



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Public Works and Government Services Canada  
ATB Place North Tower  
10025 Jasper Ave./10025 ave. Jasper  
5th floor/5e étage  
Edmonton  
Alberta  
T5J 1S6  
Bid Fax: (780) 497-3510

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

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

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

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

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

### Comments - Commentaires

### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Public Works and Government Services Canada  
ATB Place North Tower  
10025 Jasper Ave./10025 ave Jasper  
5th floor/5e étage  
Edmonton  
Alberta  
T5J 1S6

<b>Title - Sujet</b> EMERGENCY CALL SOLUTION	
<b>Solicitation No. - N° de l'invitation</b> W0127-180159/B	<b>Date</b> 2018-05-03
<b>Client Reference No. - N° de référence du client</b> W0127-180159	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EDM-064-11368	
<b>File No. - N° de dossier</b> EDM-7-40215 (064)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2018-05-25</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Mountain Daylight Saving Time MDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Scott, Dallas	<b>Buyer Id - Id de l'acheteur</b> edm064
<b>Telephone No. - N° de téléphone</b> (780) 224-7200 ( )	<b>FAX No. - N° de FAX</b> (780) 497-3510
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE EDMONTON GARRISON STN FORCES P.O.BOX 10500 EDMONTON Alberta T5J4J5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

***This bid solicitation cancels and supersedes previous bid solicitation number W0127-180159/A dated 2018-04-17 with a closing of 2018-05-03 at 14:00 MDT. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.***

**TITLE: EMERGENCY CALL SOLUTION**

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File No. - N° du dossier  
EDM-7-40215

Buyer ID - Id de l'acheteur  
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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Blank
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, Basis of Payment, Evaluation Criteria, and Electronic Payment Instruments.

### **1.2 Summary**

**1.2.1** The Department of National Defence (DND), Canadian Forces Base (CFB) Shilo has a requirement for the supply, installation, and maintenance of an Internet Protocol (IP) based 911 Emergency Call Handling solution to replace the current end of life Sentinel system. The purpose of this end-point system is to receive, interpret and display pertinent information to five (5) 911 operators on a 24/7 basis to enable their efficient dispatching of emergency services. This end-point solution must meet standards used throughout all Manitoba PSAPs and operate within the existing provincial emergency network infrastructure and framework, already in place. The system must connect with, work with, and be compatible with the designated (by CRTC) Incumbent Local Exchange Carrier's (ILEC) province wide 911 system. The contractor must also perform 24/7, single point of contact support throughout the lifetime operation of the system. This single point of contact support will include any coordination (with the ILEC) required in the resolution of issues that may be a result of the ILEC's system.

The Contractor must complete supply, delivery, installation, and training of the proposed system on or before 2018-07-31.

The estimated period for Maintenance and Support of System is 2018-08-01 to 2021-07-31.

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**1.2.2** The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

### **1.3 Debriefings**

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

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

### 2.3 Former Public Servant

*(To be completed by the Bidder)*

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](#)

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[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:

- a. name of former public servant;
- b. 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.

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## 2.4 Enquiries - Bid Solicitation

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

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the 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.

## 2.5 Applicable Laws

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

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.



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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

Section I: Technical Bid (one [1] hard copy OR one [1] fax copy)

Section II: Financial Bid (one [1] hard copy OR one [1] fax copy)

Section III: Certifications (one [1] hard copy OR one [1] fax copy)

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

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

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

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

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

#### Section I: Technical Bid

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

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

## **Section II: Financial Bid**

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

### **3.1.2 Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices. Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

### **3.1.3 Exchange Rate Fluctuation**

C3011T (2013-11-06), Exchange Rate Fluctuation

## **Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

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

#### **4.1.1 Technical Evaluation**

Minimum Mandatory Performance Specifications are included in Annex "C".

#### **4.1.2 Financial Evaluation**

Total Evaluated Bid Price will be calculated in accordance with Annex "B", Basis of Payment

*SACC Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price

### **4.2 Basis of Selection**

#### **4.2.1 Mandatory Technical Criteria**

*SACC Manual* Clause [A0031T](#) (2018-10-16), Basis of Selection – Mandatory Technical Criteria

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## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

### 5.1 Certifications Required with the Bid

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

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### 5.2 Certifications Precedent to Contract Award and Additional Information

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

#### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

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### 5.2.2 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

### 5.2.3 Canadian Content Certification

*(To be completed by the Bidder)*

This procurement is limited to Canadian services.  
The Bidder certifies that:

( ) the service offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

SACC Manual clause [A3050T](#) (2014-11-27), Canadian Content Definition.

## PART 6 – BLANK

THIS PART HAS BEEN INTENTIONALLY LEFT BLANK

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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Statement of Work

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

### 7.2 Standard Clauses and Conditions

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

#### 7.2.1 General Conditions

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

#### 7.2.2 Supplemental General Conditions

[4001](#) (2015-04-01), Hardware Purchase, Lease and Maintenance apply to and form part of the Contract.

[4003](#) (2010-08-16), Licensed Software apply to and form part of the Contract.

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

[4012](#) (2012-07-16), Goods - Higher Complexity apply to and form part of the Contract.

### 7.3 Security Requirements

7.3.1 There is no security requirement applicable to the Contract.

### 7.4 Term of Contract

#### 7.4.1 Delivery Date

"System" and "Training": All the deliverables must be received on or before 2018-07-31.

#### 7.4.2 Period of the Contract

"Maintenance and Support of System": The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive (*inserted at contract award*).

#### **7.4.3 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "B" of the Contract.

### **7.5 Authorities**

#### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Dallas Scott  
Procurement Officer  
Public Services and Procurement Canada  
Acquisitions Branch  
Western Region

ATB Place, North Tower  
5<sup>th</sup> Floor, 10025 – Jasper Avenue  
Edmonton, AB T5J 1S6

Telephone: 780 – 224 – 7200  
Facsimile: 780 – 497 – 3510  
E-mail address: [dallas.scott@pwgsc-tpsgc.gc.ca](mailto:dallas.scott@pwgsc-tpsgc.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.

#### **7.5.2 Project Authority**

The Project Authority for the Contract is:

(To be named in the contract)

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.

#### 7.5.4 Contractor's Representative

*(To be completed by the bidder)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

#### 7.6 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.

#### 7.7 Payment

##### 7.7.1 Basis of Payment

###### 7.1.1.1 For the Work described in “System” and “Training” of the Statement of Work in Annex “A”:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price for a cost of \$\_\_\_\_\_ (*inserted at contract award*). Customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

###### 7.1.1.2 For the Work described in “Maintenance and Support of System” of the Statement of Work in Annex “A”:

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, in accordance with the Basis of payment in Annex “B” to a limitation of expenditure of \$\_\_\_\_\_ (*inserted at contract award*). Customs duties are included and Applicable Taxes are extra.



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### 7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ (*inserted at contract award*). Customs duties are included and Applicable Taxes are extra.
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% committed, or
  - b. four 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.

### 7.7.3 Method of Payment

SACC Manual clause H1000C (2008-05-12), Single Payment  
SACC Manual clause H1008C (2008-05-12), Monthly Payment

### 7.7.5 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of 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)

### 7.7.4 SACC Manual clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department  
C0705C (2010-01-11), Discretionary Audit

## 7.8 Invoicing Instructions

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

Each invoice must be supported by:

- b. a copy of the release document and any other documents as specified in the Contract;
  - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 7.9 Certifications and Additional Information

### 7.9.1 Compliance

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

### 7.9.2 SACC Manual Clauses

[A3060C](#) (2008-05-12), Canadian Content Certification

## 7.10 Applicable Laws

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

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### 7.11 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 [4001](#) (2015-04-01), Hardware Purchase, Lease and Maintenance;
- (c) the supplemental general conditions [4003](#) (2010-08-16), Licensed Software;
- (d) the supplemental general conditions [4005](#) (2012-7-16), Telecommunications Services and Products;
- (e) the supplemental general conditions [4012](#) (2012-07-16), Goods - Higher Complexity;
- (f) the general conditions [2035](#) (2016-04-04), General Conditions - Higher Complexity - Services;
- (g) Annex "A", Statement of Work;
- (h) Annex "B", Basis of Payment;
- (i) Annex "C", Evaluation Criteria;
- (j) the Contractor's bid dated \_\_\_\_\_.

### 7.13 Foreign Nationals (Canadian Contractor)

SACC Manual clause [A2000C](#) (2006-06-16), Foreign Nationals (Canadian Contractor)

### 7.14 Insurance

SACC Manual clause [G1005C](#) (2016-01-28), Insurance - No Specific Requirement

### 7.15 SACC Manual clauses

[A9039C](#) (2008-05-12), Salvage  
[A9062C](#) (2011-05-16), Canadian Forces Site Regulations  
[B7500C](#) (2006-06-16), Excess Goods

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## ANNEX "A"

### STATEMENT OF WORK

#### 1. BACKGROUND

The Department of National Defence (DND), Canadian Forces Base (CFB) Shilo currently operates a Public Safety Answering Point (PSAP) which is part of the provincial 911 call system. The PSAP currently uses the Sentinel Call Management System which was used throughout all PSAPs in the province of Manitoba. The current system has one (1) Sentinel workstation and five (5) operators on a 24/7 basis. One (1) analogue inbound telephone line connects to the 911 operator position. The Sentinel system is "end of life" and is expected to cease operation. The provincial system is expected to migrate to a new system, that meets the NENA i3 standard in preparation for the NG9-1-1 to be implemented by 2020 as set out in CRTC Telecom Regulatory Policy CRTC 2017-182.

#### 2. REQUIREMENT

The Department of National Defence (DND), Canadian Forces Base (CFB) Shilo has a requirement for the supply, installation, and maintenance of one (1) Internet Protocol (IP) based 911 Emergency Call Handling solution to replace the current end of life Sentinel system. The purpose of this end-point system is to receive, interpret and display pertinent information to five (5) 911 operators on a 24/7 basis to enable their efficient dispatching of emergency services. One (1) single workstation will be used by a different operator for each shift. This end-point solution must meet standards used throughout all Manitoba PSAPs and operate within the existing provincial emergency network infrastructure and framework, already in place. The system must connect with, work with, and be compatible with the designated (by CRTC) Incumbent Local Exchange Carrier's (ILEC) province wide 911 system. The contractor must also perform 24/7, single point of contact support throughout the lifetime operation of the system. This single point of contact support will include any coordination (with the ILEC) required in the resolution of issues that may be a result of the ILEC's system.

#### 3. DELIVERABLES

##### 3.1 System

The Contractor must supply, deliver, and install a hardware and software solution (including licenses) to the CFB Shilo PSAP, 911 call centre that will work with the current tariffed emergency network infrastructure services delivered to all PSAPs throughout Manitoba.

##### 3.1.1 The System must consist of:

- 3.1.1.1** A console user interface for emergency and non-emergency call handling, including display of Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information of the emergency caller.
- 3.1.1.2** Access to short term voice recordings of telephone activity from 911 operator positions. To include call duration, provide ANI, a time stamp and instant playback for 911 calls per each 911 operator workstation.
- 3.1.1.3** Templated reports such as call counts, ring time range, call duration, etc. that can be enhanced with custom groups and filters.
- 3.1.1.4** Remote viewing of call-taker status and call centre activities in real time, giving supervisors immediate information about system usage including the availability of each call-taker and the number of emergency and non-emergency calls in applicable queues.

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- 3.1.1.5** A hardware device is required at each 911 operator position that will manage the audio and other controls of external communications devices and auxiliary equipment that reside at the 911 operator workstation.

### **3.2 Service and Maintenance of System**

Service and support of the 911 system will be 24/7. The contractor must act as a single point of contact in the delivery of support including faults resulting from the ILECs system. Contractor must coordinate support issues with the ILEC on behalf of the 911 operator within a time mutually agreed upon with CFB Shilo.

### **3.3 Training**

Onsite training must be provided at the time of installation, such that each 911 operator must be familiar with the new system prior to live operation. A “playbook” of procedures to be used by the operator must also be developed and provided prior to the system entering operation.

System Administration and operator training must be provided and include call taking operation, system configuration and support, and Reports generation. Training methods should include a combination of in person and WebEx remote training to occur after initial installation.

## ANNEX "B"

### BASIS OF PAYMENT

- Bidders must complete the table below and submit it with their bid
- Prices quoted must be FOB destination including supply, delivery, offloading, labour, installation, applicable customs and duties, DDP (delivery duty paid) to the specified "DELIVERY LOCATION" below
- Prices quoted must not include Applicable taxes. Applicable taxes will be added as a separate line item to any invoice issued as a result of a Contract
- Prices quoted must be in Canadian Dollars (CAD)

### DELIVERY LOCATION

- L134 Military Police  
CFB Shilo Manitoba  
R0K 2A0

### SYSTEM

The Contractor must complete supply, delivery, installation, and training of the proposed system on or before 2018-07-31.

ITEM	DESCRIPTION	FIRM PRICE (A)
1	<u>System</u> – in accordance with Annex "A", Statement of Work	\$ _____
2	<u>Training</u> – in accordance with Annex "A", Statement of Work	\$ _____
<b>EVALUATED BID PRICE: SYSTEM</b> = 1A + 2A		\$ _____

### MAINTENANCE AND SUPPORT OF SYSTEM

ITEM	DESCRIPTION	ESTIMATED ANNUAL QUANTITY (A)	FIRM UNIT PRICE: YEAR 1 (B)	FIRM UNIT PRICE: YEAR 2 (C)	FIRM UNIT PRICE: YEAR 3 (D)
1	<u>Maintenance and Support of System</u> - in accordance with Annex "A", Statement of Work	12 months	\$ _____ /month	\$ _____ /month	\$ _____ /month
<b>EVALUATED BID PRICE: MAINTENANCE AND SUPPORT OF SYSTEM</b> = (A x B) + (A x C) + (A x D)					\$ _____

### TOTAL EVALUATED BID PRICE

ITEM	DESCRIPTION	PRICE (A)
1	EVALUATED BID PRICE: SYSTEM	\$ _____
2	EVALUATED BID PRICE: MAINTENANCE AND SUPPORT OF SYSTEM	\$ _____
<b>TOTAL EVALUATED BID PRICE</b> = 1A + 2A		\$ _____

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## ANNEX "C"

### EVALUATION CRITERIA

#### DELIVERY: SYSTEM

The Contractor must complete supply, delivery, installation, and training of the proposed system on or before 2018-07-31.

#### PLEASE INDICATE:

(TO BE COMPLETED BY BIDDER)

☐ Meet Delivery Requirement

OR

☐ Unable to Meet Delivery Requirement

#### COMPLIANCE MATRIX – MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS

A complete list of the minimum mandatory performance specifications are detailed below in the "Compliance Matrix". Bidders are to clearly demonstrate compliance with each mandatory specification.

1. Bidders **must** show compliance by addressing each performance specification in the Compliance Matrix, whether the product offered "meets" or "does not meet".
2. It is requested that supporting technical documentation, including but not limited to, specification sheets, technical brochures, photographs or illustrations be provided with the bid at solicitation close and be cross-referenced on the Compliance Matrix for each performance specification to outline where in the supporting technical documentation it demonstrates compliance. It is the Bidders responsibility to ensure that the submitted supporting technical documentation provides detail to prove that the proposed product(s) meet the requirements of the Performance Specification. If published supporting technical document is not available, the Bidder should prepare a written narrative complete with a detailed explanation of how its bid demonstrates technical compliance.
3. If the supporting documentation referenced above has not been provided at bid closing, the Contracting Authority will notify the Bidder that they must provide supporting documentation within two (2) business days following notification. Failure to comply with the request of the Contracting Authority within that time period, will deem the bid non-responsive and the bid will be given no further consideration.
4. Bidders must address any concerns with the performance specifications in written detail to the Contracting Authority before bid closing as outlined in the solicitation document.
5. Failure to meet each performance specification will result in the bid being deemed non-responsive, and be given no further consideration.

## COMPLIANCE MATRIX – MINIMUM MANDATORY PERFORMANCE SPECIFICATIONS

ITEM #	PERFORMANCE SPECIFICATION	STATUS (M) Mandatory	PERFORMANCE SPECIFICATION MET? Indicate either "YES" or "NO"	PERFORMANCE SPECIFICATION OFFERED Bidder <u>should</u> indicate how they meet the performance specification by recording this information in this column	CROSS REFERENCE In this column, Bidders <u>should</u> cross-reference where this performance specification is indicated in their supporting documents.
<b>1)</b>	<b>System</b>				
<b>a)</b>	Must be 100% compatible with Sentinel ECS-1000 Selective Router	M			
<b>b)</b>	Must be 100% compatible with the ILEC Automatic Location Identification (ALI) database	M			
<b>c)</b>	Must be Internet Protocol (IP) based	M			
<b>d)</b>	Must be able to be integrated into the current provincial PSAP network	M			
<b>e)</b>	Solution must meet current E9-1-1 standards and Integrate with the ILEC's current tariffed network throughout the ILECs transition to NG911 operation	M			
<b>f)</b>	Solution must meet the NENA i3 standard	M			



Solicitation No. - N° de l'invitation  
W0127-180159/B  
Client Ref. No. - N° de réf. du client  
W0127-180159

Amd. No. - N° de la modif.  
File No. - N° du dossier  
EDM-7-40215

Buyer ID - Id de l'acheteur  
EDM064  
CCC No./N° CCC - FMS No./N° VME

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**ANNEX "D"**

**ELECTRONIC PAYMENT INSTRUMENTS**

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

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);
- ☐ Wire Transfer (International Only);
- ☐ Large Value Transfer System (LVTS) (Over \$25M)