivers located strategically within the institution to provide wide coverage. Receivers are connected to an Application Server, which processes the signals when a Transmitter is activated. The operator of the MCCP Console is then alerted that a Transmitter has been activated through the FAAS. The operator of the MCCP Console is then alerted that a Transmitter has been activated through the FAAS. The PPAL system provides a location for the Transmitter that has been activated, typically to within a room and on a specific floor.

2.5 Fixed Point Alarms (FPA)

FPA are typically large push buttons in rooms where inmates and officers or other staff members may be put at risk. When activated, alarms associated with these push buttons must be displayed on the FAAS in the MCCP. These alarms can, in some cases be wired into the FAAS or in other cases, consist of a “fixed” PPA transmitter.

2.6 Supplementary Intrusion Detection System (SIDS) CCTV

The SIDS consists of CCTV cameras installed at strategic outdoor locations around the buildings at an institution. These cameras are powered and controlled over cables or fibres connecting them to Servers in the CER. The SIDS is managed by the MCCP Console operator through a user interface installed in the MCCP Console.

2.7 General Closed Circuit Television (CCTV)

In any given institution, Ranges must have CCTV cameras that are strategically located to capture evidentiary video footage of common areas on the Range. These Range cameras are not typically viewable from the MCCP.

General purpose assessment CCTV cameras, on the other hand are installed in locations inside or outside the buildings at the institution that view other strategic locations that are not a part of the Ranges. These cameras are powered and controlled over cables or fibres connecting them to Servers in the CER. The CCTV system is managed by the MCCP Console operator through a user interface installed in the MCCP Console.

3. COMMUNICATIONS SYSTEMS DESCRIPTIONS

3.1 Radio Systems

The Radio System deployed at every institution allows officers and correctional staff to communicate with each other at all times throughout the institution, indoors and outdoors. The Radio System consists of the following elements:

- Hand-Held Radios
- Vehicle Mounted Mobile Units
- Base Station
- Base Station Controller (Centracom)
- Desktop Remotes
- Antenna



The hand-held radios and vehicle mounted mobile units are, by definition, portable. The base station, including transmitting and receiving electronics, is located in the CER and the base station controller, where an operator can manage the system, is housed in the MCCP Console.

3.2 Telephone System

The Telephone System consists of a Private Branch Exchange and telephone sets of various types distributed throughout the institution for CSC staff purposes. There is a switchboard that is staffed during normal day time hours. The telephone system, including the switching equipment and telephones, is leased from the local Service Provider. A telephone set is present in the MCCP Console.

3.3 Public Address System (PA)

The Public Address system allows officers at selected locations, typically the MCCP or other Control Posts, to broadcast audio from a microphone or a telephone handset to Public Address Speakers located in selected areas around the institution. These speakers are used to advise inmates of various scheduled or unscheduled activities. The system is typically configured to allow officers to select and use PA speakers in specific areas of the institution as a predefined group.

3.4 Intercom System (LCIS)

The Limited Call Intercom System allows staff members and other authorized individuals to alert an officer at a Control Post that they would like to communicate with them, typically for movement control purposes, through an intercom station strategically located on the wall, typically near a door. Intercom systems often allow communications between Control Posts as needed. The LCIS system is typically configured to allow officers to select and use Intercoms stations in specific areas.

3.5 Messaging Systems

A number of Institutions are equipped with Messaging Systems that can be integral parts of the PA System or installed as “add-ons”. The Messaging System is designed to allow an operator to initiate the broadcast of prerecorded messages to selected areas of the Institution, or to all areas depending on the operational requirement through user interface located in the MCCP. The Messaging System typically supports the creation of pre-recorded messages and hybrid messages in both French and English.

3.6 Operational Voice Logger

The Operational Voice Logger consists of a multichannel audio recording device that connects to:

- a. The Telephone System (at specific operational positions)
- b. The PIDS PA system
- c. The Radio System

The Operational Voice Logger records the data from each of these systems automatically when an audio channel is activated and in use. Data is stored on the Voice Logger and may be archived on a regular basis to free up storage space for ongoing recordings. The Security Intelligence Officer (SIO) typically manages access to the stored audio data. Officers retrieving data from the Operational Voice Logger can review and archive all of the recorded voice data at the MCCP Console.

3.7 Cell Call Systems

A Cell Call System provides inmates with the ability to alert an Officer in a Control Post to an urgent need by pushing a button in their Cell. The officer is required to acknowledge the cell call and to ensure that an Officer goes to the Cell in question to determine the status of the inmate and to “cancel” the cell call by means of a device outside the cell. The Cell Call Systems are typically monitored and managed in Living



Unit Control Posts. In the event that a Cell Call is not acknowledged or cancelled within a predetermined time, the cell call is escalated to the MCCP.

4. OPERATIONAL SYSTEMS

4.1 Security Rounds System (SRS)

The Reader/Key Switch based Security Rounds System is designed to record living unit security rounds (Living Unit Security Rounds and Enhanced Security Rounds) and generates reports for assessment and follow-up. It is also used for other monitored security and fire patrols throughout the institution (Security Patrols) that do not have specific timing requirements. The system typically consists of:

- a. A number of wall mounted Key Switches operated by keys carried by officers
- b. Wall and surface RFID readers for officers to scan their ID card
- c. One or more Security Patrol Status Displays
- d. One Security Patrol Monitoring Display
- e. Application Server
- f. Infrastructure elements such as wires, cables, conduits, ducts, etc.

The Guard Tour System provides information to a data logger and is managed from the MCCP Console, Living Unit Control Posts, and the Correctional Manager's Office.

4.2 Door Control and Monitoring System (DCMS)

The Door Control System allows Officers to monitor and manage the state of the Doors, Barriers and Gates that are within the span of control of the DCMS associated with Living Unit or other defined area of an Institution. In many cases the Door Control System includes the ability to allow Officers to enable and disable lights, power outlets and environmental controls. The system typically consists of:

- a. Operator User Interfaces in a Control Post that show the state of all monitored conditions and allow Operators to open and close doors, barriers and gates
- b. Interfaces to the Motors or Actuators that drive the doors
- c. Interfaces to Power and Environmental Systems
- d. An Application Server
- e. Infrastructure elements such as wires, cables, conduits, ducts, etc.

4.3 Inmate Voice Intercept and Recording System (IVIRS)

The Inmate Voice Intercept and Recording System enables Operational staff in the Visits & Correspondence (V&C) control post and SIO's Office, as appropriate to their span of control, to:

- a. set up, start and stop audio recordings of visits between inmates and visitors,
- b. make audio records of visits where authorized,
- c. manage CCTV assessment cameras,
- d. review CCTV as required, and control doors where required.
- e. The System must allow V&C staff and SIO staff to select conversations from any table or tables, listen to conversations at the tables and route the audio data to a digital recorder provided for that purpose.

The system typically consists of:

- a. Operator User Interfaces in the V&C Control Post that show the state of all monitored conditions and allow Operators to allocate tables, start and stop voice recording, select CCTV cameras and to open and close doors, barriers and gates
- b. Interfaces to the Motors or Actuators that drive the doors
- c. Interfaces to the CCTV Systems



- d. Interfaces to the Voice Logging Systems
- e. An Application Server
- f. Infrastructure elements such as wires, cables, conduits, ducts, etc.



Annex A-3

Table of Abbreviations

Abbreviation	Expansion
API	Application Programming Interface
ATP	Acceptance Test Procedure
BIFMA	Business & Industrial Furniture Manufacturers Association
CA	Contract Authority
CCDA	Command Control and Data Acquisition
CCTV	Closed Circuit Television
CD	Commissioner's Directive
CER	Common Equipment Room
CME	Custom Manufactured Equipment
COTS	Commercial-Off-The- Shelf
CSA	Canadian Standards Association
CSC	Correctional Service Canada
DCMS	Door Control and Monitoring System
DES	Director Engineering Services
EIA	Electronic Industries Association
FAAS	Facility Alarm Annunciation System
FAR	False Alarm Rate
FDS	Fence Disturbance Detection System
FIU	FAAS Interface Unit
GFE	Government Furnished Equipment
IP	Internet Protocol
MCCP	Main Communications and Control Post
IVRMS	Inmate Voice Recording and Management System
MDS	Motion Detection System
MTBF	Mean Time Between Failure
MTTR	Mean Time to Repair
NAR	Nuisance Alarm Rate
NTP	Network Time Protocol
PA	Public Address
PC	Personal Computer
PCP	Primary Control Panel
Pd	Probability of Detection
PIDS	Perimeter Intrusion Detection System
PIU	Perimeter Intrusion Detection System Integration Unit
PLC	Programmable Logic Controller
RFP	Request for Proposal
RTEO	Regional Technical and Engineering Officer
PPA	Portable Personal Alarm
PPAL	Portable Personal Alarm Locatable
SCC	Security Control Centre
SCP	Secondary Control Panel
SIO	Security Intelligence Officer
SOW	Statement of Work
STR	Statement of Technical Requirements



Abbreviation	Expansion
TCP/IP	Transport Control Protocol/Internet Protocol
TER	Telecommunications Equipment Room
UPS	Uninterruptible Power Supply
V&C	Visits and Correspondence
VDU	Video Display Unit
VIRS	Visits Intercept and Recording System
VMS	Video Management System



Annex B Evaluation Criteria

1.0 Technical Evaluation:

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria
- Rated Technical Criteria

It is **imperative** that the proposal **address each of these criteria** to demonstrate that the requirements are met.

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.

1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.

1.5 References should be provided for each project/employment experience.

- I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
- II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
- III. References must be presented in this format:
 - a. Name;
 - b. Organization;
 - c. Current Phone Number; and
 - d. Email address if available

1.6 Response Format

- I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.
- II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.



- IV. CSC will also only evaluate 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.

MANDATORY TECHNICAL CRITERIA

#	Mandatory Criteria	Bidder Response Description (include location in bid)	Y/N
M1	<p>The bidder’s proposed resource(s) must have completed each of the following tasks associated with one (1) control post project:</p> <ol style="list-style-type: none"> 1. Reviewed, assessed, categorized and classified the actions, tasks and duties of operational staff working in a “mission critical” Control Centre, or demonstrated equivalents. Eligible Control Centres are limited to those that operate continuously and involve Security related tasks as at least 50% of their functions, i.e.: <ul style="list-style-type: none"> · Correctional Facilities · Nuclear Facilities · Military Bases · 911 Call Centres · Ports · Airports · Oil Refineries 2. Prepared summaries of the procedures and practices followed by operational staff involved in a minimum of 5 out of 7 of the following: <ul style="list-style-type: none"> · monitoring external and internal sensors and alarms, · monitoring perimeter alarms, · assessing CCTV imagery, · managing radio communications systems, · serving as the facility communications hub for PA and intercom messaging, · responding to internal and external phone calls, · monitoring “man down systems”. 3. Captured the manner and methodology used by the operational staff in the Control Centres identified in M1, Item 1 outlining how they engage with the systems and technologies used to present, monitor, respond and activate the tools at their disposal. 4. Prepared the “Use Cases” required to design and develop the Application Suites delivered on Touch Screen User Interfaces for deployment in the Control Centres identified in M1 Item 1. 5. Led discussion groups with the stakeholders* that will be typical target audiences for the Application Suites, reviewing both the Look and Feel of the proposed Applications as well as capturing feedback from the stakeholders. *Stakeholders is defined as: executive or senior operational management, operational management, technical support and maintenance personnel, Operators or users of the Applications that will be developed from the Users defined in the “Software Use Cases 		



	<p>Projects must have been completed within the last sixty (60) months preceding RFP closing date.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference who can confirm the stated experience. 		
M2	<p>The bidder's proposed resource(s) must have prepared the following documentation associated with the development and preparation of design requirements associated with one (1) control post projects in a secure environment:</p> <ol style="list-style-type: none"> 1. Documentation of Operational Requirements 2. Development of Design requirements 3. Preparation of Functional descriptions 4. Design of User Interface including a standard UI layout, iconography and operational process flow, using graphical best practices ie: https://library.e.abb.com/public/c2583a86b2762b79c1257c440052de84/3BSE068129_A_en_800xA_best_practice_guidelines_-_Operator_workplace_and_process_graphics.pdf <p>in at least three (3) of the systems identified below.</p> <ul style="list-style-type: none"> • CCTV Management Systems • Door Control Systems, • Power and Light Management Systems • Notification and Responder Systems • Security Round Systems • Covert Voice Intercept and Recording Systems <p>Projects must have been completed within the last sixty (60) months preceding RFP closing date.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference who can confirm the stated experience. 		
M3	<p>The bidder's proposed resource(s) must have completed at least one (1) project in which they developed designs for graphical user interface deployed for the use by at least two (2) of the following:</p> <ol style="list-style-type: none"> 1. Executive operational security management personnel 2. Management level operational personnel 3. Operational security personnel 4. Security investigative personnel 		



	<p>Projects must have been completed within the last sixty (60) months preceding RFP closing date.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference who can confirm the stated experience. 		
M4	<p>The bidder's proposed resource(s) must have completed one (1) project which included the development of both of the following:</p> <ol style="list-style-type: none"> 1. Graphical Icons that represent a device, state or function in such a manner that no text or at most two words of text are presented on a Touch Screen User Interface. 2. Graphical User Interface objects that provide a physical and structural context against which the devices can be arranged. These objects are not selectable and typically represent the layout of a building or a facility. <p>The icons must include all of the following attributes of their operational environment: Colour schemes, Audio notifications, Access menus used in Command and Control systems. Project must have been completed within the last sixty (60) months preceding RFP closing date.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference who can confirm the stated experience. 		
M5	<p>The bidder's proposed resource(s) must have completed one (1) project incorporating a clear understanding of the design and development of a Man Machine Interface to provide a Control Interface optimised for the roles served by its Users.</p> <p>People typically interact with technology though a Human Machine Interface (HMI), often called a Graphical User Interface (GUI). The design and the "requirements development" of HMIs, has emerged as a critical requirement in implementing control systems over the last twenty years.</p> <p>The bidder must demonstrate that their resource(s) have this skill and gained the associated experience in:</p> <ol style="list-style-type: none"> 1. applying HMI design criteria to minimize negative safety effects through the consideration of human factors in the design and documentation of the requirements for HMIs. 2. designing an HMI and documenting the requirements in such a manner that the HMI incorporated the human factors engineering appropriate to: <ol style="list-style-type: none"> i. the complexity of the product; ii. the gender, educational, mental, and physical capabilities of the intended operators and maintainers; 		



<p>iii. the degree of required human interaction with the component; and iv. the environment in which the product will be used.</p> <p>Projects must have been completed within the last sixty (60) months preceding RFP closing date.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none">1. Name of the client organization(s) and contact information;2. Start and end dates of the project (MM-YYYY);3. Nature and scope of the services provided;4. A reference who can confirm the stated experience.		
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POINT RATED TECHNICAL CRITERIA

#	Point Rated Technical Criteria	Bidder Response (Bidder to explain how points are obtained and reference location in bid)	Rating	Max Score
R1	<p>The bidder's proposed resources have completed projects above and beyond the mandatory criteria M2.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference. 		<p>5 points per project up to a maximum 10 points</p>	/10
R2	<p>For the project identified in M2, the bidder's resource(s) has completed, as part of the project, a consultative process to gather requirements from different stakeholders, including site visits.</p> <p>For this criteria, one point will be awarded for each of the following steps for each project listed:</p> <ul style="list-style-type: none"> • Preparation of a document that captures known requirements • Presentation of the document at a meeting of stakeholders • Gathering of feedback on known requirements and new requirements during the discussion of the known requirements • Preparation of a report on the feedback, capturing the changes to the requirements • Implementation of any agreed upon changes to incorporate the feedback <p>Experience must have been acquired within the last sixty (60) months preceding RFP closing date</p>		<p>1 point per criteria up to a maximum 5 points</p>	/5



	<p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference. 			
R3	<p>For the project identified in M2, the bidder's resource(s) has completed, as part of the project, a consultative process to validate the requirements and operational processes with different stakeholders including interviews with staff.</p> <p>For this criteria, two points will be awarded for each of the following steps carried out for the project listed:</p> <ul style="list-style-type: none"> • Development and preparation of a stakeholder focussed presentation that captures requirements and operational procedures elicited from the reviews, assessments, categorization and classification of the actions, tasks and duties of operational staff working in a "mission critical" Control Centre • Delivery of the stakeholder presentation at a meeting with stakeholders • Gathering feedback on the requirements and operational processes as captured and presented • Preparation of a report on the feedback, capturing any modifications that reflect updates to the operational processes and any enhancements that might need to be accommodated. • Implementation of any agreed upon changes to incorporate the feedback into the Requirements and Presentation. <p>Bidders must provide the following details as to how the stated experience was obtained:</p>		<p>2 points per criteria up to a maximum 10 points</p>	/10



	<ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference. 			
R4	<p>The bidder's proposed resources have cumulatively completed projects above mandatory criteria M4.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the project (MM-YYYY); 3. Nature and scope of the services provided; 4. A reference. 		<p>5 points per project up to a maximum 10 points</p>	/10
R5	<p>At least one of the bidder's proposed resource(s) has obtained a minimum of a Diploma in Commercial Art or Graphic Design issued by a recognized university or college*.</p> <p>A copy of the diploma must be provided with the bid.</p> <p>* The list of recognized universities or colleges can be found under the Canadian Information Centre for International Credentials website: http://www.cicic.ca/2/home.canada</p>		<p>5 points Up to a maximum 5 points</p>	/5
			Total # of points	
			Minimum Score Required: 24	/40



ANNEX C – Proposed Basis of Payment

1.0 Contract Period

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

For the provision of services as described in Annex A - Statement of Work, the Contractor will be paid the milestone payment below in the performance of this Contract, Applicable Taxes extra. **Travel Expenses must not be included in this pricing as they are to be determined and have a set ceiling price.**

Milestone	Description of Deliverable	Estimated Due Dates	Proposed Price
1	Detailed Project Plan and Schedule	Within <u>1</u> week following contract award	\$
2	Detailed Operational Requirements, the associated icons and sample GUI layouts associated with Closed Circuit TV camera precedence and wiper control amongst all applicable systems (MCCP, LUCP, V&C and SIO, CMDO, CMC) for stakeholder review.	Within <u>3</u> weeks following approved deliverable of milestone 1	\$
3	Updated Design Requirements for Closed Circuit TV in the Living Unit Control Posts, Main Communications and Control Posts, Correctional Managers Office, Visits and Correspondence and the Security Intelligence Office and the Crisis Management Centre.	Within <u>3</u> weeks following approved deliverable of milestone 2	\$
4	Updated animated stakeholder presentation with real maps for stakeholder review.	Within <u>3</u> weeks following approved deliverable of milestone 3	\$
5	Detailed operational requirements for Inmate Cell Call Mask and the corresponding icons and sample GUI layouts for stakeholder review.	Within <u>3</u> weeks following approved deliverable of milestone 4	\$
6	Detailed operational requirements for new reports for Correctional Managers Office and the corresponding icons for stakeholder review.	Within <u>3</u> weeks following approved deliverable of milestone 5	\$
7	Updated Duty Correctional Manager's Office with Mask Inmate Cell Call and CMDO reports	Within <u>3</u> weeks following approved deliverable of milestone 6	\$
8	Detailed RTE, and voice cell call operational requirements, icons and sample GUI layouts for stakeholder review.	Within <u>4</u> weeks following approved deliverable of milestone 7	\$



9	Detailed Inmate Phone System Cut Off operational requirements, icons and sample GUI layouts for stakeholder review. Update appropriate Design Requirements documents for Design Authority Review.	Within <u>4</u> weeks following approved deliverable of milestone 8	\$
10	Updated Inmate Cell Call System Design Requirements with Mask Inmate Cell Call System and Voice Cell Call for Design Authority Review.	Within <u>2</u> weeks following approved deliverable of milestone 9	\$
11	Updated Living Unit Door Control and Monitoring System Design Requirements with RTE and telephone cut off for Design Authority Review.	Within <u>3</u> weeks following approved deliverable of milestone 10	\$
12	Detailed "Cause of Alarm" operational requirements, icons and sample GUI layouts for stakeholder review. Update Perimeter Security Design Requirements for Design Authority Review.	Within <u>2</u> weeks following approved deliverable of milestone 11	\$
13	Detailed "Assign Radio and Takeover Living Unit Control Post" operational requirements, icons and sample GUI layouts for stakeholder review.	Within <u>4</u> weeks following approved deliverable of milestone 12	\$
14	Updated Design Requirements Personal Portable Alarm UI in the Main Communications and Control Post and as a standalone unit for Design Authority Review.	Within <u>2</u> weeks following approved deliverable of milestone 13	\$
15	Detailed "Personal Family Visits" operational requirements, icons and sample GUI layouts for stakeholder review.	Within <u>4</u> weeks following approved deliverable of milestone 14	\$
16	Updated detailed Interior Security Requirements to include Personal Family Visits and Mask Inmate Cell call System features operational requirements, icons and sample GUI layouts for Design Authority Review.	Within <u>2</u> weeks following approved deliverable of milestone 15	\$
17	Updated or created, as needed Inmate Cell Call, Environmental Controls, Power and Light Specifications for Design Authority Review.	Within <u>4</u> weeks following approved deliverable of milestone 16	\$
18	Updated or created, as needed Video Management System Specifications for Design Authority Review.	Within <u>3</u> weeks following approved deliverable of milestone 17	\$
Total			\$

2.0 Applicable Taxes

- (a) All prices and amounts of money in the contract are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.



(b) The estimated Applicable Taxes of \$ To Be Inserted at Contract Award are included in the total estimated cost shown on page 1 of this Contract. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes paid or due.

3.0 Payment by Credit Card

Canada requests that bidders complete one of the following:

(a) Government of Canada Acquisition Cards (credit cards) will be accepted for payment.

The following credit card(s) are accepted:

Master Card: _____

(b) Government of Canada Acquisition Cards (credit cards) will not be accepted for payment.

The bidder is not obligated to accept payment by credit card.

Acceptance of credit cards for payment will not be considered as an evaluation criteria.