



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

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

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Quebec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

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

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

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Mainframe & Business Software Procurement Division /  
Div des achats des ordi principaux et des logiciels de gestion  
Terrasses de la Chaudière  
4th Floor, 10 Wellington Street  
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Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> POINT OF SALE SOLUTION	
<b>Solicitation No. - N° de l'invitation</b> 21120-164184/C	<b>Date</b> 2018-05-16
<b>Client Reference No. - N° de référence du client</b> 21120-16-2334184	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EEM-006-33540	
<b>File No. - N° de dossier</b> 006eem.21120-164184	<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 2018-06-26</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Quenville, Elizabeth	<b>Buyer Id - Id de l'acheteur</b> 006eem
<b>Telephone No. - N° de téléphone</b> (613) 858-6142 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**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>

**BID SOLICITATION**  
**FOR A POINT OF SALE SOLUTION**  
**FOR**  
**CORRECTIONAL SERVICE CANADA**

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#### **Forms:**

- Form 1 - Bid Submission Form
- Form 2 - Substantiation of Technical Compliance Form
- Form 3 - Software Publisher Certification Form
- Form 4 - Software Publisher Authorization Form
- Form 5 - Declaration Form
- Form 6 - List of Names Form
- Form 7 - Federal Contractors Program for Employment Equity - Certification
- Form 8 - SCSI Submission Form

**BID SOLICITATION**  
**FOR A POINT OF SALE SOLUTION**  
**FOR**  
**CORRECTIONAL SERVICES CANADA**

**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, if applicable, and the basis of selection;
- Part 5** Certifications: includes the certifications to be provided;
- Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

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

**Notice to Bidders: Supply Chain Security Information; Supply Chain Integrity Process**

*This bid solicitation contains a security requirement in relation to the supply chain of the Bidders to provide this information to Canada, see Section 3.6 of Part 3 - Bid Preparation Instructions for additional information on the integrity assessment of bidders' supply chain security information.*

**Notice to Bidders: National Security Exception (NSE) Notice**

*Canada intends to invoke the national security exceptions provided for in the trade agreements to which Canada is a party, current and future, with respect to the **Supply Chain Integrity Process** of this procurement. The Supply Chain Integrity Process, described in **Annex D - Supply Chain Integrity Process**, includes all measures that will be used to assess the bidders and their solutions for security vulnerabilities during the solicitation process and continued obligations imposed during the resulting contract period. Upon invocation, all requirements and procedures of the Supply Chain Integrity Process portion of this procurement being excluded from all of the obligations of the trade agreements, for each and all purposes.*

## 1.2 Summary

- (a) This bid solicitation is a re-tender of the requirement described in bid solicitation number 21120-164184/A dated January 11, 2017 with a bid closing date of March 21, 2017 at 2:00pm, EST; this document replaces the previous version entirely.

This bid solicitation is being re-issued to adjust the solicitation to better reflect Canada's operational requirements. Bidders submitting a proposal are advised that they must not rely on any information previously provided in the context of bid solicitation number 21120-164184/A dated 2017-01-11 with a bid closing date of 2017-03-21 at 14:00 EDT.

Please Note: Interested suppliers are encouraged to attend the *Bidders' Conference and Site Visit*, during which suppliers will be provided information and an opportunity to ask questions about the requirement and the procurement process. Attendance is optional, but recommended, to ensure suppliers will fully understand the proposed procurement. Bidders are also encouraged to submit any enquiries they may have in accordance with Section 2.4 - Enquiries – Bid Solicitation.

- (b) This bid solicitation is being issued to satisfy the requirement of Correctional Service Canada (the "**Client**") for a centralized Point of Sale Solution (the "**POS Solution**"). The bid solicitation is intended to result in the award of a contract for 1 year, plus 5 one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) The required **POS Solution** may be comprised of any combination of commercial-off-the-shelf software ("COTS"), Pre-Existing software or custom software required for the **POS Solution** to operate at all times in accordance with the Statement of Work in the Client's technical environment described in the bid solicitation. The **POS Solution** must include the Licensed Software, the custom software, a 12-month warranty, software maintenance and support, and Software Documentation. Training and professional services must also be provided, if requested. The first work under the resulting contract will be for the successful Bidder to develop and implement the custom software functionalities required for the POS Solution to operate at all times in accordance with the Statement of Work in the Client's technical environment described in the bid solicitation.
- (d) As software maintenance will be for the POS Solution as a whole, Canada requires a direct relationship with the software developer, to avoid internal solution incompatibility. Suppliers who will not themselves perform the custom software development must bid as a joint venture with the entity who will perform that work; a Bidder will not be permitted to subcontract this work.
- (e) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organizational security screening or security clauses, Bidders should refer to the Industrial and Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (f) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force, and the Canadian Free Trade Agreement (CFTA).

- (g) The Federal Contractors Program (FCP) for employment equity applies to this procurement: see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the form titled "Federal Contractors Program for Employment Equity - Certification".

### **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.

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) "Subsection 3 of Section 01, Integrity Provisions - Bid of Standard Instructions (2003) incorporated by reference above is deleted in its entirety and replaced with the following:

#### **3. List of Names**

- a) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA).
- b) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
- (e) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: 60 days
  - (ii) Insert: 180 days

### **2.2 Submission of Bids**

- (a) Bids must be submitted only to Public Works and Government Services Canada PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### **2.3 Former Public Servant**

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



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

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

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

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

**(c) Former Public Servant in Receipt of a Pension**

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

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

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

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

**(d) Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

- (i) name of former public servant;
- (ii) conditions of the lump sum payment incentive;
- (iii) date of termination of employment;

- (iv) amount of lump sum payment;
- (v) rate of pay on which lump sum payment is based;
- (vi) period of lump sum payment including start date, end date and number of weeks;
- (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

## 2.4 Enquiries - Bid Solicitation

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

## 2.5 Applicable Laws

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

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

## 2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications, Statement of Work and Statement of Requirements contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

## 2.7 Bidders' Conference and Site Visit

- (a) A bidders' conference and site visit will be held at the Federal Training Centre at 600 Montée Saint-François, Laval, Quebec, H7C 1S5, on Monday, June 11, 2018 at 9:00 EDT. It is recommended that the Bidder or a representative of the Bidder attend the conference. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered.
- (b) Security screening is required prior to gaining authorized access to the location of the bidders' conference. Bidders interested in participating must apply for authorization to attend by submitting the name(s) of their proposed participants by email to the Contracting Authority no later than May 28, 2018 at 14:00 EDT. The Contracting Authority will provide CSC Security forms to all bidders who apply. Bidders will have a maximum of 2 business days to complete and return the forms. All authorized attendees will also be required to provide Government-issued identification and consent to a criminal background check in order to attend the bidders' conference and site visit. In addition to returning the completed CSC Security forms, bidders must provide the following documents and information for all attendees to the Contracting Authority by 14:00 EDT on June 4, 2018:
  - (i) Full name of individual attending (First, Middle and Last)
  - (ii) Name of the company they represent
  - (iii) Date of Birth (Year/Month/Day)
  - (iv) Foreign Nationals require a valid passport and government issued ID (please send scanned copies in advance to the Contracting Authority)
  - (v) Canadians require either a valid driver's license or passport (please send scanned copies to the Contracting Authority)
- (c) Attendees shall submit to a Canadian Police Information Centre (CPIC) verification of identity / information by CSC, and must adhere to the institutional requirement for the conduct of searches prior to admittance to the institution / site. CSC reserves the right to deny access to any institution / site or part thereof of any Bidder personnel, at any time.
- (d) Bidders who do not comply with the process outlined above will not be considered for authorization for access to the site and will be disallowed from participating in the bidders' conference. No alternative visit or conference will be scheduled. Bidders will be requested to sign an attendance sheet. Bidders who do not participate in the visit will not be precluded from submitting a bid. Any clarifications or changes to the bid solicitation resulting from the site visit or the bidders' conference will be posted as an amendment to the bid solicitation.

## **2.8 Non-Disclosure Agreement**

By submitting its SCSI, and in consideration of the opportunity to participate in this procurement process, the Bidder agrees to the terms of the non-disclosure agreement contained in Section 5 of Annex E, Supply Chain Integrity Process.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

- (i) Section I: Technical Bid (1 hard copy and 2 soft copies on CD)
- (ii) Section II: Financial Bid (1 hard copy and 1 soft copy on CD)
- (iii) Section III: Certifications (1 hard copy)
- (iv) Section IV: Additional Information (1 hard copy).

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

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

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

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

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

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

- (d) **Submission of Multiple Bids:**

- (i) A Bidder, including related entities, will be permitted to participate in the submission of:
  - (A) one bid by the Bidder on its own and one bid from a related entity to the Bidder submitted in a joint venture that includes at least one party that is not related to the Bidder;

- (B) two bids submitted in joint venture, each of which contains one or more related entities, where at least one of the joint ventures includes at least one party that is not a related entity to the Bidder; or
  - (C) two bids, each of which is from the Bidder and a related entity to the Bidder on its own.
- (ii) The submission of multiple bids, except as set out in (i), is not permitted in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (not in accordance with (i)), Canada will choose in its discretion which bid to consider. If multiple bids are submitted, each bid must be a physically separate document, clearly marked as a separate bid. Each bid will be evaluated independently without regard to other bids submitted and, therefore, every bid must be complete.
- (iii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc.), an entity will be considered to be **"related"** to a Bidder if:
  - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - (B) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
  - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
  - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- (e) **Joint Venture Experience:**
  - (i) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.  
  
 Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.
  - (ii) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.  
  
 Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- (iii) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

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

That show in total 100 billable days.

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

### 3.2 Section I: Technical Bid

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

SECURITY INFORMATION	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	

Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

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

- (iii) **Substantiation of Technical Compliance:** The technical bid must substantiate the compliance of the Bidder and the COTS and Pre-Existing software components of its proposed POS Solution with the specific articles of Annex A (Statement of Requirements) identified in the Substantiation of Technical Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Technical Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of the Substantiation of Technical Compliance Form, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (iv) **Previous Similar Projects:** Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been completed by the bid closing date; (iii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated. A project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the descriptions of the work identified in Annex A. Work will be considered to "closely match" if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given resource category.
- (v) **Proposed Resources:** The technical bid must include résumés for the resources identified Annex A. The same individual must not be proposed for more than one Resource Category. The Technical Bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:
  - (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
  - (B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programs that were successfully completed by the resource by the time of bid closing. If the degree, designation

or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).

- (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
- (D) For work experience, PWGSC will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
- (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). PWGSC will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
- (F) For work experience to be considered by PWGSC, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

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

- (A) The Bidder must provide customer references. The customer reference must each confirm, "if" requested by PWGSC, the facts identified in the Bidder's bid, as required by Annex A.

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

Sample Question to Customer Reference: "Has the Bidder/individual provided your organization with the products/services as described and, if applicable, describe any required time frame within which those services must have been provided?"

☐ Yes, the Bidder/individual has provided my organization with the services described above.



\_\_\_\_ No, the Bidder/individual has not provided my organization with the services described above.

\_\_\_\_ I am unwilling or unable to provide any information about the services described above.

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

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

- (vii) **List of Proposed Software components that will form part of the POS Solution:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed **POS Solution**.
- (viii) **Solution System Architecture:** The Bidder should include an overview of the technical architecture for the proposed **POS Solution**.
- (ix) **Description of Evolution of Proposed Software Solution Components:** The Bidder is requested to describe when and how each of the components of the proposed **POS Solution** were conceived and how they have evolved, with the accomplishments of each release. This is requested for information purposes only and will not be evaluated.
- (x) **Description of Hardware and Peripherals:** The Bidder is requested to provide a list of any Point of Sale hardware or peripheral equipment that is compatible with the proposed **POS Solution**, and whether the POS Solution will be restricted for use with any proprietary hardware or peripheral equipment. Additionally, the Bidder is requested to indicate whether the Bidder is a supplier of POS Solution-compatible hardware or peripheral equipment. This is requested for information purposes only and will not be evaluated.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the **Basis of Payment in Annex B**. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required under Part 5.

### 3.5 Section IV: Additional Information

(a) **Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures**

As indicated in Part 6 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s)' site(s) or premises for which safeguarding measures are required for Work Performance.

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposal individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

Bidders are requested to indicate this information on their Bid Submission Form.

**3.6 Section V: Supply Chain Integrity Process**

Bidders must submit specific information regarding each component of their proposed Solution's supply chain ("Supply Chain Security Information" or "SCSI") as defined in Section 3 of **Annex E, Supply Chain Integrity Process**. The Supply Chain Security Information must be submitted in this Volume. The Supply Chain Security Information will be used by Canada to assess whether, in its opinion, a Bidder's proposed supply chain creates the possibility that the Bidder's proposed Solution could compromise or be used to compromise the security integrity of Canada's equipment, firmware, software, systems or information in accordance with the Supply Chain Security Information assessment as described in **Annex E, Supply Chain Integrity Process**.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
    - (A) verify any or all information provided by the Bidder in its bid; or
    - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,the Bidder must provide the information requested by Canada within 5 working days of a request by the Contracting Authority.
  - (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Evaluation

- (a) **Mandatory Technical Criteria:**
  - (i) The mandatory criteria that will be evaluated as part of the bid evaluation are listed in Annex A, Statement of Requirements.
- (b) **Point-Rated Technical Criteria:**

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The point-rated technical criteria are described in Annex A, Statement of Requirements.
- (c) **Reference Checks:**

- (i) For reference checks, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders on the same day using the e-mail address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.
  - (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The Bidder will have 24 hours to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.
  - (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
  - (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
  - (v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.
- (d) **Demonstration**
- (i) Through a demonstration, Canada may require that the top-ranked Bidder (identified after the financial evaluation) demonstrate any features, functionality and capabilities described in this bid solicitation or in its bid, in order to verify compliance with the requirements of this bid solicitation. If Canada chooses to proceed with a demonstration, the demonstration will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Appendix D, Technical Environment, or the demonstration may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in Appendix D (it is within the Contracting Authority's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any demonstration.
  - (ii) Canada will provide no fewer than 5 working days of notice before the scheduled date for the demonstration. Once the demonstration has begun, it must be completed within 2 hours. The demonstration must be conducted during normal business hours, to be determined by the Contracting Authority.

The Bidder will be asked to demonstrate the following features:

- Manage Client Accounts: Edit, enter, save and deactivate the required information;
  - Manage User Access and Rights: Edit, enter, save and deactivate the required information;
  - Inventory Management: Edit, enter, save and deactivate inventory items;
  - Reporting Features: Produce inventory and profit and loss reports.
- (iii) Canada will document the results of the demonstration. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the demonstration and the bid will be disqualified. Canada may, as a result of the demonstration, reduce the score of the Bidder on any rated requirement, if the demonstration indicates that the score provided to the Bidder on the basis of its written bid is not validated by the demonstration. The Bidder's score will not be increased as a result of the demonstration. If the Bidder's score is reduced as a result of the demonstration, Canada will reassess the ranking of all bidders.
- (iv) In connection with the demonstration, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for demonstration purposes.

#### **4.3 Financial Evaluation**

- (a) The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders.

(b) **Formulae in Pricing Tables**

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

(c) **Substantiation of Professional Services Rates**

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

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

included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation;

- (iii) in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

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

#### 4.4 Ranking of Bids

The top ranked bid will be determined based on the highest responsive combined rating of technical merit and price.

60% weightage will be given to the technical bid and 40% weightage will be given to the financial bid as per the following formula:

$$\begin{array}{l} \frac{\text{Points received for rated requirements}}{\text{Maximum score possible}} \quad \times 60\% = \text{Total 1} \\ \frac{\text{Lowest Total Bid Price}}{\text{Total Bid Price of the bid being ranked}} \quad \times 40\% = \text{Total 2} \end{array}$$

**(Total 1) + (Total 2) = Combined Rating of Technical Merit and Price.**

- (a) Top-ranked responsive bids will be determined based on the proposal which has met all mandatory criteria and offers the Highest Responsive Combined Rating of Technical Merit and Price as calculated above.

#### 4.5 Basis of Selection

- (a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive.
- (b) 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 highest combined rating of technical merit and price will be considered to be the top ranked bid. If more than one bid is ranked first because of identical overall scores, then the bid with the highest technical points will be considered the top ranked bid.
- (c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed

contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

- (d) The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

#### **4.6 Supply Chain Integrity Process**

Canada will assess whether, in its opinion, the top-ranked bidders' supply chain creates the possibility that bidders' proposed solution could compromise or be used to compromise the security integrity of Canada's equipment, firmware, software, systems or information in accordance with Section 4 of **Annex E, Supply Chain Integrity Process**.

## 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. 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 Bid

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

#### (a) Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, the completed Declaration Form (Form 5), 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 provided will render the bid non-responsive.

#### (a) Integrity Provisions – List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

#### (b) Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\)](#) - Labour's website.

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

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



The Bidder must provide the Contracting Authority with a completed annex Form 7 [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

**(c) Professional Services Resources**

- (i) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (ii) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (iii) If the Bidder is unable to provide the services of an individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within five business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:
  - (A) the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;
  - (B) the name, qualifications and experience of a proposed replacement immediately available for work; and
  - (C) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

No more than one substitute will be considered for any given individual proposed in the bid. In response to the Bidder's proposed substitution, the Contracting Authority may elect in its sole discretion either to:

- (A) set aside the bid and give it no further consideration; or
- (B) evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

If no substitute is proposed the Contracting Authority will set aside the bid and give it no further consideration.

- (iv) If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

(d) **Software Publisher Certification and Software Publisher Authorization**

- (i) If the Bidder is the Software Publisher for any of the proprietary software products it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation. Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.
- (ii) Any Bidder that is not the Software Publisher of all the proprietary software products proposed in its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation. Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders/Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.
- (iii) In this bid solicitation, "Software Publisher" means the owner of the copyright in any software products proposed in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirement**

- (a) Before award of a contract, the following conditions must be met:
  - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
  - (iii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
  - (iv) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (v) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV, Additional Information.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

### **6.2 Financial Capability**

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

## 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 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirements and Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting all software licenses required to use the **POS Solution**, comprised of any combination of the Licensed Software, Pre-Existing Software or Custom Software;
  - (ii) performing any Work required to design or develop specifications, and develop and implement any custom software components in accordance with the Contract;
  - (iii) providing the Software Documentation;
  - (iv) providing a 12-month warranty for the **POS Solution**, commencing at the acceptance of the **POS Solution** ;
  - (v) providing maintenance and support for the **POS Solution** during the Software Support Period;
  - (vi) providing professional services, as and when requested by Canada;
  - (vii) providing training, as and when requested by Canada,
- to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is Correctional Services Canada.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

### 7.2 Optional Goods and/or Services

- (a) The Contractor grants to Canada the irrevocable option to acquire the goods and services described at Annex A, Statement of Requirements and Annex C, Statement of Work of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.
- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

### 7.3 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Form and Content of draft Task Authorization:**
  - (i) The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization Form" specified in Appendix A.
  - (ii) The draft Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The **draft** TA will also include the applicable basis and method of payment as specified in the Contract.
  - (iii) A draft Task Authorization must also contain the following information, if applicable:
    - (A) the task number;
    - (B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
    - (C) the details of any financial coding to be used;
    - (D) the categories of resources and the number required;
    - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
    - (F) the start and completion dates;
    - (G) milestone dates for deliverables and payments (if applicable);
    - (H) the number of person-days of effort required;
    - (I) whether the work requires on-site activities and the location;
    - (J) the language profile of the resources required;
    - (K) the level of security clearance required of resources;
    - (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
    - (M) any other constraints that might affect the completion of the task.
- (c) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Technical Authority, within 2 working days of receiving the draft Task Authorization (or within

any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

(d) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**

To be validly issued, a TA must include the following signature(s):

- (i) For any TA, inclusive of revisions, with a value less than or equal to \$50,000 (including Applicable Taxes), the TA must be signed by the Technical Authority; and
- (ii) For any TA with a value greater than this amount, a TA must be signed by the Technical Authority and Contracting Authority.

Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TAs at any time, or reduce the dollar value threshold described in subarticle (i) above; any suspension or reduction notice is effective upon receipt.

(e) **Periodic Usage Reports:**

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

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

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

The data must be submitted to the Contracting Authority no later than 5 calendar days after the request has been sent.

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

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of each authorized task;
- (C) the name, Category of Personnel and level of each resource involved in performing the TA, as applicable;

- (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
  - (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
  - (F) the start and completion date for each authorized task; and
  - (G) the active status of each authorized task as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- (iv) Each report must also contain the following cumulative information for all the validly issued TAs (as revised)
- (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last revised, as applicable) as Canada's total liability to the Contractor for all authorized TAs; and
  - (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued tasks.

(f) **Pre-Cleared Resources:**

The Contractor must:

- (i) ensure that the specific individuals named in the Contractor's bid or acceptable alternatives remain available in appropriate quantities for work under the Task Authorizations to be issued in accordance with this Contract, and must also ensure that these individuals maintain any professional qualifications and security levels associated with the corresponding resource categories of the bid solicitation for which they are available; and
- (ii) avoid delays associated with the Contract's security requirements by initiating the assessment and security clearance of additional resources by Canada as soon as possible after Contract award and on an ongoing basis during the Contract Period, in the quantities specified for each resource category in the Annex. Each such resource must meet the minimum qualifications applicable to the resource category for which they are available, as well as the security requirements identified in the Contract. If accepted by Canada, the Contract will be amended to list each such resource by name.

The resources identified in the Contract must be maintained and available in the quantities specified throughout the Contract Period. There is no limit to the number of resources that the Contractor may submit for consideration and assessment on an ongoing basis; however, the submission of alternatives does not relieve the Contractor from its obligation to provide, for a given task, specific individuals agreed to be provided to Canada in a validly issued TA or elsewhere as required by the terms of this Contract.

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

## 7.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and->

guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

(a) **General Conditions:**

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

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
- (ii) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software;
- (iii) 4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
- (iv) 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information (2010-08-16) 4006

apply to and form part of the Contract.

(c) **Amendments to General Conditions:**

- (i) Amendment to General Conditions 2035 (2016-04-04) General Conditions - Higher Complexity - Services is amended as follows:
  - a) Section 2035 06 Subcontracts is amended as follows:

Add:

“5. The Contractor is prohibited from subcontracting or permitting the subcontracting of any part of the custom software development Work.”

(d) **Amendments to Supplemental General Conditions:**

- (i) **Amendment to Supplemental General Condition 4002 (2010-08-16) Software Development or Modification Services is amended as follows:**

- b) Section 4002 10 is deleted in its entirety. (Products created using the Foreground Information)

- c) Section 4002 08(2) is amended as follows:

Delete:

*“2. The Contractor must not develop the Custom Software by modifying Pre-existing Software or incorporate any Pre-existing Software into the Custom Software without first obtaining the written consent of Canada. However, the consent of Canada is not required if the use of Pre-existing Software is specifically authorized in the Contract.”*

and replace with:



*"2. The Contractor may develop the Custom Software by modifying Pre-existing Software or incorporate any Pre-existing Software into the Custom Software, pursuant to the terms of the Contract."*

(ii) **Amendments: Supplemental General Condition 4003 (2010-08-16) Licensed Software is amended as follows:**

- a) Section 4003 01, Interpretation, the definition of "Licensed Solution" is added as follows:

*"Licensed Solution"*

*means all of the computer programs, whether Commercial-Off-the-Shelf software, Pre-existing Software or Custom Software, in object-code form, comprising the POS Solution, which must be provided by the Contractor to Canada under the Contract, and include all patches, fixes and other code that may be delivered to Canada under the Contract in relation to the Solution, including any code provided as part of the warranty, maintenance, or support;*

- b) Delete in its entirety Section 16. (Source Code Escrow)

(iii) **Amendments: Supplemental General Conditions 4004 (2013-04-25) Maintenance and Support Services for Licensed Software is amended as follows:**

- a) Section 4004 02, Software Error Correction Services, is deleted in its entirety and replaced with the following:

1. Canada may report to the Contractor any failure of the **POS Solution** or any component thereof to operate in accordance with the Software Documentation or, if applicable, the Specifications during the Software Support Period. Canada may report failures either in writing or by telephone or other remote communication. Upon receipt of a report of a failure from Canada, unless provided otherwise in the Contract, the Contractor must use all reasonable efforts to provide Canada within the time frames established in subsections 2 and 3, with a correction of the Software Error which caused the failure. Any such software correction must cause the **POS Solution** to meet the Software Documentation or, if applicable, the Specifications during the Software Support Period. The Contractor must use all reasonable efforts to provide permanent corrections for all Software Errors and the Contractor warrants that the **POS Solution** will meet the functional and performance criteria set out in the Specifications. All Software Error corrections will become part of the **POS Solution** and will be subject to the conditions of Canada's license with respect to the **POS Solution**.

2. Unless provided otherwise in the Contract, the Contractor must respond to a report of a Software Error in accordance with the severity of the Software Error, as detailed in subsection 3. The severity will be reasonably determined by Canada, and communicated to the Contractor, based on the following definitions:

"Severity 1":

indicates total inability to use the **POS Solution**, resulting in a critical impact on user objectives;

"Severity 2":

indicates ability to use the **POS Solution** but user operation is severely restricted;

"Severity 3":

indicates ability to use a **POS Solution** with limited functions which are not critical to overall user operations;

"Severity 4":

indicates that the problem has been by-passed or temporarily corrected and is not affecting user operations.

3. Unless provided otherwise in the Contract, the Contractor must use reasonable efforts to correct Software Errors as follows:

"Severity 1":

within twelve (12) hours of notification by Canada;

"Severity 2":

within twenty-four (24) hours of notification by Canada;

"Severity 3":

within seventy-two (72) days of notification by Canada;

"Severity 4":

within thirty (30) days of notification by Canada.

4. If Canada reports a Software Error to the Contractor, Canada must give the Contractor reasonable access to the computer system on which the **POS Solution resides**, and must provide such information as the Contractor may reasonably request, including sample output and other diagnostic information, in order to permit the Contractor to expeditiously correct the Software Error.

## 7.5 Security Requirement

- a) The following security requirements (SRCL and related clauses provided by ISP) apply and forms part of the Contract.
  - (i) The Contractor must, at all times during the performance of the Contract, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
  - (ii) The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) **must EACH hold a valid RELIABILITY STATUS**, granted or approved by CISD/PWGSC. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by CISD/PWGSC, the Contractor **MAY NOT HAVE ACCESS to CLASSIFIED/PROTECTED** information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort.
  - (iii) The Contractor **MUST NOT** remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
  - (iv) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
  - (v) The Contractor must comply with the provisions of the:
    - i. Security Requirements Check List and security guide (if applicable), attached at Annex D;
    - ii. Industrial Security Manual (Latest Edition).

**b) Contractor's Site(s) or Premises Requiring Safeguarding Measures**

The Contractor must diligently maintain up-to-date, the information related to the Contractor's and individual(s) site(s) or premises, where safeguarding measures are required in the performance of the Work, for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.

**7.6 CSC On-Site Security Requirements**

- a) Contractor personnel shall submit to a verification of identity / information by CSC, and must adhere to institutional requirements for the conduct of searches prior to admittance to the institution / site. CSC reserves the right to deny access to any institution / site or part thereof by any Contractor personnel, at any time.
- b) Institutional Security/Lockdown
  - (i) The Contractor(s) must be aware that they may be faced with delay or refusal of entry to certain areas at certain times (e.g., institutional lockdown or other security related emergencies) even if prior arrangements for access may have been made.
  - (ii) The Contractor(s) is/are advised to call a minimum of 24 hours in advance of their visit to ensure that planned access is still available.
  - (iii) If access is unavailable once they have arrived on-site, the Contractor(s) will adopt a workaround plan identified by the institution in question.
  - (iv) With the exception of sites located in remote locations, work at a nearby facility maybe required.
  - (v) Where remote sites are concerned, the Contractor(s) must confirm if an alternate site or re-attempt is required.

**7.7 Contract Period**

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends one year from the date that the POS Solution is accepted in accordance with the Statement of Work; and,
  - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 5 additional one-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least 5 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

## 7.8 Delivery Dates

All the deliverables must be received in accordance with the dates identified in the Contract, as applicable.

## 7.9 Authorities

### (a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Elizabeth Quenville  
 Title: Supply Specialist  
 Organization: Public Works and Government Services Canada  
 Acquisitions Branch  
 Directorate: Software and Shared Systems Procurement Directorate  
 Address: 10 Rue Wellington, Gatineau, QC K1A 0S5  
 Telephone: 613-858-6142  
 E-mail address: [Elizabeth.quenville@pwgsc.gc.ca](mailto:Elizabeth.quenville@pwgsc.gc.ca)

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

### (b) Technical Authority

The Technical Authority for the Contract is:

Name: Mounir Gedeon  
 Title: A/Manager, Enterprise Solutions  
 Organization: Correctional Services Canada  
 Address: NHQ, 170 Laurier Ave West, #1043, Ottawa, ON K1P 5V5  
 Telephone: 613-995-7929  
 E-mail address: [Mounir.gedeon@csc-scc.gc.ca](mailto:Mounir.gedeon@csc-scc.gc.ca)

In this person's absence, the Technical Authority is:

Name: Guy Renaud  
 Title: Senior Project Officer, Mgt. and support of ECOTS and ERPS  
 Organization: Correctional Services Canada  
 Address: NHQ, 170 Laurier Ave West, #1052, Ottawa, ON K1P 5V5  
 Telephone: 613-790-5778  
 E-mail address: [guy.renaud@csc-scc.gc.ca](mailto:guy.renaud@csc-scc.gc.ca)

The Technical Authority [is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the

technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) **Supply Chain Security Authority**

The Supply Chain Security Authority for the Contract is:

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

The Supply Chain Security Authority is the SSC representative and is responsible for all matters concerning the ongoing Supply Chain Integrity Process under the Contract. Neither the Contracting Authority nor the Technical Authority have any authority to advise or authorize any information in relation to the Supply Chain Integrity Process. All other security-related matters remain the responsibility of the Contracting Authority.

(d) **Contractor's Representative**

*(Fill in or delete as applicable)*

## **7.10 Proactive Disclosure of Contracts with Former Public Servants**

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

## **7.11 Ongoing Supply Chain Integrity Assessment**

(a) **Supply Chain Integrity Process:** The Parties acknowledge that a Supply Chain Integrity Process was a key component of the procurement process that resulted in the award of this Contract. In connection with that assessment process, Canada assessed the Contractor's Supply Chain Security Information ("SCSI") without identifying any security concerns. The following SCSI was submitted:

- (i) an IT Product List;
- (ii) a list of subcontractors; and
- (iii) network diagram(s).

This SCSI is included as Annex E - Supply Chain Integrity Process. The Parties also acknowledge that security is a critical consideration for Canada with respect to this Contract and that on-going assessment of SCSI will be required throughout the Contract Period. This Article governs that process.

(b) **Assessment of New SCSI:** During the Contract Period, the Contractor may need to modify the SCSI contained in Annex E- Supply Chain Integrity Process. In that regard:

- (i) The Contractor, starting at contract award, must revise its SCSI at least once a month to show all changes made, as well as all deletions and additions to the SCSI that affect the services under the Contract (including Products deployed by its subcontractors) during that period; the list must be marked to show the changes made during the applicable period. If

no changes have been made during the reporting month, the Contractor must advise the **Supply Chain Security Authority** in writing that the existing list is unchanged. Changes made to the IT Product List must be accompanied with revised Network Diagram(s) when applicable.

- (ii) The Contractor agrees that, during the Contract Period, it will periodically (at least once a year) provide the **Supply Chain Security Authority** with updates regarding upcoming new Products that it anticipates deploying in the Work (for example, as it develops its “technology roadmap” or similar plans). This will allow Canada to assess those Products in advance so that any security concerns can be identified prior to the Products being deployed in connection with the services being delivered under the Contract. Canada will endeavour to assess proposed new Products within 30 calendar days, although lengthier lists of Products may take additional time.
- (iii) Canada reserves the right to conduct a complete, independent security assessment of all new SCSIs. The Contractor must, if requested by the **Supply Chain Security Authority**, provide any information that Canada requires to perform its assessment.
- (iv) Canada may use any government resources or consultants to conduct the assessment and may contact third parties to obtain further information. Canada may use any information, whether it is provided by the Contractor or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of any proposed new SCSIs.

**(c) Identification of New Security Vulnerabilities in SCSIs already assessed by Canada:**

- (i) The Contractor must provide to the **Supply Chain Security Authority** timely information about any vulnerabilities of which it becomes aware in performing the Work, including any weakness, or design deficiency, identified in any Product used to deliver services that would allow an unauthorized individual to compromise the integrity, confidentiality, access controls, availability, consistency or audit mechanism of the system or the data and applications it hosts.
- (ii) The Contractor acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified and, that being the case, new security vulnerabilities may be identified in SCSIs that have already been the subject of an SCSIs assessment and assessed without security concerns by Canada, either during the procurement process or later during the Contract Period.

**(d) Addressing Security Concerns:**

- (i) If Canada notifies the Contractor of security concerns regarding a Product that has not yet been deployed, the Contractor agrees not to deploy it in connection with this Contract without the consent of the **Supply Chain Security Authority**.
- (ii) At any time during the Contract Period, if Canada notifies the Contractor that, in Canada’s opinion, there is a Product that is being used in the Contractor’s solution (including use by a subcontractor) that has been assessed as having the potential to compromise or be used to compromise the security of Canada’s equipment, firmware, software, systems or information, then the Contractor must:
  - (A) provide Canada with any further information requested by the Supply Chain Security Authority so that Canada may perform a complete assessment;
  - (B) if requested by the **Supply Chain Security Authority**, propose a mitigation plan (including a schedule), within 10 business days, such as migration to an alternative Product. The **Supply Chain Security Authority** will notify the Contractor in writing if Canada approves the mitigation plan, or will otherwise provide comments about concerns or deficiencies with the mitigation plan; and
  - (C) implement the mitigation plan approved by Canada.

This process applies both to new Products and to Products that were already assessed pursuant to the Supply Chain Integrity Process assessment by Canada, but for which new security vulnerabilities have since been identified.

- (iii) Despite the previous Sub-article, if Canada determines in its discretion that the identified security concern represents a threat to national security that is both serious and imminent, the **Supply Chain Security Authority** may require that the Contractor immediately cease deploying the identified Product(s) in the Work. For Products that have already been deployed, the Contractor must identify and/or remove (as required by the **Supply Chain Security Authority**) the Product(s) from the Work according to a schedule determined by Canada. However, prior to making a final determination in this regard, Canada will provide the Contractor with the opportunity to make representations within 48 hours of receiving notice from the **Supply Chain Security Authority**. The Contractor may propose, for example, mitigation measures for Canada's consideration. Canada will then make a final determination.

**(e) Cost Implications:**

- (i) Any cost implications related to a demand by Canada to cease deploying or to remove a particular Product or Products will be considered and negotiated in good faith by the Parties on a case-by-case basis and may be the subject of a Contract Amendment. However, despite any such negotiations, the Contractor must cease deploying and/or remove the Product(s) as required by Canada. The negotiations will then continue separately. The Parties agree that, at a minimum, the following factors will be considered in their negotiations, as applicable:
  - (A) with respect to Products already assessed without security concerns by Canada pursuant to an SCI assessment, evidence from the Contractor of how long it has owned the Product;
  - (B) with respect to new Products, whether or not the Contractor was reasonably able to provide advance notice to Canada regarding the use of the new Product in connection with the Work;
  - (C) evidence from the Contractor of how much it paid for the Product, together with any amount that the Contractor has pre-paid or committed to pay with respect to maintenance and support of that Product;
  - (D) the normal useful life of the Product;
  - (E) any "end of life" or other announcements from the manufacturer of the Product indicating that the Product is or will no longer be supported;
  - (F) the normal useful life of the proposed replacement Product;
  - (G) the time remaining in the Contract Period;
  - (H) whether or not the existing Product or the replacement Product is or will be used exclusively for Canada or whether the Product is also used to provide services to other customers of the Contractor or its subcontractors;
  - (I) whether or not the Product being replaced can be redeployed to other customers;
  - (J) any training required for Contractor personnel with respect to the installation, configuration and maintenance of the replacement Products, provided the Contractor can demonstrate that its personnel would not otherwise require that training;
  - (K) any developments costs required for the Contractor to integrate the replacement Products into the Service Portal, operations, administration and management systems, if the replacement Products are Products not otherwise deployed anywhere in connection with the Work; and
  - (L) the impact of the change on Canada, including the number and type of resources required and the time involved in the migration.

- (ii) Additionally, if requested by the **Supply Chain Security Authority**, the Contractor must submit a detailed cost breakdown, once any work to address a security concern identified under this Article has been completed. The cost breakdown must contain an itemized list of all applicable cost elements related to the work required by the **Supply Chain Security Authority** and must be signed and certified as accurate by the Contractor's most senior financial officer, unless stated otherwise in writing by the **Supply Chain Security Authority**. Canada must consider the supporting information to be sufficiently detailed for each cost element to allow for a complete audit. In no case will any reimbursement of any expenses of the Contractor (or any of its subcontractors) exceed the demonstrated out-of-pocket expenses directly attributable to Canada's requirement to cease deploying or to remove a particular Product or Products.
- (iii) Despite the other provisions of this Article, if the Contractor or any of its subcontractors deploys new Products that Canada has already indicated to the Contractor are the subject of security concerns in the context of the Work, Canada may require that the Contractor or any of its subcontractors immediately cease deploying or remove that Product. In such cases, any costs associated with complying with Canada's requirement will be borne by the Contractor and/or subcontractor, as negotiated between them. Canada will not be responsible for any such costs.

**(f) General:**

- (i) The process described in this Article may apply to a single Product, to a set of Products, or to all Products manufactured or distributed by a particular supplier.
- (ii) The process described in this Article also applies to subcontractors. With respect to cost implications, Canada acknowledges that the cost considerations with respect to concerns about subcontractors (as opposed to Products) may be different and may include factors such as the availability of other subcontractors to complete the work.
- (iii) Any service levels that are not met due to a transition to a new Product or subcontractor required by Canada pursuant to this Article will not trigger a Service Credit, nor will a failure in this regard be taken into consideration for overall metric calculations, provided that the Contractor implements the necessary changes in accordance with the migration plan approved by Canada or proceeds immediately to implement Canada's requirements if Canada has determined that the threat to national security is both serious and imminent.
- (iv) If the Contractor becomes aware that any subcontractor is deploying Products subject to security concerns in relation to the Work, the Contractor must immediately notify both the Contracting Authority and the Technical Authority and the Contractor must enforce the terms of its contract with its subcontractor. The Contractor acknowledges its obligations pursuant to General Conditions 2035 08 (3).
- (v) Any determination made by Canada will constitute a decision with respect to a specific Product or subcontractor and its proposed use under this Contract, and does not mean that the same Product or subcontractor would necessarily be assessed in the same way if proposed to be used for another purpose or in another context.

**(g) Subcontracting**

- (i) Despite the General Conditions, none of the Work may be subcontracted (even to an affiliate of the Contractor) unless the Supply Chain Security Authority has first consented in writing. In order to seek the Supply Chain Security Authority's consent, the Contractor must provide the following information:
  - (A) the name of the subcontractor;
  - (B) the portion of the Work to be performed by the subcontractor;
  - (C) the Designated Organization Screening or the Facility Security Clearance (FSC) level of the subcontractor;



- (D) the date of birth, the full name and the security clearance status of individuals employed by the subcontractor who will require access to Canada's facilities;
  - (E) completed sub-SRCL signed by the Contractor's Company Security Officer for CISC completion; and
  - (F) any other information required by the Supply Chain Security Authority.
- (ii) For the purposes of this Article, a "subcontractor" does not include a supplier who deals with the Contractor at arm's length whose only role is to provide telecommunications or other equipment or software that will be used by the Contractor to provide services, including if the equipment will be installed in the backbone or infrastructure of the Contractor.

#### (h) Change of Control

- (i) At any time during the Contract Period, if requested by the Supply Chain Security Authority, the Contractor must provide to Canada:
- (A) an organization chart for the Contractor showing all related corporations and partnerships; for the purposes of this Sub-article, a corporation or partnership will be considered related to another entity if:
    - (I) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
    - (II) the entities have now or in the two years before the request for the information had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
    - (III) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
  - (B) a list of all the Contractor's shareholders; if the Contractor is a subsidiary, this information must be provided for each parent corporation or parent partnership, up to the ultimate owner; with respect to any publicly traded corporation, Canada anticipates that the circumstances in which it would require a complete list of shareholders would be unusual and that any request from Canada for a list of a publicly traded corporation's shareholders would normally be limited to a list of those shareholders who hold at least 1% of the voting shares;
  - (C) a list of all the Contractor's directors and officers, together with each individual's home address, date of birth, birthplace and citizenship(s); if the Contractor is a subsidiary, this information must be provided for each parent corporation or parent partnership, up to the ultimate owner; and
  - (D) any other information related to ownership and control that may be requested by Canada.

If requested by the Supply Chain Security Authority, the Contractor must provide this information regarding its subcontractors as well. However, if a subcontractor considers this information to be confidential, the Contractor may meet its obligation by having the subcontractor submit the information directly to the Supply Chain Security Authority. Regardless of whether the information is submitted by the Contractor or a subcontractor, Canada agrees to handle this information in accordance with **Subsection 22(3) of General Conditions 2035** (General Conditions – Higher Complexity – Services), provided the information has been marked as either confidential or proprietary.

- (ii) The Contractor must notify the Supply Chain Security Authority and the Contracting Authority in writing of:
- (A) any change of control in the Contractor itself;
  - (B) any change of control in any parent corporation or parent partnership of the Contractor, up to the ultimate owner; and

- (C) any change of control in any subcontractor performing any part of the Work (including any change of control in any parent corporation or parent partnership of the subcontractor, up to the ultimate owner).

The Contractor must provide this notice by no later than 10 FGWDs after any change of control takes place (or, in the case of a subcontractor, within 15 FGWDs after any change of control takes place). Where possible, Canada requests that the Contractor provide advance notice of any proposed change of control transaction.

- (iii) In this Article, a “change of control” includes but is not limited to a direct or indirect change in the effective control of the corporation or partnership, whether resulting from a sale, encumbrance, or other disposition of the shares (or any form of partnership units) by any other means. In the case of a joint venture Contractor or subcontractor, this applies to a change of control of any of the joint venture’s corporate or partnership members. In the case of a Contractor or subcontractor that is a partnership or limited partnership, this requirement also applies to any corporation or limited partnership that is a partner.
- (iv) If Canada determines in its sole discretion that a change of control affecting the Contractor (either in the Contractor itself or any of its parents, up to the ultimate owner) may be injurious to national security, Canada may terminate the Contract on a “no-fault” basis by providing notice to the Contractor within 90 calendar days of receiving the notice from the Contractor regarding the change of control. Canada will not be required to provide its reasons for terminating the Contract in relation to the change of control, if Canada determines in its discretion that the disclosure of those reasons could itself be injurious to national security.
- (v) If Canada determines in its sole discretion that a change of control affecting a subcontractor (either in the subcontractor itself or any of its parents, up to the ultimate owner) may be injurious to national security, Canada will notify the Contractor in writing of its determination. Canada will not be required to provide the reasons for its determination, if Canada determines in its discretion that the disclosure of those reasons could itself be injurious to national security. The Contractor must, within 90 calendar days of receiving Canada’s determination, arrange for another subcontractor, acceptable to Canada, to perform the portion of the Work being performed by the existing subcontractor (or the Contractor must perform this portion of the Work itself). If the Contractor fails to do so within this time period, Canada will be entitled to terminate the Contract on a “no-fault” basis by providing notice to the Contractor within 180 calendar days of receiving the original notice from the Contractor regarding the change of control.
- (vi) In this Article, termination on a “no-fault” basis means that neither party will be liable to the other in connection with the change of control or the resulting termination, and Canada will only be responsible for paying for those services received up to the effective date of the termination.
- (vii) Despite the foregoing, Canada’s right to terminate on a “no-fault” basis will not apply to circumstances in which there is an internal reorganization that does not affect the ownership of the ultimate parent corporation or parent partnership of the Contractor or subcontractor, as the case may be; that is, Canada does not have a right to terminate the Contract pursuant to this Article where the Contractor or subcontractor continues, at all times, to be controlled, directly or indirectly, by the same ultimate owner. However, in any such case, the notice requirements of this Article still apply.

## 7.12 Payment

### (a) Basis of Payment

- (i) **POS Solution:** For the license(s) to use the **POS Solution** (including delivery, installation, integration and configuration of the **POS Solution** and the Software

Documentation) in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B, including all customs duties, Applicable Taxes extra. The firm prices include the warranty during the Software Warranty Period.

- (ii) **Maintenance and Support for POS Solution:** For maintenance and support services throughout the initial Software Support Period, in accordance with the Contract, Canada will pay the Contractor, in advance, the firm price(s) set out in Annex B, including all customs duties, Applicable Taxes extra.
- (iii) **Optional Additional Software Licenses:** For additional licenses to use the **POS Solution**, if Canada exercises its option, Canada will pay the Contractor the firm price *per device* set out in Annex B, including all customs duties, Applicable Taxes extra.
- (iv) **Optional Software Support:** If Canada exercises its option to extend the Software Support Period, Canada will pay the Contractor the firm annual price set out in Annex B, FOB destination, including all customs duties, Applicable Taxes extra. If additional licenses to use the **POS Solution** are purchased during the Software Support Period, Canada will pay the applicable price for maintenance and support of that number of licenses divided by 12, then multiplied by the number of months or partial months remaining in the Software Support Period (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year).
- (v) **Professional Services provided under a Task Authorization with a Firm Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price per Deliverable set out in the Task Authorization, Applicable Taxes extra.
- (vi) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Table 3 of Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (vii) **Travel and Living Expenses:** Canada will not pay any travel and living expenses associated with performance of the Work. All travel and living expenses must be included in the cost of the Deliverables and in the Per Diem Rates, as detailed in Tables 3 and 4 of Annex B, Basis of Payment.
- (viii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (ix) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the General Conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to

be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

- (x) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

(b) **Limitation of Expenditure**

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) 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) 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.
- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) **Method of Payment - Multiple Payments**

- (i) H1001C (2008-05-12), Multiple Payments

(d) **Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion:** Canada will pay the Contractor upon completion and delivery of all the Work associated with the validly issued Task Authorization in accordance with the payment provisions of the Contract if:

- (i) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (ii) all such documents have been verified by Canada;
- (iii) the Work delivered has been accepted by Canada.

(e) **Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly issued under the Contract that contains a maximum price:

- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
  - (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA
- (f) **Method of Payment - Advance Payment**
  - (i) Canada will pay the Contractor in advance for the delivery of Software Maintenance and Support Services if:
    - (A) An accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
    - (B) All such documents have been verified by Canada.
  - (ii) Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.
- (g) **Discretionary Audit**
  - (i) C0705C (2010-01-11), Discretionary Audit
- (h) **Payment Credits**
  - (i) **Credits for Failure to Meet Minimum Availability Level:** If the **POS Solution** does not meet the Minimum Availability Level defined in Section 7.22(c) below in any given month, Canada will be entitled to a credit in the following amount:
    - (A) for every 0.1% below the Minimum Availability Level in any given month, the Contractor must pay a credit to Canada in the amount of 1% of the total cost of **POS Solution** purchased to date, up to a total of 10% per month. For example, if the actual availability was 99.7% in a given month, then a credit of 2% of the total cost of **POS Solution** will apply for that month.
  - (ii) **Credits for Failure to Meet Response Time Requirements:** If the Contractor does not meet the Response Time requirements detailed in subsection 2 of SACC Manual Clause 4004 (as amended) in any given month, Canada will be entitled to a credit in the following amounts:
    - (A) 1% of the total cost of the **POS Solution** purchased to date, up to a total of 10% per month.
  - (iii) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract or validly issued Task Authorization, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.

(iv) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.

(v) **Termination for Failure to Meet Availability Level, Service Levels or Response Times:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:

- (A) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
- (B) the corrective measures required of the Contractor described above are not met.

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

(vi) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period, including during implementation.

(vii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.

(viii) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.

(ix) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.

(x) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

(i) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**

(i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible

because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

- (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

### **7.13 Invoicing Instructions**

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (c) By submitting invoices (other than for any items subject to an advance payment), the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

### **7.14 Certifications**

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, or fails to provide the additional information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

### **7.15 Federal Contractors Program for Employment Equity - Default by Contractor**

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

### **7.16 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_, Canada. *(insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)*

### **7.17 Priority of Documents**

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
  - (i) 4003, as amended;
  - (ii) 4006;
  - (iii) 4004, as amended;
  - (iv) 4002, as amended;
- (c) general conditions (2035, 2016-04-04);
- (d) Annex A, Statement of Requirements;
- (e) Annex C, Statement of Work;
- (f) Annex B, Basis of Payment;
- (g) Annex D, Security Requirements Check List;
- (h) the signed Task Authorizations and any Certifications they required;
- (i) Form of performance guarantee, a separate agreement to be signed by \_\_\_\_\_ in accordance with the Article entitled "Performance Guarantee";

**Note to Bidders:** A performance guarantee might be required, for example, as a result of the financial capability review of the Bidder. If a performance guarantee is not required, this sub-article will be deleted at the time of contract award. If the bid solicitation makes the performance guarantee a condition precedent to the award of the contract, it does not need to be included as an annex or listed in the order of priority of documents, because it will already have been signed before contract award.

- (j) the Contractor's bid dated \_\_\_\_\_ (insert date of bid) not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

#### 7.18 Foreign Nationals (Canadian Contractor)

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

**Note to Bidders:** Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract

#### 7.19 Foreign Nationals (Foreign Contractor)

- (a) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

#### 7.20 Insurance Requirements

- (a) SACC Manual clause G1005C (2016-01-28) Insurance Requirements

#### 7.21 Limitation of Liability - Information Management/Information Technology



- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) **First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
  - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
  - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
  - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1M.

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

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

(c) **Third Party Claims:**

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

**7.22 Joint Venture Contractor**

- (a) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members:
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
  - (i) \_\_\_\_\_ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the Contract;
  - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
  - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

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

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

### 7.23 Extension of Existing Product Line

- (a) During the Contract Period, if technological improvements have been made to the products available for purchase under the Contract, the Contractor may propose new products that are an extension of an existing product line or the "next generation" of an existing product line that meet or exceed the specification(s) of existing products under the Contract, if the price for the new product does not exceed:
  - (i) the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract plus 5%;
  - (ii) the current published list price of the substitute product, minus any applicable Government discount; or
  - (iii) the price at which the substitute product is generally available for purchase,whichever is the lowest.
- (b) The proposed new product may be subject to benchmark evaluation and the Contractor must pay for all costs associated with the benchmark evaluation (e.g., transportation, benchmark fee, etc.).
- (c) Whether or not to accept or reject a proposed new product is entirely within the discretion of Canada. If Canada does not accept a proposed new product that is proposed to replace an existing product, the Contractor must continue to deliver the original product. If accepted, the addition of the new product will be documented for the administrative purposes of Canada by a contract amendment, by adding the new product to the Contract.
- (d) No new products will be included in the Contract until one year after the Contract is awarded.

### 7.24 POS Solution

- (a) With respect to the provisions of Supplemental General Conditions 4003:

<b>POS Solution</b>	The <b>POS Solution</b> , which is defined in 4003 (as amended), includes all the components offered by the Contractor in its bid, and any other software code developed by the Contractor under this Contract and required for those components to function in accordance with the Software Documentation and the Specifications, including without limitation all of the following software products: _____ <i>[this information will be completed at contract award using information in the Contractor's bid]</i>
Type of License being Granted	<i>Device License</i>
Number of Devices Licensed	12
Option to Purchase Licenses for Additional Devices	The Contractor grants to Canada the irrevocable option to purchase licenses for additional Devices at the price set out in Annex B on the same terms and conditions as the initial User licenses granted under the Contract. This option may be exercised at any time during the Contract Period, as many times as Canada chooses. This option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Language of <b>POS Solution</b>	The <b>POS Solution</b> must be delivered in both French and English.
Delivery Location	340 Laurier Avenue West, Ottawa, ON
Media on which <b>POS Solution</b> must be Delivered	<i>CD-ROM</i>

- (b) **On-going Maintenance of Software Code:** The Contractor must continue to maintain the **POS Solution** (i.e., the version or "build" originally accepted and licensed under the Contract). For clarity, the Contractor or the software publisher must be continuing to develop new code in respect of the components of the **POS Solution** to maintain its functionality, enhance it, and deal with Software Errors for at least 2 years from the date the **POS Solution** is accepted in accordance with the POS Solution Acceptance Report detailed in Deliverable #10 of Annex C, Statement of Work. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of any component of the **POS Solution** and, instead, decides to provide upgrades to any Licensed Software component as part of the Software Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

(c) **Minimum Availability Level**

The **POS Solution** must be available to Canada 24 hours a day, 365 days a year, and must be available 99.9% of the time.

## 7.25 POS Solution Maintenance and Support

(a) With respect to the provisions of Supplemental General Conditions 4004, as amended:

Software Support Period	The Software Support Period will begin on the date that the <b>POS Solution</b> is accepted in accordance with the POS Solution Acceptance Report detailed in Deliverable #10 of Annex C, Statement of Work, and will end one year later.
Software Support Period when Additional Licenses added during Contract Period	For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
Option to Extend Software Support Period	The Contractor grants to Canada the irrevocable option(s) to extend the Software Support Period by 5 additional 12-month periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in Annex B. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Hours for Providing Support Services	The Contractor's personnel must be available from 7 a.m. until 7 p.m. local time (at the site where the Licensed Software is installed), Monday through Friday, exclusive of statutory holidays observed by Canada at the site where the service is required.
Contractor must keep track of software releases for the purpose of configuration control	Yes
Contact Information for Accessing the Contractor's Support Services	<p>In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following:</p> <p>Toll-free Telephone Access: _____</p> <p>Toll-free Fax Access: _____</p> <p>Email _____ Access: _____</p> <p>_____ The Contractor must respond to all telephone, fax or email communications (with a live service agent) within 60 minutes of the initial time of the Client or User's initial communication.</p> <p><b>[Note to Bidders:</b> to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids].</p>

Website	<p>In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet. To do so, the Contractor must include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address for web support is _____.</p> <p><b>[Note to Bidders:</b> to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids].</p>
Language of Support Services	The Support Services must be provided in both French and English, based on the choice of the User requesting support.

## 7.26 Training and Training Materials

- (a) The Contractor must design and deliver training and Training Materials for the POS Solution in accordance with the Contract. All training, including both the instruction and the training materials, must reflect the then current production environment version of the POS Solution, must be provided in English and French, and must take place at a site provided by CSC in the National Capital Region.
- (b) **Training Sessions:**
  - (i) The Contractor must provide design and deliver classroom training on the POS Solution on an "as-and-when-requested" basis during the Contract Period when a Task Authorization for training is issued in accordance with the Contract.

### 1. The Train-The-Trainer Training

- (A) The Contractor must provide train-the-trainer training, including all training materials, to designated CSC trainers (approximately 20 CSC trainers encompassing Finance, Materiel Management, IMS functions across regional offices and NHQ), as and when requested through the Task Authorization process, for the express purpose of preparing the participants to train CSC end users on the POS Solution. Class sizes should be up to a maximum of 10 people.
- (B) The Contractor must provide train-the-trainer training for the following courses:
  - (I) POS Front Office Training: For CSC staff who will be operating the POS Front Office system within CSC institutions. This training, when provided to end users, must be no more than two (2) hours in duration and must include POS Front Office Software and Hardware training.
  - (II) POS Back-Office Training: For CSC staff who will be managing the POS Solution in the institutions. This training, when delivered to end users, must include at a minimum:
    - o User Administration, e.g. creating and managing User ID's/passwords;

- Account Management, e.g. creating and managing individual accounts;
- Inventory Management;
- Purchasing; and
- Sales Reporting.

## **2. CSC Technical Training**

- (A) The Contractor must provide technical team training, including all related training materials, as and when requested through the Task Authorization process, for the express purpose of fully understanding the functions and features of the POS Solution. The course must be designed and delivered to provide participants with sufficient knowledge of the **POS Solution** to provide technical support, troubleshoot problems, and maintain the system.
- (B) The Technical training must be hands-on training and the related training materials must include, at a minimum:
- An overview of the system and its architecture;
  - Installation and setup procedures;
  - System configuration and integration;
  - System interfaces;
  - Database structure, data dictionary, procedures and maintenance;
  - System administration, including system and data backup and recovery; and
  - Troubleshooting and the resolution of problems

## **3. Knowledge Transfer to CSC IMIT Resources**

The Contractor must design and deliver knowledge transfer sessions for the express purpose of delivering a full understanding the architecture, functionality, and features of the POS Solution.

- (ii) The CSC Project Authority (“PA”) will request training as and when required through the Task Authorization process. Upon receipt of a draft Task Authorization requesting training, the Contractor must submit to the PA a training plan that includes the following information, at a minimum:
- (A) Intended audience;
  - (B) Length of each course;
  - (C) Modules and subject matter being covered;
  - (D) Elements for which hands-on training will be provided; and
  - (E) Documented Training Material.
- (iii) The Contractor will provide a training environment that reflects updates and upgrades to the production environment for use in training.
- (iv) CSC will provide training facilities in the NCR, along with necessary system access for use by the participants during the training courses. CSC will identify site locations, and any security clearances required in the Task Authorization.

### **(c) Training Materials**

- (i) The Contractor must deliver one (1) hard copy and one (1) soft copy of each version of all training materials (“Training Materials”), organized in accordance with the Contract.
- (ii) The Contractor must update all Training Materials throughout the Contract Period, including any option years, and the Training Materials must reflect the custom

development features and release changes of the most current release level of the POS Solution delivered under the Contract.

- (iii) Contractor must deliver the updated Training Materials two (2) weeks in advance of any scheduled training session.
- (iv) All training, including both the instruction and the course materials, must be provided in English and French and must take place at a site provided by CSC in the National Capital Region, as requested in the Task Authorization.
- (v) Copyright in any training materials used, produced or delivered under the Contract belongs to its author or rightful owner. The Contractor grants to Canada the rights to use, copy, modify, translate, and disclose all Training Materials that are delivered to Canada under the Contract, for government purposes.

#### **7.27 Use and Translation of Written Material**

- (a) Unless provided otherwise in the Contract, copyright in any written material used, produced or delivered under the Contract belongs to its author or rightful owner. Canada has the right to use, copy and disclose, for government purposes, the written material related to the Work that is delivered to Canada.
- (b) If the Contract does not require the delivery of any written material in both of Canada's official languages, Canada may translate the written material into the other official language. The Contractor acknowledges that Canada owns the rights on the translation and that Canada is under no obligation to provide the translation to the Contractor. Canada agrees that any translation must include any copyright and any proprietary right notice that was part of the original. Canada acknowledges that the Contractor is not responsible for any technical errors or other problems that may arise as a result of the translation.

#### **7.28 Professional Services - General**

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

##### **1. POS Developer**

Canada will require assistance from the POS Developer as and when requested by Canada through the Task Authorization process for, but not limited to, the following tasks:

- Conduct initial setup and installation of the POS Solution and provide technical expertise as required;
- Configure the POS Solution to satisfy CSC's requirements; and
- Resolve defects that arise during Project's testing.



## 2. POS Functional Resource

Canada will require assistance from the POS Specialist as and when requested by Canada through the Task Authorization process for, but not limited to, the following tasks:

- Manage the delivery of the POS Solution and related deliverables from the Contractor to CSC;
  - Manage and coordinate Contractor resources;
  - Participate in discovery sessions to determine how best to leverage the Contractor's POS Solution; and
  - Ensure that the POS Solution has been unit tested prior to delivery to CSC.
3. Project Executive: The Contractor must designate a senior-level person in its organization as the Contractor Project Executive. The Contractor Project Executive must represent the ultimate level of escalation for any and all matters relating to the Project. The person designated as the Contractor Project Executive must have sufficient position and authority within the Contractor's organization to commit the Contractor to deliverables, timelines, Contractual obligations, and resolutions to problems without seeking approval from higher levels of authority.
4. Project Manager: The Contractor must designate a Project Manager to the project who will represent a mutually agreed upon Point of Contact for the department and will be actively involved in, and responsible for all activities undertaken. The Project Manager will liaise with the CSC Project Authority for meetings, project reviews and other related project management activities. The Project Manager will also undertake a QA role on any and all documents provided to the CSC Project Authority, including but not limited to all Deliverables identified within the Scope of Work.

- (d) In General Conditions 2035, Section 08 titled "Replacement of Specific Individuals" is deleted and the following applies instead:

### **Replacement of Specific Individuals**

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:

- (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
- (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.

- (ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide the services has not been provided or is not performing, the Contracting Authority may elect to:

- (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Section titled "Default of the Contractor", or

- (B) assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this subarticle (c).

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

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

#### **7.29 Safeguarding Electronic Media**

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

#### **7.30 Representations and Warranties**

The Contractor made statements regarding its and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **7.31 Access to Canada's Property and Facilities**

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

### 7.32 Transition Services at End of Contract Period

The Contractor agrees that, in the period leading up to the end of the Contract Period, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

### 7.33 Performance Guarantee

It is a condition of the Contract that the Contractor provides to Canada an unconditional and irrevocable guarantee of the performance and fulfillment of each and every obligation of the Contractor under the Contract. This guarantee must be in the form set out in Annex   (to be provided at contract award) and be executed under seal (if required by Canada) by \_\_\_\_\_. If the Contractor does not deliver the fully executed guarantee within 10 working days of the Contract being awarded, Canada may immediately terminate the Contract for default and will have no liability to the Contractor for any of the Work performed before that termination. Obtaining and delivering the signed guarantee within the time required is the sole responsibility of the Contractor.

**Note to Bidders:** This article will only be included if Canada determines that a performance guarantee (for example, from a parent company) is required in connection with an evaluation of the Bidder's financial capability. The name of the guarantor will be completed at the time of contract award

### 7.34 Termination for Convenience

With respect to Section 30 of General Conditions 2035, if applicable, subsection 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

### 7.35 Identification Protocol Responsibilities

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

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

**ANNEX B**  
**BASIS OF PAYMENT**

Table 1- Initial Requirement					
Item No.	Description	Unit of Measure	Quantity (A)	Unit Price (B)	Total Price (A) x (B)
1	POS Solution	Per Device License	12	\$	\$
2	Maintenance and Support on the POS Solution	Annual rate per Device License	12	\$	\$
Total of Table 1:					\$
<p>The <b>POS Solution</b> is subject to acceptance.</p> <p>The Software Support Period will begin on the date that the <b>POS Solution</b> is accepted in accordance with the POS Acceptance Report detailed in Deliverable #10 of Annex C, Statement of Work, and will end one year later.</p> <p>The Maintenance and Support prices listed above must include any Work required in order to maintain the <b>POS Solution</b> in a fully functional state, meeting all of the mandatory requirements of Annex A, Statement of Requirements and Annex C, Statement of Work</p>					

Table 2 –Optional Licences and Software Maintenance and Support Services										
Item No.	Description	Unit of Measure	Initial Contract Period (A)	Option Year 1 (B)	Option Year 2 (C)	Option Year 3 (D)	Option Year 4 (E)	Option Year 5 (F)	Average per item (G) Columns (A+B+C+D+E+F) / 6	Total Price (H) Column (G) x 192
1	Optional Additional Device Licenses to use the <b>POS Solution</b>	Per Device License	\$	\$	\$	\$	\$	\$	\$	\$
2	Optional Maintenance and Support on Initial and Additional Device Licenses to use the <b>POS Solution</b>	Annual rate per User License	\$	\$	\$	\$	\$	\$	\$	\$

<b>Total of Table 2:</b>		\$
If additional licenses to use the <b>POS Solution</b> are purchased during the Software Support Period, Canada will pay the applicable price for maintenance and support of that number of licenses divided by 12, then multiplied by the number of months or partial months remaining in the Software Support Period (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year).		

Table 3 – Optional Professional Services		
Item no.	Description <i>As Described in the Statement of Work: See Section 9.1</i>	All Inclusive Firm Price per Deliverable
1	Deliverable #1	\$
2	Deliverable #2	\$
3	Deliverable #3	\$
4	Deliverable #4	\$
5	Deliverable #5	\$
6	Deliverable #6	\$
7	Deliverable #7	\$
8	Deliverable #8	\$
9	Deliverable #9	\$
Total for Table 3:		\$

Table 4 – Optional Professional Services									
			Ceiling Rates						
Item No.	Resource Category	Unit of Measure	Option Year 1 (A)	Option Year 2 (B)	Option Year 3 (C)	Option Year 4 (D)	Option Year 5 (E)	Average per item (G)  Columns (A+B+C+D+E+F) / 5	Total Price (H)  Column (G) x 25
1	POS Functional Resource	Per Diem	\$	\$	\$	\$	\$	\$	\$
2	POS Developer	Per Diem	\$	\$	\$	\$	\$	\$	\$
Total for Table 4:									\$
<b>Note to Bidder:</b> Canada reserves the right to declare any bid non-responsive if any of the per-diem rates bid above increase or decrease by more than 5% per year, or are, at Canada's sole discretion, considered unreasonably high or unreasonably low.									

<b>Table 5</b> <b>Total Bid Price for Evaluation Purposes</b>	
Table 1 - Initial Requirement	Total of Table 1
Table 2 – Optional Licences, Software and Maintenance and Support Services	Total of Table 2
Table 3 – Optional Professional Services - Deliverables	Total of Table 3
Table 4 – Optional Professional Services – Per Diem Rates	Total of Table 4
<b>Total Bid Price:</b>	Total of Table 1 + Table 2 + Table 3 + Table 4

**ANNEX C**  
**STATEMENT OF WORK**  
*(see attached)*



**ANNEX D**

**SECURITY REQUIREMENTS CHECK LIST**

*(see attached)*

## Annex E- SUPPLY CHAIN INTEGRITY PROCESS

1. **Condition of Contract Award:** In order to be awarded a contract, the Bidder must successfully complete the Supply Chain Integrity Process ("SCI Process") and not be disqualified.
2. **Definitions:** The following words and expressions used with respect to SCI Process have the following meanings:
  - a. **"Canada's Data"** means any data originating from the Work, any data received in contribution to the Work or any data that is generated as a result of the delivery of security, configuration, operations, administration and management services, together with any data that would be transported or stored by the contractor or any subcontractor as a result of performing the Work under any resulting contract;
  - b. **"Product"** means any hardware that operates at the data link layer of the Open Systems **Interconnection model** (OSI Model) Layer 2 and above; any software; and any Workplace Technology Device;
  - c. **"Product Manufacturer"** means the entity that assembles the component parts to manufacture the final Product;
  - d. **"Software Publisher"** means the owner of the copyright of the software, who has the right to license (and authorize others to license/sub-license) its software products;
  - e. **"Supply Chain Scope Diagram"**: A supply chain scope diagram is provided as Appendix M to provide a visual representation of the SCSI submission and assessment requirements described in further detail below. In the case of a discrepancy between the diagram and the process described in this document, this document will prevail;
  - f. **"Supply Chain Security Information"** means any information that Canada requires a Bidder or Contractor to submit to conduct a complete security assessment of the SCSI as a part of the SCI process.
  - g. **"Workplace Technology Device"** means any desktop, mobile workstation (such as a laptop or tablet), smart phone, or phone, as well as any peripheral item or accessory such as a monitor, keyboard, computer mouse, audio device or external or internal storage device such as a USB flash drive, memory card, external hard drive or writable CDs and DVDs or other media;
  - h. **"Work"** means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the contractor under any resulting contract;
3. **Bid Submission Requirements** (Mandatory at Bid Closing):

Bidders must submit with their bids, by the closing date, the following Supply Chain Security Information ("SCSI"):

- a. **IT Product List:** Bidders must identify the Products over which Canada's Data would be transmitted and/or on which Canada's Data would be stored, or that would be used and/or installed by the Bidder or any of its subcontractors to perform any part of the Work, together with the following information regarding each Product:
  - i. **Location:** identify where each Product is interconnected with any given network for Canada's Data (identify the service delivery points or nodes, such as points of presence, third party locations, data centre facilities, operations centre, security operations centre, internet or other public network peering points, etc.);
  - ii. **Product Type:** identify the generally recognized description used by industry such as hardware, software, etc.; components of an assembled Product, such as module or card assembly, must be provided for all layer 3 internetworking devices;
  - iii. **IT Component:** identify the generally recognized description used by industry such as firewall router, switch, server, security appliance, etc.;

- iv. **Product Model Name or Number:** identify the advertised name or number of the Product assigned to it by the Product Manufacturer;
- v. **Description and Purpose of the Product:** identify the advertised description or purpose by the Product Manufacturer of the Product and the intended usage or role in the Work described for the Project;
- vi. **Source:** identify the Product Manufacturer and/or Software Publisher of embedded components;
- vii. **Name of Subcontractor:** identify all subcontractors. In the “SCSI Submission Form” provided with this bid solicitation at Attachment 5.1, “Name of Subcontractor” refers to any subcontractor that will provide, install or maintain one or more Products, if the Bidder would not do so itself, as further defined below.

Submitting the information set out above is mandatory. Canada requests that bidders provide the IT Product List information by using the SCSI Submission Form, but the form in which the information is submitted is not itself mandatory. Canada also requests that, on each page, bidders indicate their legal name and insert a page number as well as the total number of pages. Canada further requests that Bidders insert a separate row in the SCSI Submission Form for each Product. Finally, Canada requests that Bidders not repeat multiple iterations of the same Product (e.g., if the serial number and/or the color is the only difference between two Products, they will be treated as the same Product for the purposes of the SCSI assessment).

- b. **Network Diagrams:** one or more conceptual network diagrams that collectively show the complete network proposed to be used to perform the Work described in this bid solicitation. The network diagrams are only required to include portions of the Bidder’s network (and its subcontractors’ networks) over which Canada’s Data would be transmitted in performing any resulting contract. As a minimum, the diagram must show:
  - i. the following key nodes for the delivery of the services under any resulting contract:
    - 1. service delivery points;
    - 2. core network; and
    - 3. subcontractor network(s) (specifying the name of the subcontractor as listed in the List of Subcontractors);
  - ii. the node interconnections, if applicable;
  - iii. any node connections with the Internet; and
  - iv. for each node, a cross-reference to the Product that will be deployed within that node, using the line item number from the IT Product List.
- c. **List of Subcontractors:** The Bidder must provide a list of any subcontractors that could be used to perform any part of the Work (including subcontractors affiliated or otherwise related to the Bidder) pursuant to any resulting contract. The list must include at a minimum:
  - i. the name of the subcontractor;
  - ii. the address of the subcontractor’s headquarters;
  - iii. the portion of the Work that would be performed by the subcontractor; and
  - iv. the location(s) where the subcontractor would perform the Work.

This list must identify all third parties who may perform any part of the Work, whether they would be subcontractors to the Bidder, or subcontractors to subcontractors of the Bidder down the chain. This means that every subcontractor that could have access to Canada’s Data or would be responsible either for transporting it or for storing it must be identified. Subcontractors would also include, for example, technicians who might be deployed to maintain the Bidder’s solution. For the purposes of this requirement, a third party who is merely a supplier of goods to the Bidder, but who does not perform

any portion of the Work, is not considered to be a subcontractor. If the Bidder does not plan to use any subcontractors to perform any part of the Work, Canada requests that the Bidder indicate this in its bid.

**4. Assessment of Supply Chain Security Information:**

- a. Canada will assess whether, in its opinion, the SCSI creates the possibility that the top-ranked Bidder's solution could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information.
- b. In conducting its assessment:
  - i. Canada may request from the Bidder any additional information that the Supply Chain Security Authority requires to conduct a complete security assessment of the SCSI. The Bidder will have 2 working days (or a longer period if specified in writing by Canada) to provide the necessary information to the Supply Chain Security Authority. Failure to meet this deadline will result in the bid being disqualified.
  - ii. Canada may use any government resources or consultants to conduct the assessment and may contact third parties to obtain further information. Canada may use any information, whether it is included in the bid or comes from another source, that Canada considers advisable to conduct a comprehensive assessment of the SCSI.
- c. If, in Canada's opinion, there is a possibility that any aspect of the SCSI, if used by Canada, could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information:
  - i. Canada will notify the Bidder in writing (sent by email) and identify which aspect(s) of the SCSI is subject to concern(s) or cannot be assessed (for example, proposed future releases of products cannot be assessed). Any further information that Canada might be able to provide to the Bidder regarding its concerns will be determined based on the nature of the concerns. In some situations, for reasons of national security, it may not be possible for Canada to provide further information to the Bidder; therefore, in some circumstances, the Bidder will not know the underlying reasons for Canada's concerns with respect to a product, subcontractor or other aspect of the Bidder's SCSI. With respect to any concerns, Canada may, in its discretion, identify a potential mitigation measure that the Bidder would be required to implement with respect to any portion of the SCSI if awarded a contract.
  - ii. The notice will provide the Bidder with a minimum of 3 opportunities to submit revised SCSI in order to address Canada's concerns. If Canada has identified a potential mitigation measure that the supplier would be required to implement if awarded a contract, the Respondent must confirm in its revised SCSI whether or not it agrees that any awarded contract will contain additional commitments relating to those mitigation conditions. The first revised SCSI must be submitted within the **10 calendar days** following the day on which Canada's written notification is sent to the Bidder (or a longer period specified in writing by the Supply Chain Security Authority). If concerns are identified by Canada regarding the first revised SCSI submitted after bid closing, the second revised SCSI must be submitted within **5 calendar days** (or a longer period specified in writing by the Supply Chain Security Authority). If concerns are identified by Canada regarding the second revised SCSI submitted after bid closing, the third revised SCSI must be submitted within **3 calendar days** (or a longer period specified in writing by the Supply Chain Security Authority).

**With respect to the revised SCSI submitted each time, the Bidder must indicate in its response whether the revision affects any aspect of its technical bid or certifications. The Bidder will not be permitted to change any price in its bid, but will be permitted to withdraw its bid if it does not wish to honour the pricing as a result of required revisions to the SCSI.** Each time the Bidder submits revised SCSI within the allotted time, Canada will perform a further assessment of the revised SCSI and the following will apply:

- 1. If, in Canada's opinion, there is a possibility that any aspect of the Bidder's revised SCSI could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information, the Bidder will be provided with the same type of notice described under paragraph 4.c), above. If, in Canada's opinion, the third post-bid-closing revised SCSI submission still raises concerns, any

further opportunities to revise the SCSI will be entirely at the discretion of Canada and the bid may be disqualified by Canada at any time.

2. If the bid is not disqualified as a result of the assessment of the SCSI (as revised in accordance with the process set out above), after receiving the final revised SCSI, Canada will assess the impact of the collective revisions on the technical bid and certifications to determine whether they affect:
  - a. the Bidder's compliance with the mandatory requirements of the solicitation;
  - b. the Bidder's score under the rated requirements of the solicitation, if any; or
  - c. the Bidder's ranking vis-à-vis other bidders in accordance with the evaluation process described in the solicitation.
3. If Canada determines that the Bidder remains compliant and that its ranking vis-à-vis other bidders has been unaffected by the revisions to the SCSI submitted after bid closing in accordance with the process described above, the Supply Chain Security Authority will recommend the top-ranked bid for contract award, subject to the provisions of the bid solicitation. If Canada's approval is subject to any mitigation measures, no contract will be awarded to the Respondent unless Canada is satisfied that the contract includes additional commitments reflecting the required mitigation measures.
4. If Canada determines that, as a result of the revisions to the SCSI submitted after bid closing in accordance with the process described above, the Bidder is either no longer compliant or is no longer the top-ranked bidder, Canada will proceed to consider the next-ranked bid for contract award, subject again to the provisions of the solicitation relating to the assessment of the SCSI submitted at bid closing, and to the assessment of any revised SCSI submitted after bid closing in accordance with the above provisions.
- d. By participating in this process, the Bidder acknowledges that the nature of information technology is such that new vulnerabilities, including security vulnerabilities, are constantly being identified. As a result:
  - i. a satisfactory assessment does not mean that the same or similar SCSI will be assessed in the same way for future requirements; and
  - ii. during the performance of any contract resulting from this bid solicitation, if Canada has concerns regarding certain products, designs or subcontractors originally included in the SCSI, the terms and conditions of that contract will govern the process for addressing those concerns.
5. By submitting its SCSI, and in consideration of the opportunity to participate in this procurement process, the Bidder agrees to the terms of the following non-disclosure agreement (the "**Non-Disclosure Agreement**"):
  - a. The Bidder agrees to keep confidential and store in a secure location any information it receives from Canada regarding Canada's assessment of the Bidder's SCSI (the "**Sensitive Information**") including, but not limited to, which aspect of the SCSI is subject to concern, and the reasons for Canada's concerns.
  - b. Sensitive Information includes, but is not limited to, any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form or otherwise, and regardless of whether or not that information is labeled as classified, confidential, proprietary or sensitive.
  - c. The Bidder agrees that it will not reproduce, copy, divulge, release or disclose, in whole or in part, in whatever way or form any Sensitive Information to any person other than a person employed by the Bidder who has a need to know the information and has a security clearance commensurate with the level of Sensitive Information being disclosed, without first receiving the written consent of the Supply Chain Security Authority.

- d. The Bidder agrees to notify the Supply Chain Security Authority immediately if any person, other than those permitted by the previous Sub-article, accesses the Sensitive Information at any time.
- e. The Bidder agrees that a breach of this Non-Disclosure Agreement may result in disqualification of the Bidder at any stage of the procurement process, or immediate termination of a resulting contract or other resulting instrument. The Bidder also acknowledges that a breach of this Non-Disclosure Agreement may result in a review of the Bidder's security clearance and a review of the Bidder's status as an eligible bidder for other requirements.
- f. All Sensitive Information will remain the property of Canada and must be returned to the Supply Chain Security Authority or destroyed, at the option of the Supply Chain Security Authority, if requested by the Supply Chain Security Authority, within 30 days following that request.
- g. This Non-Disclosure Agreement remains in force indefinitely. If the Bidder wishes to be discharged from its obligations with respect to any records that include the Sensitive Information, the Bidder may return all the records to an appropriate representative of Canada together with a reference to this Non-Disclosure Agreement. In that case, all Sensitive Information known to the Bidder and its personnel (i.e., Sensitive Information that is known, but not committed to writing) would remain subject to this Non-Disclosure Agreement, but there would be no further obligations with respect to the secure storage of the records containing that Sensitive Information (unless the Bidder created new records containing the Sensitive Information). Canada may require that the Bidder provide written confirmation that all hard and soft copies of records that include Sensitive Information have been returned to Canada.

## APPENDIX A

TASK AUTHORIZATION (TA) FORM				
<b>Contractor:</b>		<b>Contract Number:</b>		
<b>Commitment: #</b>		<b>Financial Coding:</b>		
<b>Task Number (Amendment):</b>		<b>Issue Date:</b>	<b>Response Require By:</b>	
<b>1. Statement of Work (Work Activities, Certifications and Deliverables)</b>				
See attached for Statement of Work and Certifications required.				
<b>2. Period of Service:</b>	<b>From (Date)</b>		<b>To (Date)</b>	
<b>3. Work Location:</b>				
<b>4. Travel Requirements:</b>				
<b>5. Language Requirement:</b>				
<b>6. Other Conditions/Constraints:</b>				
<b>7. Level of Security Clearance required for the Contractor Personnel:</b>				
<b>8. Contractor's Response:</b>				
<b>Category and Name of Proposed Resource</b>	<b>PWGSC Security File Number</b>	<b>Per Diem Rate</b>	<b>Estimated # of Days</b>	<b>Total Cost</b>
<b>Estimated Cost</b>				
<b>Applicable Taxes</b>				
<b>Total Labour Cost</b>				
<b>Total Travel &amp; Living Cost</b>				
<b>Firm Price or Maximum TA Price</b>				

TASK AUTHORIZATION (TA) FORM	
<b>Contractor's Signature</b>	
Name, Title and Signature of Individual Authorized to sign on behalf of the <b>Contractor</b> (type or print)  _____	Signature: _____  Date: _____
<b>Approval – Signing Authority</b>	
<b>Signatures (Client)</b> Name, Title and Signature of Individual Authorized to sign:  Technical Authority: _____  Date: _____	<b>Signatures (PWGSC)</b>  Contracting Authority <sup>1</sup> : _____  Date: _____
<sup>1</sup> Signature required for TA valued at \$50,000 or more, Applicable Taxes included.	
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out thereof.	



## **APPENDIX B**

### **CERTIFICATIONS AT THE TA STAGE**

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

#### **1. CERTIFICATION OF EDUCATION AND EXPERIENCE**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

#### **2. CERTIFICATION OF AVAILABILITY OF PERSONNEL**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

#### **3. CERTIFICATION OF STATUS OF PERSONNEL**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

## BIDDER FORMS

FORM 1 - BID SUBMISSION FORM		
<b>Bidder's full legal name</b>  <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>		
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name:	
	Title:	
	Address:	
	Telephone #:	
	Fax #:	
	Email:	
<b>Bidder's Procurement Business Number (PBN)</b>  <i>[see the Standard Instructions 2003]</i>  <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>		
<b>Jurisdiction of Contract:</b>  Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
<b>Former Public Servants</b>  See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?  Yes _____ No _____	
	If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "	
	Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?  Yes _____ No _____	
	If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "	

FORM 1 - BID SUBMISSION FORM		
<b>POS Solution Maintenance and Support:</b>	Toll-free Telephone Access:	
	Toll-Free Fax Access:	
	E-Mail Access:	
	Website address for web support:	
<b>Security Clearance Level of Bidder</b> <b>[include both the level and the date it was granted]</b> <i>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</i>		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> <li>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</li> <li>2. This bid is valid for the period requested in the bid solicitation;</li> <li>3. All the information provided in the bid is complete, true and accurate; and</li> <li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li> </ol>		
<b>Signature of Authorized Representative of Bidder</b>		<hr/>

Form 2 Substantiation of Technical Compliance Form		
Article of Statement of Work that requires substantiation by the Bidder	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
<p><b>M1</b></p> <p>The Bidder must have completed a minimum of one (1) project implementing a Point of Sale (POS) Solution. The services provided must have been delivered to a <u>secure environment</u>* similar to that of CSC's requirement.</p> <p>The reference project must demonstrate service duration of a minimum of three (3) years to a single client organization within ten (10) years prior to the date of bid closing and must have included all of the following:</p> <ol style="list-style-type: none"> <li>1. The ability to monitor, and report on POS usage;</li> <li>2. The provision of POS hardware and software;</li> <li>3. The use of a database as foundation for the solution;</li> </ol> <p><b>The following information must be included with each project reference:</b></p> <ol style="list-style-type: none"> <li>i. The client organization;</li> <li>ii. Project name;</li> <li>iii. The dates/duration of the project;</li> <li>iv. A description of the project including scope, timelines, and outcomes;</li> <li>v. A description of the POS Solution provided;</li> <li>vi. A description of the POS services provided; and</li> <li>vii. A professional reference that can attest the experience.</li> </ol> <p><u>*Secure environments</u> considered similar in their security approach and profile are:</p> <ol style="list-style-type: none"> <li>a. Prisons, jails, detention centres, or equivalent correctional institutions</li> <li>b. Courthouses</li> </ol>		

	<ul style="list-style-type: none"> <li>c. Ports, secure shipping facilities, and border crossings</li> <li>d. Airports</li> <li>e. Nuclear facilities</li> <li>f. Hospitals</li> <li>g. Casinos</li> <li>h. Government critical infrastructure projects including, but not limited to: defence establishments, power distribution facilities, and government buildings.</li> </ul>		
<b>M 2</b>	<p>The Bidder's proposed Licensed Software must have a graphic user interface (GUI) accessible through the POS Workstations.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A copy of a report and/or a screen capture that demonstrates the requirement described above.</p>		
<b>M 3</b>	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool to <b>Manage Client Accounts</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that, at a minimum, demonstrates the system's capability to enter, edit, save and deactivate the required information.</p>		
<b>M 4</b>	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool to <b>Manage User Access and Rights</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p>		

	<p>A screen capture and/or technical specification sheet of the administrative tool that, at a minimum, demonstrates the proposed Licensed Software's capability to edit, enter, save and deactivate the required information.</p>		
<b>M5</b>	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool for <b>Inventory Management</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to manage inventory transactions such as edit, enter, save and deactivate inventory items.</p>		
<b>M6</b>	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool for <b>Reporting Features</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to produce commonly used reports such as but not limited to: inventory reports, profit and loss reports, etc.</p>		
<b>M7</b>	<p>The Bidder's proposed Licensed Software must</p> <ul style="list-style-type: none"> <li>i. Interface with identity and authentication technologies; such as RFID and biometrics factors (i.e. iris scan, finger/handprint, etc) as detailed in Appendix D, technical environment.</li> </ul>		

	<p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification explaining how the proposed Licensed Software interfaces with these technologies.</p>		
<b>M8</b>	<p>The Bidder's proposed Licensed Software must include the functionality to print receipts.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to print receipts.</p>		
<b>M9</b>	<p>The Bidder's proposed Licensed Software must be capable of maintaining a minimum of (2) account types with different sources of funds.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that, at a minimum, demonstrates the proposed Licensed Software's capability to edit, enter, save and deactivate the required information.</p>		
<b>M10</b>	<p>The Bidder must propose a POS Developer named resource who has a minimum of 5 years' experience in the implementation of one or more POS Solution(s).</p> <p><b>Bidders must provide the following details as to how the stated experience was obtained:</b></p>		

	<ul style="list-style-type: none"> <li>a. Name of the organization(s) and contact information;</li> <li>b. The total number of years of experience;</li> <li>c. The start and end dates of the assignment(s) and/or project(s);</li> <li>d. Details about the work performed by the proposed resource on the assignment(s) including deliverables;</li> <li>e. A reference who can attest the proposed resource's experience (including name, telephone number and email address).</li> </ul>		
<b>M11</b>	<p>The Bidder must propose a POS Functional named resource who has a minimum of 5 years' experience in the implementation of one or more POS Solution(s)</p> <p><b>Bidders must provide the following details as to how the stated experience was obtained:</b></p> <ul style="list-style-type: none"> <li>a. Name of the organization(s) and contact information;</li> <li>b. The total number of years of experience;</li> <li>c. The start and end dates of the assignment(s) and/or project(s);</li> <li>d. Details about the work performed by the proposed resource on the assignment(s) including deliverables;</li> <li>e. A reference who can attest the proposed resource's experience (including name, telephone number and email address).</li> </ul>		
<b>M12</b>	<p>The Bidder must provide copies of existing end-user system and administrator (client) training materials, user guides, and user manuals for the proposed Licensed Software.</p> <p>The Bidder must provide draft course outlines of the training courses that will be delivered to system administrator IT and train-the-trainers.</p>		



<p style="text-align: center;"><b>Form 3</b> <b>Software Publisher Certification Form</b> (to be used where the Bidder itself is the Software Publisher)</p>
<p>The Bidder certifies that it is the software publisher of all the following software products and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada pursuant to the terms set out in the resulting contract:</p>
<div></div>
<div></div>
<div></div>
<div></div>
<div></div>
<p><i>[Bidders should add or remove lines as needed]</i></p>

**Form 4**  
**Software Publisher Authorization Form**  
(to be used where the Bidder is not the Software Publisher)

This confirms that the software publisher identified below has authorized the Bidder named below to license its proprietary software products under the contract resulting from the bid solicitation identified below. The software publisher acknowledges that no shrink-wrap or click-wrap or other terms and conditions will apply, and that the contract resulting from the bid solicitation (as amended from time to time by its parties) will represent the entire agreement, including with respect to the license of the software products of the software publisher listed below. The software publisher further acknowledges that, if the method of delivery (such as download) requires a user to "click through" or otherwise acknowledge the application of terms and conditions not included in the bid solicitation, those terms and conditions do not apply to Canada's use of the software products of the software publisher listed below, despite the user clicking "I accept" or signalling in any other way agreement with the additional terms and conditions.

This authorization applies to the following software products:

\_\_\_\_\_

\_\_\_\_\_

*[Bidders should add or remove lines as needed]*

Name of Software Publisher (SP) \_\_\_\_\_

Signature of authorized signatory of SP \_\_\_\_\_

Print Name of authorized signatory of SP \_\_\_\_\_

Print Title of authorized signatory of SP \_\_\_\_\_

Address for authorized signatory of SP \_\_\_\_\_

Telephone no. for authorized signatory of SP \_\_\_\_\_

Fax no. for authorized signatory of SP \_\_\_\_\_

Date signed \_\_\_\_\_

Solicitation Number \_\_\_\_\_

Name of Bidder \_\_\_\_\_

## Form 5 Declaration Form

This declaration form must be submitted as part of the bidding process. Please complete and submit in a **sealed envelope labelled "Protected"** to the attention of Integrity, Departmental Oversight Branch, PWGSC, 11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1, Room 108, Gatineau (Québec) Canada K1A 0S5. Include the sealed envelope with your bid submission. This form is considered "Protected B" when completed.

<b>Complete Legal Name of Company:</b>	
<b>Company's address:</b>	
<b>Company's Procurement Business Number (PBN):</b>	
<b>Bid Number:</b>	
<b>Date of Bid: (YY-MM-DD)</b>	

Have you ever, as the bidder, your affiliates or as one of your directors, been convicted or have pleaded guilty of an offence in Canada or similar offence elsewhere under any of the following provisions <sup>1</sup> :

	Yes	No	Comments
<b>Financial Administration Act</b> 80(1) d): False entry, certificate or return 80(2): Fraud against Her Majesty 154.01: Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Criminal Code</b> 121: Frauds on the government and contractor subscribing to election fund 124: Selling or Purchasing Office 380: Fraud – committed against Her Majesty 418: Selling defective stores to Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	

In the last 3 years, have you, as the bidder, your affiliates or one of your directors, been convicted or have pleaded guilty of an offence in Canada or elsewhere under any of the following provisions <sup>1</sup>:

<b>Criminal Code</b> 119: Bribery of judicial officers,... 120: Bribery of officers 346: Extortion 366 to 368: Forgery and other offences resembling forgery 382: Fraudulent manipulation of stock exchange transactions 382.1: Prohibited insider trading 397: Falsification of books and documents 422: Criminal breach of Contract 426: Secret commissions 462.31 Laundering proceeds of crime 467.11 to 467.13: Participation in activities of criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Competition Act</b> 45: Conspiracies, agreements or arrangements between competitors 46: Foreign directives 47: Bid rigging 49: Agreements or arrangements of federal financial institutions	<input type="checkbox"/>	<input type="checkbox"/>	

<sup>1</sup> for which no pardon or equivalent has been received.

	Yes	No	Comments
52: False or misleading representation 53: deceptive notice of winning a prize			
<b>Corruption of Foreign Public Officials Act</b> 3: Bribing a foreign public official 4: Accounting 5: Offence committed outside Canada  <b>Controlled Drugs and Substance Act</b> 5: Trafficking in substance 6: Importing and exporting 7: Production of substance	<input type="checkbox"/>     <input type="checkbox"/>	<input type="checkbox"/>     <input type="checkbox"/>	
<b>Other Acts</b> 239: False or deceptive statements of the Income Tax Act 327: False or deceptive statements of the Excise Tax Act	<input type="checkbox"/>	<input type="checkbox"/>	

Additional Comment

☐ I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ authorise PWGSC to collect and use the information provided, in addition to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

☐ I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ certify that the information provided in this form is, to the best of my knowledge, true and complete. Moreover, I am aware that any erroneous or missing information could result in the cancellation of my bid as well as a determination of ineligibility/suspension.

We appreciate your interest in doing business with The Government of Canada and your understanding on the additional steps that we need to take to protect the integrity of PWGSC's procurement process.

**Form 6**  
**List of Names Form**

In accordance with Part 5, Article 5.2 (a) – Integrity Provision – List of Names, please complete the Form below.

<b>Complete Legal Name of Company</b>	
<b>Company's address</b>	
<b>Company's Procurement Business Number (PBN)</b>	
<b>Solicitation number</b>	
<b>Board of Directors (Use Format – first name last name) Or put the list as an attachment</b>	
<b>1. Director</b>	
<b>2. Director</b>	
<b>3. Director</b>	
<b>4. Director</b>	
<b>5. Director</b>	
<b>6. Director</b>	
<b>7. Director</b>	
<b>8. Director</b>	
<b>9. Director</b>	
<b>10. Director</b>	
<b>Other members</b>	
<b>Comments</b>	

**Form 7 to Part 5**  
**FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION**

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for [Employment and Social Development Canada \(ESDC\)](#) - Labours' website.

Date: \_\_\_\_\_(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the *Employment Equity Act*.
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1 The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC -Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC -Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC -Labour.

B. Check only one of the following:

- ☐ B1 The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).

## Point of Sale (POS) Solution for Correctional Service of Canada

### 1. BACKGROUND

The Correctional Service of Canada (CSC) is a federal government agency within the Public Safety portfolio, which also includes the Royal Canadian Mounted Police, the Parole Board of Canada, the Canada Border Services Agency, and the Canadian Security Intelligence Service. CSC is responsible for administering court-imposed sentences of two years or more for inmates, including supervising those under conditional release in the community. The federal institutions are grouped into five regions (Atlantic, Quebec, Ontario, Prairies and Pacific) and managed by a regional office (Regional Headquarters - RHQ), which reports to the National Headquarters (NHQ). On a typical day, CSC is responsible for 22,762 inmates, of which 15,056 are in federal custody.

CSC inmates have access to canteens in 46 correctional institutions across Canada. Each institution operates one or more canteens where inmates can purchase food related items such as snacks, soft drinks as well as health & hygiene items (Appendix E: Sample Inventory Listing). The organization for each of these canteens is usually standardized in that the Canteen Operators are inmates in most institutions and each canteen is a small room with a service window. Inmates place their orders from a list of items at the window and the Canteen Operator retrieves the items and records the sale through the POS Legacy System.

### 2. POS LEGACY SYSTEM

The current POS Legacy System operates in a decentralized environment, as each POS operation (generally one per institution) is completely isolated from the other. Reporting, inventory management, and account management is currently done at the institutional level.

#### 2.1 General

There are currently two types of canteen accounts maintained in the POS Legacy System:

Individual Inmate Canteen Account – Inmate funds are transferred on a bi-weekly basis via an interface (flat files saved on USB keys and loaded manually) with the Inmate Accounting System Replacement (IASR).

Inmate Health and Hygiene Account – Funds are automatically generated from the POS Legacy System and placed in the Individual Inmate Health and Hygiene Account.

The POS Legacy System manages the following functions/activities:

- a. Individual inmate canteen account and individual inmate health & hygiene account;
- b. Request for funds;
- c. Available funds;
- d. Expenditures;
- e. Inventory levels;
- f. Order management; and
- g. Reporting e.g. profit and loss statements (Income Statement).

## 2.2 Performance

Each year, CSC processes roughly \$16,000,000 in sales from 87 canteens within 46 institutions using the POS Legacy System. The current decentralized nature of the POS Legacy System cannot easily address requirements for external legislative changes (e.g. taxation rates), internal program regulations, reporting and analysis, and technical upgrades (such as new Government of Canada standards). In addition, the reporting and analysis at an Institutional, Regional, National, or program level is a labour intensive process.

## 2.3 Technology

### 2.3.1 POS Database

The POS Legacy System is a modified version of the software whose vendor is LGS Group Inc. CSC owns the code, which CSC has modified itself. The POS Legacy System is installed on the POS devices with Windows XP and information is stored on a MYSQL DB Version 5.0.19 which is installed on all POS machines.

### 2.3.2 Interface with IASR

The CSC system currently used to support the financial management of inmate canteen funds is the Inmate Accounting System Replacement (IASR) as described in Appendix C and Appendix J. The technical information about IASR is as follows:

- a. IASR Application Version: we are currently at V.2016.2.5.0
- b. Application Name: Cashless Commissary and Trust Accounting System (CACTAS)
- c. Application Tier: .net 4.5.2, IIS 7.5 and Windows 2008 r2
- d. Database Tier: MS SQL 2008 sp3, Windows 2008 r2

The POS Legacy System interfaces with the Inmate Accounting System Replacement (IASR) in the following scenarios:

*Inmate Canteen Fund Request for the Canteen Period:*

At the end of the canteen period, an extract file is produced by the POS Legacy System which contains the amount the inmate wants to have in the upcoming Canteen period. Presently, the request amount cannot exceed \$90.

*Inmate Canteen Funds at the beginning of the Canteen Period:*

At the beginning of the period, an IASR extract file is created and imported to the POS Legacy System. This file contains the canteen amount that will be deposited in the inmates' canteen account for the period.

*Inmate Actual Expenditures at the end of the Canteen Period:*

At the end of the canteen period, a POS extract file is created and imported to IASR. This file contains the actual amount spent in canteen funds during the period.

**Note:**

- a. Upon completion of the extract of the purchase file, an internal POS process resets all canteen balances in the POS Legacy System to zero.
- b. No sale transactions in the POS Legacy System can occur until the new period's information has been uploaded from IASR.
- c. There is a mechanism preventing the upload of the canteen amount file twice.
- d. Upon completion of the extract, the Health & Hygiene balance remains the same, meaning it won't be reset to zero.



- e. The request file can always be extracted from the POS Legacy System at any given time.

### 3. OBJECTIVE

CSC is seeking to replace the POS Legacy System with a centralized POS Solution (hereinafter referred to as the "POS Solution"). This initiative aims to increase efficiencies and enhance institutional safety. The inmate population must continue to purchase goods at the existing canteens; however, the new POS Solution must be centralized. The Contractor must deliver Licensed Software that can be custom developed and/or configured to allow CSC to meet the requirements listed in Section 5, POS Solution Mandatory Requirements. The fully operational POS Solution must be delivered according to the schedule defined in Section 9, Deliverables. The Contract must provide the flexibility and capacity to allow for timely changes to the POS Solution in response to CSC's requirements.

**Note:** All data input to or generated by the POS Solution must remain the property of CSC. Usage data required for the Contractor's business operations will be available through the POS Solution to the Contractor but must ultimately remain the property of CSC.

### 4. SCOPE

#### 4.1 Scope of the POS Solution

The Contractor must provide a complete and fully functional POS Solution including Licensed Software, Software Maintenance and Support Services, Professional Services and Training, as described in this Statement of Work. CSC will provide computer systems and associated hardware for the POS Solution management (the "POS Workstations") within the institutions as well as in the Regional and National Headquarters required to operate and manage the POS Solution, including the hardware components that connect the POS Workstations (as detailed in Appendix D: Technical Environment). CSC will also provide a means of inmate access that confirms the identity of the inmate using two (2) or more methods of validation, and allows inmates to purchase items according to the restrictions and limitations established by CSC. The Contractor must deliver a POS Solution that interfaces with the existing hardware. The scope of the POS Solution is depicted below:

# POS Solution

## Statement of Work

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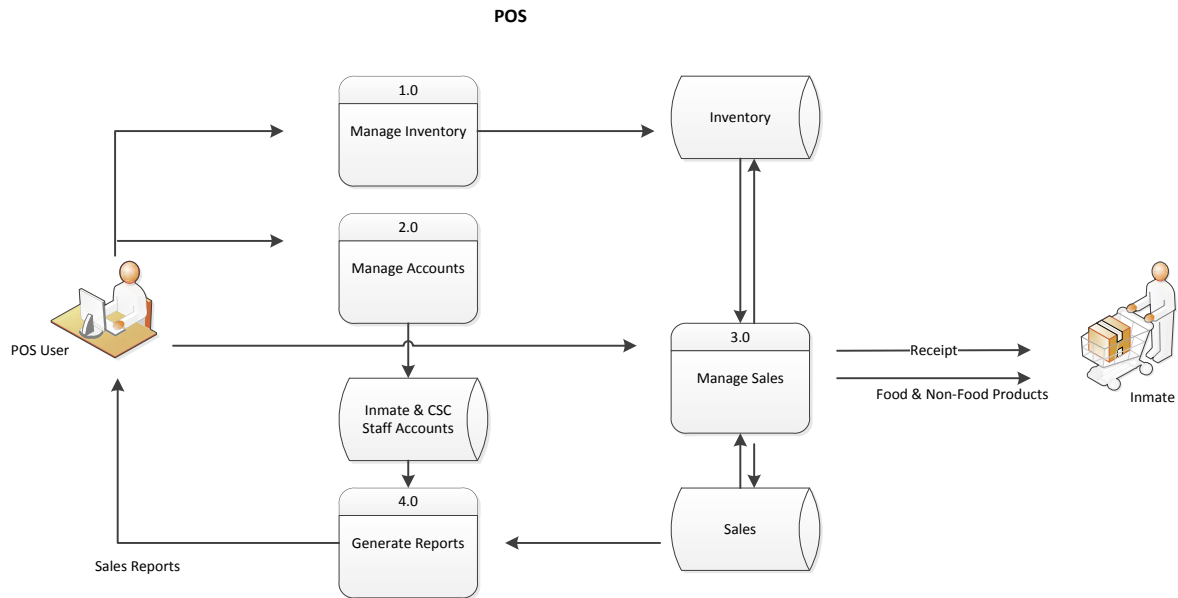


Figure 1 - POS Solution Scope

CSC may purchase additional peripheral equipment in the future. It is therefore requested that the vendor provide a list of compatible equipment which interfaces with the Solution. Any additional peripheral equipment would be purchased through a separate Contract, and must not be required in order for the proposed POS Solution to meet all of the requirements of this bid solicitation. A list of peripheral equipment that would enhance the Solution is requested purely for informational purposes and will not affect the current bid.

The Contractor must deliver a POS Solution which allows CSC to meet its legislated mandate to:

- a. Issue inventory items to CSC inmates;
- b. Manage individual inmate canteen accounts;
- c. Manage individual inmate Health and Hygiene Accounts;
- d. Provide a fully secured Front Office (Canteen GUI) operated by inmates to transact sales to the general inmate population;
- e. Provide a Back Office component, operated by CSC personnel to record and manage the procurement and inventory of goods; and
- f. Provide comprehensive reporting functionalities at the institutional level, the regional level, and the national level.

## POS Solution Statement of Work

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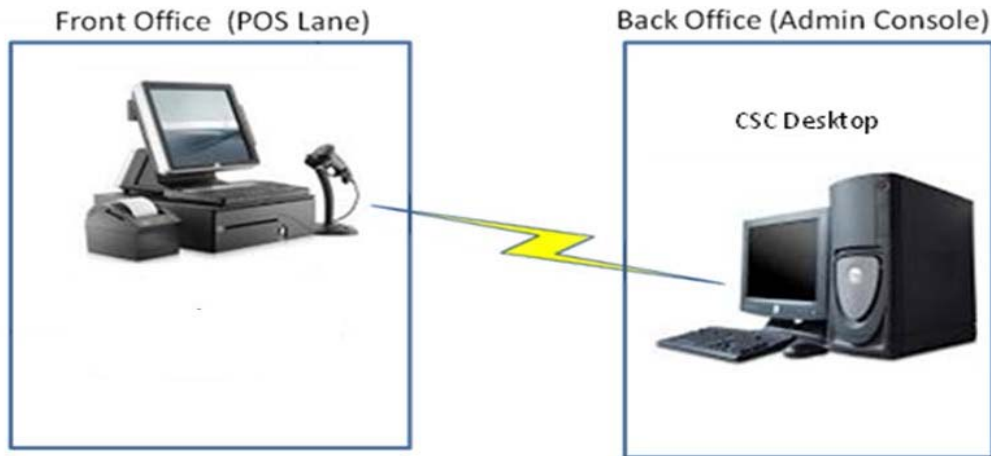


Figure 2 - POS Solution Front Office and Back Office

As stated, the POS Solution must include Front Office and Back Office components and capabilities.

The POS Solution Front Office (Canteen GUI) must operate a POS Lane or two (a Front Office can have multiple service points, referred to as POS lanes) where goods are sold to inmates. The POS Lane must record the sale transaction of the distribution of goods to inmates. From the Figure 1 – POS Solution Scope perspective, Manage Sales (3.0) is the Front Office functionality.

The POS Solution Back Office (Administrative station) must be used to create accounts, enter product and pricing information that is available for use by the POS Lane, and generate reports. Therefore, the Back Office must also include administrative software that must run on a CSC-supplied desktop (please refer to Appendix D for the specifics of the CSC-supplied desktop).

From the Figure 1 – POS Solution scope perspective, the Front Office must Manage Sales (3.0); and the Back Office must Manage Inventory (1.0), Manage Accounts (2.0) and Generate Reports (4.0).

## 4.2 Scope of Work

### 4.2.1 General

The Scope of Work will include the Professional Services, Maintenance and Support Services, and Training. CSC will monitor, manage, and facilitate the provision of the POS Solution to the inmates in its care and, as such, will set the operational policies and procedures governing that activity. CSC is the ultimate authority regarding the service provision between the inmates and the Contractor and will act as the sole intermediary. **There must be no contact or communication between the Contractor and the inmates.**

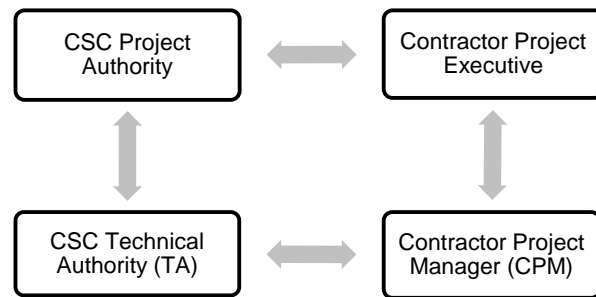
### 4.2.2 Scope of Professional Services

The scope of the Professional Services includes all work required to custom develop and/or configure the POS Solution in order to meet the requirements detailed in Section 5, POS Solution Mandatory Requirements. The Contractor must provide all of the deliverables detailed in Section 9, in accordance with the defined timeline. The Contractor must provide the following required resources to act on its behalf in all matters with regard to the POS Solution:

## POS Solution Statement of Work

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- a. POS Solution Developer
- b. POS Solution Functional Resource
- c. Project Executive
- d. Project Manager



### 4.2.3 Scope of Training

The Contractor must provide classroom training for CSC Technical System Administrator as well as Train-the-Trainer training, as described in Section 6, in both official languages. The training must include all training materials and documentation in both official languages, and must be provided in the National Capital Region. CSC will provide training facilities in the NCR along with necessary system access for use by the participants during the training courses.

### 4.2.4 Scope of Maintenance and Support Services

In addition to the Maintenance and Support Services described in Section 7.25 of the Bid Solicitation, entitled POS Solution Maintenance and Support, the Contractor must provide Ongoing Maintenance and Support Services described in Section 7 of this Statement of Work in order to maintain the POS Solution in a fully-functional state.

## 5. POS SOLUTION MANDATORY REQUIREMENTS

The Contractor must deliver a POS Solution that meets the following mandatory requirements.

### 5.1 Language

The *Official Languages Act* requires that federal employees be able to work in English and French. Therefore, the POS Solution must allow a User to work in either official language of their choice. The Contractor must deliver a functionally-equivalent version of the software in both official languages.

## 5.2 Spending Management

- a. The POS Solution must maintain, two (2) account types with different sources of funds, i.e. Canteen and Health and Hygiene. In addition, the POS Solution must provide the functionality to create a minimum of five (5) additional account types, should the need arise.
- b. The POS Solution must provide the capability of linking an account type with a specific source of funds (1:1). For example, when purchasing Canteen defined items, the Canteen Account funds must be utilized.
- c. The POS Solution must provide the functionality of linking an account type with more than one source of funds (1:M). For example, when purchasing Health and Hygiene defined items, the Canteen Operator must select the source of funds, i.e. the Health and Hygiene Account and Canteen Account. To assist with the Account selection, the Canteen Operator must receive a visual and audible system prompt before the transaction can proceed.
- d. The POS Solution must provide the flexibility for the Canteen Operator to select a particular source of funds, i.e. Canteen Account or other Account(s), when purchasing non-Canteen and/or Health and Hygiene defined items.
- e. The POS Solution must provide a means of inmate account access which will interface with the application. This interface must authenticate the identity of the inmate based on two or more validation methods. This essential access will allow inmates to purchase items according to the terms and conditions established by CSC. The canteen period spending limit (i.e. total spent in the Canteen and Health & Hygiene accounts) must be configurable at a National level.
- f. The POS Solution must automatically generate an allowance in Health & Hygiene funds for all active inmates at the beginning of every period (which must be triggered when the canteen period is opened) until the account limit is reached (currently the inmate receives \$4 per canteen period and can accumulate a maximum amount of \$104 per CD 890 Inmate Owned Canteens (Appendix I)).
- g. The POS Solution must allow by Finance and/or Material Management Users to set Account limits (e.g. Health and Hygiene account cannot accumulate more than \$104.).
- h. The POS Solution must verify that sufficient funds are available within the chosen account type to process a transaction.
  - i. If there are insufficient funds or the canteen period limit is reached, the Canteen Operator must receive a warning message displayed on the screen and an audible warning;
  - ii. These warnings must prevent the transaction from being completed; and
  - iii. The Canteen Operator must be prevented from adding further items to the transaction.
- i. The POS Solution must prevent negative account balances by preventing additional sales to occur against the account that has insufficient funds.
- j. The POS Solution must limit Inmate access to their account to one POS location (i.e. Canteen GUI) at a time.
- k. The POS Solution must limit the number of units of an item purchased by an inmate per canteen period (as established at each Institution).
- l. The POS Solution must prevent, through a configuration option, the sale of items at decimal or fractional quantities.
- m. The POS Solution must be able to close the canteen period and reset sales to \$0.
- n. The POS Solution must set an amount to be deposited automatically to a specified type of account(s) (i.e. Canteen, Health & Hygiene) on a periodic basis such as daily, weekly, monthly or any other time period defined by the user.
- o. The POS Solution must allow CSC to configure account and spending parameters at the inmate level.

## 5.3 Canteen Operations

- a. The POS Solution must display all of the following information on the Canteen GUI during a sales transaction, at a minimum:

## POS Solution

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- i. Inmate Name;
  - ii. Account balance by account type (other accounts can be added);
    - 1. Canteen;
    - 2. Health & Hygiene; and
    - 3. Total amount spent in Canteen and Health & Hygiene during the canteen period.
  - iii. Transaction Details:
    - 1. Transaction number;
    - 2. Date;
    - 3. Item number;
    - 4. Item Description [between 1 and 256 (or more) characters in length];
    - 5. Item Quantity;
    - 6. Sale Price of the item;
    - 7. Total of the sale excluding taxes;
    - 8. Applicable Taxes (one line per tax); and
    - 9. Total of the sale including taxes.
  - iv. The POS Solution must generate and print receipts for any or all transactions
- b. The POS Solution must display receipt information on the user (Canteen Operator) GUI;
- c. The printed receipt must include, at a minimum, all of the following information:
  - i. Terminal ID;
  - ii. Inmate Name;
  - iii. Date/Time of the transaction;
  - iv. Transaction Number;
  - v. Canteen Operator Name;
  - vi. Item description;
  - vii. Item Product Look Up (PLU) Number;
  - viii. Item Quantity;
  - ix. Item Price;
  - x. Total of the sale excluding taxes;
  - xi. Applicable Taxes (one line per tax);
  - xii. Total of the sale including taxes;
  - xiii. Source of funds (Canteen or Health & Hygiene);
  - xiv. Site name;
  - xv. Site address;
  - xvi. Signature field – inmates sign a receipt copy after every purchase transaction; and
  - xvii. Notes for special instructions with a field of between 1 and 256 (or more) characters in length.
- d. The POS Solution must provide an option which allows CSC to specify what information from the list above will be printed on each receipt.
- e. The POS Solution must, at a minimum, process all of the following types of transactions:
  - i. Purchasing Transactions:
    - 1. Purchase Order (PO) Creation;
    - 2. PO Modify/Cancel;
    - 3. PO Receipt in full or partial quantities and amounts;
    - 4. PO Return to vendor;
    - 5. Generate PO numbers;
    - 6. Re-open a PO; and
    - 7. Include an extra blank field of between 1 and 256 characters (or more) for comments.

## POS Solution

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- ii. Sales Transactions:
  - 1. Cancel a sales transaction in progress;
  - 2. Perform a sales transaction;
  - 3. Effect Refunds;
  - 4. Void Item(s) to cancel any line item entered in the sale transaction;
  - 5. Cancelled items as well as voided items must be printed on the receipt;
  - 6. Display and effect tax exemptions on any transactions; and
  - 7. Display and effect discount options on any transactions.
- f. The POS Solution must provide an option which allows CSC to select which information from the list above will be available at the canteen wicket.
- g. The POS Solution must provide full and identical functionality in both Official Languages, including but not limited to: application functionality, reports, normal user messages, on-line help on all workstations and the graphical user interface (GUI);
- h. The POS Solution must have a separate English and French GUI (not a combined GUI) for all screens. This includes but is not limited to: screen titles, screen labels, help text, pull-down lists, screen tool bars, action buttons and table driven information;
- i. The POS Solution must support keyboard input, database storage and query retrieval using upper and lower case French accented characters,

#### 5.4 User Account Management

##### 5.4.1 All Users

- a. The POS Solution must be able to create, maintain, modify, and configure user accounts.
- b. The POS Solution must interface with the IASR system (See Appendix C and J):
  - i. The POS Solution must update the inmate's bank account in IASR (typically the bank account balance is reduced by the purchases made from the Canteen account in POS; It excludes purchases made from the Health & Hygiene account)
  - ii. The POS Solution must allow updating of the inmate's canteen account in the POS Solution;
  - iii. The POS Solution must be compatible with the flat file format currently used;
  - iv. The interface with IASR must be automated through an overnight process further defined in Appendix J.
- c. At a minimum, the POS Solution must perform all the following roles:
  - i. The Technical System Administrator must be able to perform system maintenance and system configurations
  - ii. The Finance User must be able to perform all of the following:
    - 1. Manage financial period-end procedures
    - 2. Perform adjustments on client accounts
    - 3. Reconcile financial data
    - 4. Independently manage centralized inventory lists at all National, Regional, and Institutional levels
  - iii. The Materiel Management User must be able to perform all the following:
    - 1. Manage the procurement of stock
    - 2. Manage the Inventory (pricing, quantity, definition, stock count)
    - 3. Manage Inventory period-end procedures
    - 4. Manage client accounts
    - 5. Deactivate and reactivate User accounts
    - 6. Transfer User accounts between institutions
    - 7. Create, modify and manage User roles

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- 8. Deactivate and reactivate User roles
- 9. Create categories
- 10. Independently manage centralized inventory lists at all National, Regional, and Institutional levels
- iv. The CSC Staff Canteen Operator must be able to perform all the following:
  - 1. Operate the canteen
  - 2. Perform refunds
- v. The Inmate Canteen Operator must be able to operate the canteen.

**Note:** The responsibilities mentioned above are given as an example. They are neither definitive nor exhaustive.

#### 5.4.2 Inmate Client

- a. The POS Solution must allow Finance and/or Material Management Users to manually adjust an inmate's canteen or health & hygiene account.
- b. The POS Solution must define/classify the type of adjustment being done.
- c. The POS Solution must allow Users to deactivate and reactivate inmate client accounts.
- d. The POS Solution must show, at a minimum, all of the following inmate client record information:
  - i. First Name (minimum of 30 characters);
  - ii. Middle Name (minimum of 30 characters); this field must be optional;
  - iii. Last Name (minimum of 30 characters);
  - iv. ID Number with a minimum of five alpha numeric characters and of adding a minimum of 5 more alpha numeric characters;
  - v. Status (Active/Inactive);
  - vi. Location ID (Institution Responsibility Centre);
  - vii. Inmate canteen request; and
  - viii. Account Balance – by account type (Canteen balance reset every period, Health and Hygiene balance not dependant on period)
  - ix. Amount available to be spent for the period regardless of account type.

#### 5.5 User Access and Rights

- a. The POS Solution must restrict all Users from having multiple simultaneous sessions.
- b. The POS Solution must allow for a review and approval process for inventory adjustments. These adjustments will be reviewed and inputted by Material Management Users. Those adjustments must then be approved by Financial Users.
- c. The POS Solution must deliver Role Based Access Controls (RBAC) which support at a minimum all of the following items:
  - i. Role assignment: a User can exercise a permission only if the User has been assigned a role;
  - ii. Role authorization: a User can only take on roles for which they are authorized; and
  - iii. Permission authorization: a User can only exercise permissions for which they are authorized.

#### 5.6 Inventory Management

- a. The POS Solution must allow Users to set profit margin percentages for sales of items as per CD 890 Inmate Owned Canteens (Appendix I).



## POS Solution

### Statement of Work

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- b. The POS Solution must, at a minimum, allow for Users to add an unlimited number of inventory adjustments:
  - i. Loss,
  - ii. Defect,
  - iii. Expiration,
  - iv. Theft,
  - v. Error, and
  - vi. Other adjustments as needs arise.
- c. The POS Solution must allow adjustments to be reflected in the Profit and Loss Statement (Income statement) in accordance with the Generally Accepted Accounting Principles (GAAP).
- d. The POS Solution must calculate the cost of inventory according to the weighted average cost method.
- e. The POS Solution must set, modify, and calculate multiple sales tax rates as established by federal and provincial regulations.
- f. The POS Solution must allow for a minimum of 7 types of inventory items (i.e., Canteen, Health & Hygiene, etc.).
- g. The POS Solution must allow Users to include a deposit on certain items (i.e. \$0.05 on a can of cola).
- h. The POS Solution must include the functionality to apply a uniform price per product throughout all canteens within the same institution regardless of an item's cost.
- i. The POS Solution must allow inventory items to be grouped by categories and sub-categories (see Appendix E - Sample Inventory Listing).
- j. The POS Solution must allow Users to create and maintain categories and subcategories for inventory items.
- k. The POS Solution must allow Finance and/or Material Management Users to set the status of an item as Active or Inactive (cannot be sold at canteen), at the National, Regional and Institutional levels.
- l. The POS Solution must include real-time inventory count.
- m. The POS solution must prevent Users from manually updating the cost field.
- n. The POS solution must allow CSC to manage inventory items at a National level.

## 5.7 Reporting Features

### 5.7.1 General

The POS Solution must make available, in real-time, all information about the activity, settings, controls, and financial transactions in the POS Solution. This information must be available by individual POS station, by inmate and by the Institutional, Regional, and National levels. CSC requires that the POS Solution provide an array of reports. A description of the required reports appears below.

- a. The POS Solution must produce these reports through the GUI in HTML format as well as export stand-alone reports in HTML and CSV formats.
- b. For reports that cannot be displayed through the GUI in real time because of technical issues (i.e. very large volumes of data), the POS Solution must have the ability to provide these reports to CSC outside of the GUI.
- c. The POS Solution must include management software which allows CSC to perform management and reporting.
- d. The POS Solution must allow Users to create templates for standardized reports and utilizing any data points.
- e. The POS Solution must allow for period close procedures to be performed for the reconciliation of sales, inventory, and transaction types.
- f. The POS Solution must allow Users to select the report date range when creating all reports.

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- g. The POS Solution's reports must be exportable, at a minimum, in Microsoft Excel format. The major functions of the POS Solution are described below.

#### **5.7.2 Generate Reports**

The POS Solution must report account balances, sales history, inventory velocity, and profit & loss for the institutional, regional, and national operating units.

#### **5.7.3 Profit and Loss Reports (Income Statement)**

- a. The POS Solution must allow Finance and/or Material Management Users to monitor the level of the profit margins and the inventory levels at the National, Regional and Institutional levels.
- b. The POS Solution's Profit and Loss Statements must differentiate sales from various commodity types (for example, Canteen product sales, Health & Hygiene product sales, etc.).
- c. The POS Solution must present profits and losses using a generally accepted accounting (GAAP) method;
- d. The POS Solution must differentiate between different accounts funds (Canteen or Health & Hygiene, other account(s) as need arises) in the Profit and Loss statement (see Appendix K for an example).

#### **5.7.4 Canteen Operation Reports**

- a. The POS Solution must record and report sales at the site at which that they occur; even if the inmate is transferred (therefore, an inmate could have sales at multiple sites in a two-week period).
- b. The POS Solution must allow Finance and/or Material Management Users to run and create reports for a selected period (i.e. Day, Month, and Quarter) for individual or multiple institutions (up to 99) based on configurable parameters. At a minimum, CSC must be able to run the reports by:
  - i. Account types;
  - ii. Categories;
  - iii. Subcategories
  - iv. User ID;
  - v. Product Look Up (PLU#);
  - vi. Item description.
- c. The POS Solution must generate reports on sales taxes paid on purchases and those collected on sales. The report must differentiate between the different types of taxes (e.g. HST, PST/QST, and GST).
- d. The POS Solution must provide reports on transaction types (Refunds, Voids, Sales, Receipts, and others as identified in Sections 5.3, 5.4 and 5.6).

#### **5.7.5 Inventory Management Reports**

- a. The POS Solution must allow Finance and Materiel Management Users to run inventory reports on single items, item types (e.g. Canteen or Health and Hygiene items) or item categories or subcategories (e.g. inventory in the dairy category).
- b. The POS Solution must enable Users to run inventory reports on active, inactive or all inventory items.
- c. The POS Solution must allow Finance and Materiel Management Users to run sales and customer reports based on active and inactive customer status.
- d. The POS Solution must allow Finance and/or Material Management Users to create Variance Reports which compare opening inventory values to closing inventory values for specified periods.
- e. The POS Solution must generate and run reports on inventory transactions (purchases, sales, adjustments and all other transactions that affect the inventory levels) for one and/or multiple institutions, for a selected date range.

### 5.7.6 Users Account Reports

- a. The POS Solution must generate and run reports on all POS transactions based on Canteen Operator for up to 99 institutions, for a selected date range (e.g. from DD-MM-YYYY to DD-MM-YYYY or YYYY-MM-DD).
- b. The POS Solution must report an inmate's transaction history for a selected date range. At a minimum, the report must include all of the following fields:
  - i. Inmate Name (last name, first name);
  - ii. Finger Print System (FPS) Number;
  - iii. Institution Number (RESP);
  - iv. Transaction Date (in an industry acceptable standard);
  - v. Opening Canteen Balance;
  - vi. Opening Health & Hygiene Balance;
  - vii. Transactions by account type (health & hygiene and canteen) including purchases, refunds, deposits and manual adjustments;
  - viii. Net free balance in both accounts (canteen and health & hygiene);
  - ix. Transaction Number;
  - x. Canteen Number which represents the location;
  - xi. Date range of the report (start & end date); and
  - xii. Grand totals by account type.
- c. The POS Solution must report on inmate transactions for a selected date range. The User must be able to view the transactions by account type (i.e. Canteen or Health & Hygiene) or by item number. They must also be reported at the institutional, regional, and national levels. At a minimum, the report must include all of the following fields:
  - i. Inmate Name (Last name, first name);
  - ii. FPS number;
  - iii. PLU Number;
  - iv. Item Description;
  - v. Item categories;
  - vi. Price;
  - vii. Taxes;
  - viii. Quantity (including Refunds and Voids); and
  - ix. Total price.

### 5.7.7 Audit Reports

- a. The POS Solution must have an audit function that must create a log of events. At a minimum, all the following must be included in the log:
  - i. User account that triggered the event;
  - ii. Date and time of the event;
  - iii. The User's ID number;
  - iv. The Terminal ID where it occurred; and
  - v. A description of the event allowing for between 1 and 256 characters (or more).
- b. The audit log must be exportable to a common desktop file format (i.e. text file, Word, Excel, etc.) for a selected date range, and must be isolated from the main POS database and application (i.e. we don't need to enter the application in order to see them).

### 5.8 Manage Inventory

- a. The institution's master inventory must be managed (i.e., ordered, received, stocked, etc.) within the POS Solution.
- b. The POS Solution must manage a national inventory size of at least 9,999 inventory items. An example of one institution's inventory is found in Appendix E.
- c. The POS Solution must manage pricing or discounting of inventory items. The POS Solution must support single price for a single inventory item within each institution and support multiple prices for a single inventory item nationally. The POS Solution must record and manage profit and loss within each institutional operating unit. For example, the POS Solution must have the functionality of setting the profit margin of canteen sales in accordance with the Commissioner's Directive (CD) 890 Inmate Owned Canteens (Appendix I). CD 890 currently requires that the profit margin be set at 10% and allows for setting specified canteen sales for profit margins below or above 10%.

### 5.9 Manage Inmate Accounts

- a. The POS Solution must allow for the assignment of accounts to inmates to track the distribution of inventory items.
- b. The POS Solution must maintain account balances on a "declining balance" basis as inventory items are issued to inmates.
- c. The POS solution must be able to debit an inmate's account to increase the account balance.
- d. The POS solution must be able to credit an inmate's account to decrease the account balance.

### 5.10 Manage Sales

- a. The POS Solution must be able to sell or scan out an unlimited number of items per day as dictated by the size of the inventory. Typically, a single institution, on a high volume day, can process over 750 transactions and sell over 18,000 items.
- b. The POS Solution must scan out inventory at the POS Lane, reduce inventory levels, and credit inmate account balances at the point of sale.
- c. The POS Solution must print receipts for inmates as a record of the sales transaction.
- d. The POS Solution must provide the option to print two (2) sales receipts at once and a reprint option/button at the Canteen GUI.
- e. The POS Solution must provide an option to include or exclude any of the following functionality at the Canteen GUI: return, exchange, cancel, suspend and void.

### 5.11 Information Technology Security

- a. The POS Solution must interface with CSC's biometric devices as described in Appendix H.
- b. The inmate's password must be the inmate's FPS number which is comprised of a minimum of five alpha numeric characters. (See Appendix D).
- c. The POS Solution must support, for inmate passwords, two-factor authentication (2FA) with passwords that conform to CSC's Requirements (See Annex C and Appendix F) at a minimum. For Example: The inmate enters his/her password (FPS number). When it is recognized, the inmate is prompted to enter his/her hand to scan for final confirmation.
- d. The POS Solution must require the input of a password and a biometric measurement for authentication purposes. (See Appendix F)
- e. The POS Solution must deliver, enable, and support account and privilege management which supports standard-based, secure authentication.
- f. The POS Solution must comply with Government of Canada Communications Security Establishment (CSE) approved cryptographic algorithms as identified at: <https://www.cse-cst.gc.ca/en/node/1831/html/26515> when transmitting personal information such as a username and password combination over a network connection.

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- g. The POS Solution must prevent simultaneous access to data, i.e. record locking. It must be able to perform record locking for the purpose of data protection and integrity.
- h. The POS Solution must employ auto-initiated session locking or termination for all Users and must automatically lock or log out of a User's session after a pre-determined time-out period of non-use has been exceeded. It must require the User to log on again in order to restore a session. The pre-determined time-out period must be configurable.
- i. The POS Solution must have a programmed automatic backup configured to meet the information system's Recovery Time Objective (RTO) and Recovery Point Objective (RPO). The RTO is 3 days and the RPO is 24 hours.

### 5.12 Information Management Systems

The POS Solution must have remote desktop application support as well as centralized server support with automated features that must include all of the following:

- a. An application installer that must:
  - i. Use Windows Installer Technology (MSI and MSP)
  - ii. Support silent install/uninstall with User Account Control enabled and under system context
  - iii. Support for silent Configuration (setting server name, configure application using registry keys, GPOs, etc.)
  - iv. Have a unique Product Code per version
- b. Have application functionality for:
  - i. Off the Network
    - If the application is off line, it must support automatic data synchronization using encrypted portable storage media
    - Support offline air gapped computers (the application needs to work when the server is offline)
  - ii. On the Network
    - Support for secure (encrypted) network protocols
    - Support for AD (Active Directory) Integration (Use AD for access control)
- c. The application guides must include:
  - i. Configuration items
  - ii. Install procedures
  - iii. Available switches
  - iv. Troubleshooting
  - v. Sanity checks to confirm a successful install

### 5.13 Printing Requirement – General

The POS Solution must allow Finance and/or Material Management Users to print reports. For those Users on the CSC Corporate network, printing must work with their CSC technical environment (networked printers) and must not be reliant on a specific printer make and model. For Users on the Canteen network (see **Appendix D: CSC Technical Environment**), printing must work with a locally installed printer. The Solution must allow Users to set their own default printers.

## 6. TRAINING

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### 6.1 General

The Contractor must deliver a minimum of one (1) hard copy and one (1) soft copy of all training materials and documentation. Documentation should include, training aids such as presentations, speaker notes, and screens shots aligning to the actual training documentation. These documents must be up-to-date and must include any changes made to the POS Solution. The CSC Project Authority (PA) will request training as and when required through the Task Authorization process. Upon receipt of a draft Task Authorization requesting training, the Contractor must submit to the PA a training plan that includes the following information, at a minimum:

- a. Intended audience;
- b. Length of each course;
- c. Modules and subject matter being covered;
- d. Elements for which hands-on training will be provided; and
- e. Documented training material

The training materials must be organized by CSC User roles and the logical business flow activities utilized within CSC and the POS Solution. The following is a list of the specific roles and required training sessions:

- a. Finance functions;
- b. Materiel Management functions (inventory);
- c. User Admin functions
- d. Canteen Operators (Inmates and CSC Staff); and
- e. CSC Technical System Administrators.

CSC will provide training facilities in the NCR along with necessary system access for use by the participants during the training courses.

The Contractor must deliver the following onsite instructor-led training sessions:

1. CSC Train-the-Trainer; and
2. CSC Technical System Administrator.

### 6.2 Train-The-Trainer Training

The Contractor must provide train-the-trainer training, including all training materials, to designated CSC trainers (approximately 20 CSC trainers encompassing Finance, Materiel Management, IMS functions across regional offices and NHQ). Class sizes should be up to a maximum of 10 people. These CSC trainers will in turn train the CSC end users on the POS Solution. The Contractor must provide train-the-trainer training for the following courses:

- a. POS Front Office Training: For CSC staff who will be managing Canteen Operations in the POS Front Office system within CSC institutions.
- b. POS Back-Office Training: For CSC staff who will be managing Finance, Materiel Management, and User Admin functions in the POS Solution in the institutions. This training, when delivered to end users, must include at a minimum:
  - i. User Administration, e.g. creating and managing User ID's/passwords;
  - ii. Account Management, e.g. creating and managing individual accounts;
  - iii. Inventory Management;
  - iv. Purchasing; and
  - v. Sales Reporting.

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All training material and documentation (documentation should include, training aids such as presentations, speaker notes, and screens shots aligning to the actual training documentation) and the Train-the-Trainer Training must be available in both English and French, and must take place in the National Capital Region (NCR).

### 6.3 CSC Technical System Administrators

The Contractor must also provide technical team training, including all training materials. The objective of this training will be to ensure that CSC has sufficient knowledge of the POS Solution to provide technical support, troubleshoot problems, and maintain the system. This training must be hands-on training and the training contents must include at a minimum:

- a. An overview of the system and its architecture;
- b. Installation and setup procedures;
- c. System Configuration and integration;
- d. System interfaces;
- e. Database structure, data dictionary, procedures and maintenance;
- f. System administration, including system and data backup and recovery; and
- g. Troubleshooting and the resolution of problems.

Technical team training must be conducted in English and French, and must take place in the National Capital Region (NCR).

## 7. POS SOLUTION Ongoing Maintenance & Support

In addition to the Maintenance and Support Services detailed in Supplemental General Conditions 4004, as amended in the Bid Solicitation, the Contractor must deliver the following Ongoing Maintenance and Support Services in order to maintain the POS Solution in a fully-functional state. The Ongoing Maintenance and Support Services detailed below must be included in the cost of Maintenance and Support Services listed in Table 2 of Annex B, Basis of Payment.

A "Fully-Functional" POS Solution is one which has all features and controls operating fully and can make all required transactions and reports within a reasonable timeframe. A reasonable timeframe is defined as:

- a. A maximum of 5 seconds between the time the transaction at the canteen GUI is completed and the time it is finished printing the receipt
- b. A maximum of 2 minutes between the time a report is requested by a User and the time the report output appears on the screen.

Any deviation from a Fully-Functional state is considered "**Non-Functional**" and must be addressed by the Contractor in accordance with the Supplemental General Conditions 4004 (2013-04-25) Maintenance and Support Services for Licensed Software, as amended in Section 7.4(c)(iii) of the bid solicitation.

Additionally, the Contractor must maintain and provide upgrades to all products and services that comprise the POS Solution, including all software components, in order to maintain currency with any client initiated enhancements or changes to Operating System or software profiles. This includes updates to any Custom Development that may be required as a result of an upgrade or modification.

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The POS Solution must have a database backup (see Appendix D) and recovery component. At a minimum, it must schedule a daily incremental and weekly full backup.

The Contractor must provide ongoing maintenance and support for the POS Solution as per the following table.

Deliverables	Schedule
<b>Service Delivery</b> Including Help Desk and product hot fixes, patches upgrades	Ongoing
<b>Monthly Maintenance Patch (Release)</b> As a minimum includes fixes for CSC identified problems;	Monthly (or as required /specified by the PA)
<b>Release Notes for the Monthly Maintenance Patch</b> See section 7.1 for information that must be contained in the release notes	Same as Monthly Maintenance Patch Release above
<b>Monthly Problem Status Report</b> A report detailing all the following information: <ul style="list-style-type: none"><li>a. Problem number and Priority;</li><li>b. Description;</li><li>c. Date logged, status (e.g. open-analysis; closed-Patch #; release date provided to CSC);</li><li>d. Expected resolution date.</li></ul>	Monthly
<b>Patch Report</b>	Quarterly
<b>Schedule for Software Releases</b>	Annually
<b>Required Enhancements</b>	As requested by the CSC PA
<b>Progress reports</b> The Contractor must provide a monthly report detailing all the Changes, software revisions, patches, and bug fixes pertaining to the POS Solution software application and its related Solution components that were implemented in the previous month and are available to CSC. The Contractor must deliver this report to the TA no later than the 7th calendar day of the month following the period of the report.	Monthly
<b>Technical Support</b> The Contractor must provide a User Help Desk that CSC personnel can access by phone from 7:00 a.m. to 7:00 p.m. EST, Monday to Friday. This User Help Desk must provide CSC personnel with assistance in the use of the features	Ongoing



## POS Solution Statement of Work

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and functions of the POS Solution in both official languages (English and French).	
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### 7.1 Release Plans

- a. For each instance, when there is an improvement or modification to the POS Solution, the Contractor must provide release plans in a CSC compatible Microsoft Office format (as determined during the initial Project Planning phase) which must contain all of the following:
- i. Name: Fix enhancement name;
  - ii. Problem description: what problem (bug) or functionality it fixes / enhances;
  - iii. Fix description:
    - How the problem was solved;
    - How it works now;
    - How it was tested;
    - How it impacts other functionalities.
  - iv. Release number: Release number / version;
  - v. Date the problem was logged and date the problem was resolved; and
  - vi. Contact: person to contact for questions.

## 8. TASKS AND RESPONSIBILITIES

### 8.1 Project Governance

CSC will designate an individual as the CSC Project Authority (PA). The PA will provide governance and direction to the Project as well as represent the final level of escalation for any and all matters relating to the Project.

The Technical Authority (TA) will keep the PA abreast of the Project's status and progress on an ongoing basis but the PA will not take an active role in the day-to-day management of the Project.

The Contractor must designate a senior-level person in its organization as the Contractor Project Executive. The Contractor Project Executive must represent the ultimate level of escalation for any and all matters relating to the Project. The person designated as the Contractor Project Executive must have sufficient position and authority within the Contractor's organization to commit the Contractor to deliverables, timelines, Contractual obligations, and resolutions to problems without seeking approval from higher levels of authority. The Contractor must designate a Project Manager to the project who will represent a mutually agreed upon Point of Contact for the department and will be actively involved in, and responsible for all activities undertaken. The Project Manager will liaise with the CSC Project Authority for meetings, project reviews and other related project management activities. The Project Manager will also undertake a QA role on any and all documents provided to the CSC Project Authority, including but not limited to all Deliverables identified within the Scope of Work.

### 8.2 Project Management

CSC will designate an individual as the Technical Authority (TA). Overall project management responsibility for the Project will lie with the TA. The TA will manage all aspects of liaison with the Contractor in terms of issue resolution, change management, project timeline management, review

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of TAs, approval of TAs (within delegated limits), training requests, delivery issues, and will act as the focal point for all CSC personnel-related interfaces.

The Contractor must designate a single qualified individual as the Contractor Project Manager (CPM). The CPM must act as a single contact for all Contractor issues regarding delivery of service as well as any items requiring contact with the TA for issue resolution, change management, timeline management, and other delivery issues.

The CPM must be the sole resource permitted to communicate with CSC unless expressed permission is provided by the TA. Members of the Contractor management team must direct all communications with CSC through the CPM responsible for the interactions on a day-to-day basis with CSC.

Should the need arise to escalate Project issues beyond the levels of the CPM and the TA; the Contracting Authority as well as personnel of both the Contractor and CSC responsible for ultimate Project Governance must become involved. Escalation of an issue will only occur internally in either organization. The Project Governance level (i.e. CSC PA and Contractor Project Executive) of one group is not to be contacted by the Project Management personnel (i.e. TA and CPM) of the other.

### **8.3 Project Initiation**

Within ten (10) calendar days following Contract award, the TA and the CPM will meet to define the activities comprising the start of the Project.

The prime objective of the Project Initiation exercise is to set the standards, timing, and deliverables that will govern the Project throughout its life.

The secondary objective is to develop a hands-off process that will efficiently transfer the delivery of the POS Solution from the current setup to the Contractor. The Contractor and CSC will focus their efforts on determining the best way to bring the approved plans into practice from the current state of activity with as little disruption as possible.

### **8.4 Project Phases**

The work is divided into the following two (2) project phases:

- a. Phase 1 – POS Solution Development; and
- b. Phase 2 – Production Readiness.

The Deliverables associated with these Phases can be found in Section 9 below.

### **8.5 Annual Performance Review**

Each year, within 90 days following the Contract renewal date, CSC will conduct a performance review of the project.

The CPM will be included in applicable discussions surrounding this review. CSC may consider minor changes to the specific requirements based on the project's performance during the previous year. The CPM may make suggestions as to what changes the Contractor feels would improve the delivery of the POS Solution.

### **8.6 Project Changes, Enhancements and Upgrades**

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The Contractor must deliver a POS Solution to all the existing CSC institutions in Appendix G – POS Locations. Should CSC's institutional infrastructure change through the addition or change of institutions and/or the addition, removal, or repurposing of housing units in the current institutions, the Contractor must also change the POS Solution accordingly as designated by the Technical Authority (TA), under the same Terms and Conditions described herein.

Should the POS Solution require any changes, enhancements, or upgrades (hereinafter referred to as "Changes") by either CSC or the Contractor at any point during the life of the Contract that are outside of the scope of the Software Maintenance and Support, the Contractor must provide CSC with a proposed plan, schedule, and an analysis of potential benefit. All proposed changes and their associated schedules, plans, and analyses must be submitted to the Technical Authority for review and written approval before being implemented by the Contractor. Once the Technical Authority's written approval is obtained, the Contractor must perform the tasks required to implement the changes in accordance with the CSC-approved plan and schedule. Whenever any deviation from the CSC-approved plan and schedule is required due to unforeseen circumstances, the Contractor, prior to continuing with the work, must present to the TA such deviations along with an updated plan and schedule for review and approval.

### 9. DELIVERABLES GENERAL

- a. The Contractor must deliver all written reports in a format compatible with CSC's present and future standard office software which are at the present time: Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).
- b. Any functional, technical system and database diagrams (e.g. data flow diagrams) provided by the Contractor must be compatible with CSC's standard diagramming software, (Microsoft Office Visio) or PDF format.
- c. All release notes for system updates, bug fixes, enhancements or version releases must be provided in a medium that the vendor uses to disseminate code, e.g. a CD, a tape, a download, or a jump drive, and in the following format:

Name	Problem Description	Fix Description	Release Number	Date	Contact
1. Fix Enhancement Name	What problem or functionality it fixes/ enhances	How problem was resolved; How it works now; How it was tested and the applicable scripts; What if any impact does the fix have on other system functionality;	Release Number/ Version	Date problem was resolved	Person to contact for questions

#### 9.1 Deliverables – Specific and Estimated Schedule

The Contractor must provide the following deliverables within the estimated timelines.

##### Phase 1 – POS Development

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Deliverables	Estimated Schedule
<b>Deliverable # 1</b> 1.1 Project Management Documents 1.1.1 Detailed Project Implementation Schedule (Work Breakdown Structure) 1.1.2 Risk Register 1.2 A Solution Architecture Document (living document with multiple review and approvals throughout the project) which must include all of the following: 1.2.1 Table of Contents including sections to be delivered in other deliverables such as Technical Interface Architecture; and the Technical Reference Guide (Deliverable #3); 1.2.2 Detailed Architecture Diagram; 1.2.3 POS Solution High Level Design; 1.2.4 Database Backup and Recovery Strategy; 1.2.5 Installation Instruction Release Notes; 1.2.6 Monitoring Strategy; 1.2.7 Version Control Methodology including patching; and 1.2.8 Technical Installation Plan.	3 Weeks after Contract Award

Deliverables	Estimated Schedule
<b>Deliverable # 2</b> All the following requirements, testing scenarios and scripts must be reviewed and approved by CSC PA: 2.1 Fit-Gap Document / Analysis which will be used to develop the high-level design for all Custom Development required. 2.2 Traceability Matrix from RFP to Fit Gap Document; 2.3 Functional Specifications/ Design for all POS Solution Custom Development / Configuration 2.4 Functional Specification / Design for POS Solution Interfaces 2.5 Testing Strategy, Testing Criteria and Test Plan which must include all of the following: 2.5.1 Testing Requirements traced to requirements; 2.5.2 Testing level of effort; 2.5.3 Scope of testing (unit, integration, end user, regression, system performance); 2.5.4 Schedule; 2.5.5 Responsibilities; 2.5.6 All test results (as per CSC format) 2.5.7 Acceptance criteria and 2.5.8 Risks and contingencies. 2.6 Training Strategy and approach	7 Weeks after Contract Award

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Deliverables	Estimated Schedule
<b>Deliverable # 3</b> 3.1 Solution Architecture 3.1.1 Update previous documentation received in Deliverable # 1 3.1.2 Technology Interface Architecture 3.1.3 Technical Reference Guide 3.1.3.1 Database Administration 3.1.3.1.1 Database Schema 3.1.3.1.2 Configuration 3.1.3.1.3 Database Auditing 3.1.3.1.4 Database Record Locking 3.1.3.1.5 Directory Structure for Database & Application 3.1.3.1.6 Database / Application Jobs Setup 3.1.3.1.7 Database & Application Start-up and Shutdown Procedures 3.1.3.1.8 Database Backup strategy 3.1.3.2 Application Configuration 3.1.3.2.1 Initial one time Configuration 3.1.3.2.2 Ongoing / updatable Configurations 3.1.3.3 Support and Troubleshooting 3.2 Migration Strategy and Plan	9 weeks after Contract Award

Deliverables	Estimated Schedule
<b>Deliverable # 4 - Proof of Concept – POS Solution – Custom Development and Configuration</b> 4.1 Support - Set up installation in the CSC's development environment 4.2 Demonstrate all business and functional functionality outlined in the Statement of requirements including the POS Solution- IASR Interfaces. 4.3 Provide UAT* test scenarios and scripts for approval by the PA. <i>*The test scripts must specify the scope of the test, a test description, the parameters, the steps to complete the testing and the expected results.</i> Data migration completed in CSC Test Environment - The Contractor must: 4.4 Import data from flat files extracted from the legacy POS by CSC Technical Team 4.5 Deliver data migration analysis including delivery of all codes, testing and validation required in accordance with Approved Data Migration Plan 4.6 Obtain approval of the CSC PA.	15 Weeks after Contract Award
<b>Deliverable # 5</b> 5.1 The Contractor must deliver training material and documentation (hard and soft copies) that have been updated to include any Custom Development or Configuration that has been done within the POS Solution. Documentation should include, training aids such as presentations, speaker notes, and screens shots aligning to the actual training documentation;	16 Weeks After Contract Award

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Deliverables	Estimated Schedule
<p>5.2 The training material must be organized by CSC User roles and the logical business flow activities utilized within CSC and the POS Solution. The following is a list of the specific roles and required training sessions;</p> <p>5.2.1 Train-the-Trainer Instructors using end-user training materials:</p> <p>5.2.1.1 Finance function;</p> <p>5.2.1.2 Materiel Management functions;</p> <p>5.2.1.3 Inventory;</p> <p>5.2.1.4 Canteen Operators (Inmates and CSC Staff)</p> <p>5.2.1.5 User Administration</p> <p>5.2.2 CSC Technical System Administrators</p> <p>5.2.2.1 CSC IM/IT resources</p> <p>5.3 Obtain approval of CSC PA</p>	

Deliverables	Estimated Schedule
<p><b>Deliverable # 6</b></p> <p>Client Acceptance Test – The Contractor must demonstrate the compliance of their adapted solution (installed on the Contractor's development environment) with the specified Mandatory Requirements:</p> <p>6.1 Demonstrate compliance of each requirement as per approved Test Plan and Statement of Technical Requirements to the CSC PA;</p> <p>6.2 Providing documentation on any discrepancies including explanations;</p> <p>6.3 Proposing resolution to issues and bugs;</p> <p>6.4 Submit corrective action plan and new timeline for the review and approval of the CSC PA; and</p> <p>6.5 The Client Acceptance Test must be conducted in the NCR. Successful demonstration of all required functionality is required prior to the Contractor being authorized by the CSC PA to proceed with the installation of the POS Solution onto CSC's User Acceptance Testing Environment.</p>	<p>20 Weeks After Contract Award</p>
<p><b>Deliverable # 7</b></p> <p>7.1 Delivery of the following onsite Instructor Led training sessions:</p> <p>7.1.1. CSC Train-the-Trainer</p> <p>7.1.2 CSC Technical System Administrator</p> <p>7.1.3 Knowledge transfer to CSC IM/IT resources</p>	<p>26 Weeks After Contract Award</p>
<p><b>Deliverable # 8</b></p> <p>8.1 CSC User Acceptance Testing within CSC Technical Environment (Software Configuration and Custom Development, Interfaces and Data Migration)</p> <p>8.1.1 Deliver all software components in a System Management Server (SMS) deployable state Install, configure, test, and implement the POS Solution within CSC Testing Environment;</p> <p>8.1.2 Support CSC in set up of testing environment;</p> <p>8.1.3 Validate and approve conformity of CSC Testing Environment;</p> <p>8.1.4 Deliver Site Acceptance Test;</p>	<p>27 Weeks After Contract Award</p>

## POS Solution Statement of Work

Deliverables	Estimated Schedule
<p>8.1.5 Data Migration – Convert, import data from flat files extracted from the legacy POS by the CSC Technical Team; Run the scripts developed and tested for data migration in order to migrate CSC legacy data from the flat file extract Deliver data migration analysis including delivery of all codes, testing and validation required in accordance with the approved data migration plan.</p> <p>8.1.6 Support CSC's execution of UAT test scripts;</p> <p>8.1.7 Modify Configuration and Custom Development based on test results; and,</p> <p>8.1.8 Provide final System Acceptance Test Report for sign-off by the CSC PA.</p>	

### Phase 2 – Production Readiness

Deliverables	Estimated Schedule
<p><b>Deliverable # 9</b></p> <p>9.1 Production Deployment of POS Solution</p> <p>9.2 The Contractor must provide any necessary Configuration, testing, implementation and deployment support services for the POS Solution, onto CSC's production environment for final Production Sign-Off by the CSC PA.</p> <p>9.3 The initial production deployment will be limited to two pilot sites, (English and a French environment) for a period of 30 days.</p> <p>9.4 These services may be provided remotely once the system is functioning as specified within the acceptance testing environment and is ready for operational "go-live" of the POS Solution. If difficulties are encountered, an on-site resource(s) must be provided</p>	29 Weeks After Contract Award
<p><b>Deliverable # 10</b></p> <p>10.1 POS Solution Acceptance Report</p> <p>10.2 Once the Contractor's POS Solution has been installed in the CSC testing environment, the Contractor must prepare and submit to the PA an Acceptance Report. The Acceptance Report will be signed by the PA and the POS Solution will be accepted after the POS Solution has functioned as specified in the production environment for a period of thirty (30) days.</p> <p>10.3 If the PA provides notice of a deficiency during the Acceptance Period, the Contractor must address the Severity 1 and 2 deficiencies as soon as possible and notify the PA in writing once any required corrections are</p>	33 Weeks After Contract Award

## POS Solution Statement of Work

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Deliverables	Estimated Schedule
complete, at which time the PA must be entitled to re-inspect the POS Solution and the thirty (30) day Acceptance Period will begin again.	

### 10. IMPLEMENTATION GUIDELINES

The POS Solution will be implemented after all testing in the pilot sites has been successfully completed and approved by the PA. Testing will occur at one site in the QUE Region, in the Laval area. The second pilot site will be in the Ontario region near Kingston. The goal is to ensure that the POS Solution is operationally ready for National deployment. Testing requirements are described in Section 9, Deliverables.

National deployment will be executed as per Information Management Services (IMS) directives and procedures. The deployment to all the remaining sites will either be in phases (e.g. one region at a time, a certain number of Institutions at a time, etc.) or all at once. This will be considered and decided with the Contractor during the Contract period.

### 11. LANGUAGE OF WORK

CSC is obliged to provide service to both the public and the Inmates in its care in the Official Language of their choice. CSC also conducts business internally in both Official Languages dependent upon within which Province or Territory it is taking place.

The POS Solution is of a national scope and must be implemented in each of the five (5) Regions of CSC encompassing all the Territories and Provinces of Canada. Therefore, the POS Solution must incorporate both Official Languages in all aspects of its services. As such:

- All written and verbal communication with CSC must be in English or French;
- The Contractor must provide all written deliverables to CSC in English with the exception of the training material and User acceptance testing scripts which must be provided in both English and French;
- All training materials and related documentation must be available in both English and French, in hard and soft copy.

### 12. LOCATION OF WORK

Work location requirements for the project are as follows:

- Much of the planning, management, and oversight activities requiring Contractor involvement will be performed using CSC provided teleconference and web-based conference tools;
- Installation of the POS Solution into CSC's test environment must take place in the National Capital Region (NCR) at a location identified by the CSC PA;
- Enhancement of the POS Solution to meet CSC requirements must be conducted at the Contractor's site;
- Resolution of defects resulting from the Test Phase must be performed from the Contractor's site;



- e. Train-the-trainer training and Technical System Administrator training must take place in the National Capital Region (NCR) at a location identified by the CSC PA; and
- f. The POS Solution will be deployed across Canada to the CSC institutions by CSC Staff.

### 13. POS REGULATORY RESPONSIBILITIES

The following provides guidance for the provision of the POS Solution. The Contractor must conform to and maintain working knowledge of the foregoing and all amendments thereto:

- a. The Official Languages Act: <http://laws-lois.justice.gc.ca/eng/acts/O-3.01/>
- b. The Privacy Act: <http://laws-lois.justice.gc.ca/eng/acts/P-21/>
- c. The Privacy and Data Protection Policy: <http://tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510>
- d. The Personal Information Protection and Electronics Documents Act: <http://laws-lois.justice.gc.ca/eng/acts/P-8.6/>
- e. The Corrections and Conditional Release Act, Sections 3, 3.1, 4 and 97: <http://laws-lois.justice.gc.ca/eng/acts/c-44.6/>
- f. The Corrections and Conditional Release Regulations, Section 83(2)(c): <http://laws-lois.justice.gc.ca/eng/regulations/SOR-92-620/section-83.html>
- g. [CD 226 – Use of Electronic Resources](#)
- h. [CD 860 – Offender's Money](#)
- i. [CD 890 – Inmate Owned Canteens](#)
- j. [CD 730 – Inmate Program Assignment and Payments](#)
- k. [CD 225 – Information Technology Security](#)

## Annex C: Statement of Requirements

### Mandatory Criteria:

#	Criterion
M1	<p>The Bidder must have completed a minimum of one (1) project implementing a Point of Sale (POS) Solution. The services provided must have been delivered to a <u>secure environment</u>* similar to that of CSC's requirement.</p> <p>The reference project must demonstrate service duration of a minimum of three (3) years to a single client organization within ten (10) years prior to the date of bid closing and must have included all of the following:</p> <ol style="list-style-type: none"> <li>1. The ability to monitor, and report on POS usage;</li> <li>2. The provision of POS hardware and software;</li> <li>3. The use of a database as foundation for the solution;</li> </ol> <p><b>The following information must be included with each project reference:</b></p> <ol style="list-style-type: none"> <li>i. The client organization;</li> <li>ii. Project name;</li> <li>iii. The dates/duration of the project;</li> <li>iv. A description of the project including scope, timelines, and outcomes;</li> <li>v. A description of the POS Solution provided;</li> <li>vi. A description of the POS services provided; and</li> <li>vii. A professional reference that can attest the experience.</li> </ol> <p><u>*Secure environments</u> considered similar in their security approach and profile are:</p> <ol style="list-style-type: none"> <li>a. Prisons, jails, detention centres, or equivalent correctional institutions</li> <li>b. Courthouses</li> <li>c. Ports, secure shipping facilities, and border crossings</li> <li>d. Airports</li> <li>e. Nuclear facilities</li> <li>f. Hospitals</li> <li>g. Casinos</li> <li>h. Government critical infrastructure projects including, but not limited to: defence establishments, power distribution facilities, and government buildings.</li> </ol>
M2	<p>The Bidder's proposed Licensed Software must have a graphic user interface (GUI) accessible through the POS Workstations.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A copy of a report and/or a screen capture that demonstrates the requirement described above.</p>
M3	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool to <b>Manage Client Accounts</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p>

	<p>A screen capture and/or technical specification sheet of the administrative tool that, at a minimum, demonstrates the system's capability to enter, edit, save and deactivate the required information.</p>
M4	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool to <b>Manage User Access and Rights</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that, at a minimum, demonstrates the proposed Licensed Software's capability to edit, enter, save and deactivate the required information.</p>
M5	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool for <b>Inventory Management</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to manage inventory transactions such as edit, enter, save and deactivate inventory items.</p>
M6	<p>The Bidder's proposed Licensed Software must provide Users with an administrative tool for <b>Reporting Features</b>.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to produce commonly used reports such as but not limited to: inventory reports, profit and loss reports, etc.</p>
M7	<p>The Bidder's proposed Licensed Software must</p> <ul style="list-style-type: none"> <li>i. Interface with identity and authentication technologies; such as RFID and biometrics factors (i.e. iris scan, finger/handprint, etc) as detailed in Appendix D, technical environment.</li> </ul> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification explaining how the proposed Licensed Software interfaces with these technologies.</p>
M8	<p>The Bidder's proposed Licensed Software must include the functionality to print receipts.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to print receipts.</p>

M9	<p>The Bidder's proposed Licensed Software must be capable of maintaining a minimum of (2) account types with different sources of funds.</p> <p><b>Bidders must provide the following information to substantiate their response:</b></p> <p>A screen capture and/or technical specification sheet of the administrative tool that, at a minimum, demonstrates the proposed Licensed Software's capability to edit, enter, save and deactivate the required information.</p>
M10	<p>The Bidder must propose a POS Developer named resource who has a minimum of 5 years' experience in the implementation of one or more POS Solution(s).</p> <p><b>Bidders must provide the following details as to how the stated experience was obtained:</b></p> <ul style="list-style-type: none"> <li>a. Name of the organization(s) and contact information;</li> <li>b. The total number of years of experience;</li> <li>c. The start and end dates of the assignment(s) and/or project(s);</li> <li>d. Details about the work performed by the proposed resource on the assignment(s) including deliverables;</li> <li>e. A reference who can attest the proposed resource's experience (including name, telephone number and email address).</li> </ul>
M11	<p>The Bidder must propose a POS Functional named resource who has a minimum of 5 years' experience in the implementation of one or more POS Solution(s)</p> <p><b>Bidders must provide the following details as to how the stated experience was obtained:</b></p> <ul style="list-style-type: none"> <li>a. Name of the organization(s) and contact information;</li> <li>b. The total number of years of experience;</li> <li>c. The start and end dates of the assignment(s) and/or project(s);</li> <li>d. Details about the work performed by the proposed resource on the assignment(s) including deliverables;</li> <li>e. A reference who can attest the proposed resource's experience (including name, telephone number and email address).</li> </ul>
M12	<p>The Bidder must provide copies of existing end-user system and administrator (client) training materials, user guides, and user manuals for the proposed Licensed Software.</p> <p>The Bidder must provide draft course outlines of the training courses that will be delivered to system administrator IT and train-the-trainers.</p>

## Rated Criteria:

	<p>The Bidder must identify the functionality of its COTS software product to meet CSC's requirement for a Point of Sale Solution.</p> <p><b>'Natively'</b> defined as able to address each of the areas of functionality listed below with or without configuration by a functional (finance) business analyst;</p> <p>OR <b>'Requires Minor Adaptation'</b> (defined as requires modifications by an IM/IT programmer to existing screens, tables and processes and there is <u>no requirement</u> for any of the following:</p> <ol style="list-style-type: none"> <li>1. a new screen</li> <li>2. a new table</li> <li>3. a new process;</li> </ol> <p>OR <b>'Requires Major Adaptation'</b>, defined as <u>requires</u> any of the following:</p> <ol style="list-style-type: none"> <li>1. a new screen</li> <li>2. a new table</li> <li>3. a new process</li> </ol> <p>Where minor adaptation or major adaptation is required to provide functionality, Bidders must provide a detailed description as to how the requirement will be met (e.g. new tables created, new processes, packages, screens, etc.).</p> <p>The Bidders must provide the following information to substantiate their response:</p> <p>A copy of a report, and/or technical specification sheet of the administrative tool that demonstrates the proposed Licensed Software's capability to perform the criterion being described, and/or a screen capture that demonstrates the criterion being described.</p> <p>Please note that a record may represent a composite of tables. Nothing in the Rated criteria below is meant to direct the Bidder as to database structure.</p>		
	<b>Account &amp; Spending Management</b>		
	<b>Point Rated Criterion</b>	<b>Max. Points</b>	<b>Rating</b>
<b>R1</b>	<p>The Bidder's proposed Licensed Software should be able to maintain a minimum of 7 account types with different sources of funds (i.e. the Canteen Account and the Health and Hygiene Account).</p>	3	<p>Points will be awarded as follows:</p> <p><b>3 points</b> if the element can be met natively  <b>1 point</b> if the element can be met with <b>minor adaptation</b>  <b>0 points</b> if the element can only be met with <b>major adaptation</b> or cannot be met</p>
<b>R2</b>	<p>The Bidder's proposed Licensed Software should include the functionality to differentiate type of purchase to specific inventory items and specific user accounts :</p> <ol style="list-style-type: none"> <li>a. Purchase Canteen defined items with Canteen Account funds only.</li> </ol>	18	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.  <b>1 point</b> if the element that can be met with <b>minor adaptation</b>.</p>

	<ul style="list-style-type: none"> <li>b. Purchase Health &amp; Hygiene defined items with Canteen Account funds or Health &amp; Hygiene funds.</li> <li>c. Purchase other defined items (with a definition other than Canteen or Health &amp; Hygiene) with Canteen Account funds or any other Account funds as the need arises.</li> <li>d. Verify that sufficient funds are available within the chosen account type (Canteen, Health &amp; Hygiene, or other)</li> <li>e. Set the Canteen Period spending limit (total spent in the Canteen and Health &amp; Hygiene and/or Other accounts combined)</li> <li>f. Display a warning on the screen and prevent the transaction from being completed when: <ul style="list-style-type: none"> <li>i. There are insufficient funds or;</li> <li>ii. The Canteen Period limit is reached</li> </ul> </li> </ul>		<p><b>0 points</b> if the element that can only be met with <b>major adaptation</b> or cannot be met</p>
<b>R3</b>	<ul style="list-style-type: none"> <li>a. The Bidder's proposed Licensed Software should allow CSC to configure account and spending parameters for inmate clients, for example: <ul style="list-style-type: none"> <li>i. Inmate Name</li> <li>ii. Inmate Location</li> <li>iii. Canteen Period spending limit</li> <li>iv. Request Amount limit</li> <li>v. Health &amp; Hygiene Account limit (Inmates cannot currently accumulate more than \$104 in the Health &amp; Hygiene account)</li> </ul> </li> <li>b. The Bidder's proposed Licensed Software should allow CSC to configure account parameters for all inmate accounts at the same time or individually</li> <li>c. The Bidder's proposed Licensed Software should automatically generate an allowance in Health &amp; Hygiene funds for all active inmates at the beginning of every period (which is currently triggered when the Canteen Period is opened) until the account limit is reached.</li> </ul> <p><i>(As an example, inmates receive \$4 per Canteen Period and can accumulate a maximum amount of \$104 as per Appendix I - Inmate Owned Canteens).</i></p>	9	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.</p> <p><b>1 point</b> for each element that can be met with <b>minor adaptation</b>.</p> <p><b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>

<b>R4</b>	<p>The Bidder's proposed Licensed Software should include the functionality to show, at a minimum, all of the following inmate client account information:</p> <ul style="list-style-type: none"> <li>a. First Name (minimum of 30 characters);</li> <li>b. Middle Name (minimum of 30 characters); this field must be optional;</li> <li>c. Last Name (minimum of 30 characters);</li> <li>d. ID Number with a minimum of five alpha numeric characters and capable of adding a minimum of 5 more alpha numeric characters;</li> <li>e. Status (Active/Inactive);</li> <li>f. Location ID (Institution Responsibility Centre);</li> <li>g. Inmate canteen request; and</li> <li>h. Account Balance – by account type (Canteen balances reset every period, whereas Health &amp; Hygiene balances do not, Health &amp; Hygiene balances are not period dependant)</li> <li>i. Amount available to be spent for the period regardless of account type</li> </ul>	27	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.  <b>1 point</b> for each element that can be met with <b>minor adaptation</b>.  <b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
	<b>Canteen Operations</b>		
<b>R5</b>	<ul style="list-style-type: none"> <li>a. The Bidder's proposed Licensed Software should allow CSC to manually adjust an inmate's Canteen or Health &amp; Hygiene account.</li> <li>b. The Bidder's proposed Licensed Software should allow CSC to define/classify the type of adjustment being done</li> </ul>	6	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.  <b>1 point</b> for each element that can be met with <b>minor adaptation</b>.  <b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
<b>R6</b>	<p>The Bidder's proposed Licensed Software should include the functionality to:</p> <ul style="list-style-type: none"> <li>a. Display on the Canteen GUI, during a sales transaction, a minimum of all of the following information: <ul style="list-style-type: none"> <li>i. Inmate Name;</li> <li>ii. Account balance by account type; <ul style="list-style-type: none"> <li>✓ Canteen;</li> <li>✓ Health &amp; Hygiene;</li> <li>✓ Other Accounts; and</li> <li>✓ Total amount spent in Canteen, Health &amp; Hygiene</li> </ul> </li> </ul> </li> </ul>	12	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.  <b>1 point</b> for each element that can be met with <b>minor adaptation</b>.  <b>0 points</b> for each element that can be met with <b>major adaptation</b> or cannot be met</p>

	<p>and Other Accounts during the Canteen Period.</p> <p>iii. Transaction Details:</p> <ul style="list-style-type: none"> <li>i. Transaction number;</li> <li>ii. Date;</li> <li>iii. Item number;</li> <li>iv. Item Description (1 to 256 characters in length);</li> <li>v. Item Quantity;</li> <li>vi. Sale Price of the item;</li> <li>vii. Total of the sale excluding taxes;</li> <li>viii. Applicable Taxes (one line per tax); and</li> <li>ix. Total of the sale including taxes.</li> </ul> <p>b. Generate and print receipts for all transactions.</p> <p>c. Print two (2) sales receipts for each transaction and have a reprint option/button at the Canteen GUI.</p> <p>d. Include or exclude any of the following functionality at the Canteen GUI: return, apply tax exemptions, apply discounts, cancel, suspend and void a transaction</p>		
<b>R7</b>	<p>The Bidder's proposed Licensed Software should allow for all of the following information to be included on a printed receipt, at a minimum:</p> <ul style="list-style-type: none"> <li>a. Terminal ID;</li> <li>b. Inmate Name;</li> <li>c. Date/Time of the transaction;</li> <li>d. Transaction Number;</li> <li>e. Canteen Operator Name;</li> <li>f. Item description;</li> <li>g. Item Product Look Up (PLU) Number;</li> <li>h. Item Quantity;</li> <li>i. Item Price;</li> <li>j. Total of the sale excluding taxes;</li> <li>k. Applicable Taxes (one line per tax);</li> <li>l. Total of the sale including taxes;</li> <li>m. Source of funds (Canteen, Health &amp; Hygiene or Other Account);</li> <li>n. Site name;</li> <li>o. Site address;</li> <li>p. Signature field – inmates sign a receipt copy after every purchase transaction; and</li> <li>q. Notes for special instructions</li> </ul>	51	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that is included <b>natively</b>.</p> <p><b>1 point</b> for each element that can be included with <b>minor adaptation</b>.</p> <p><b>0 points</b> for each element that can only be included with <b>major adaptation</b> or cannot be included</p>
<b>R8</b>	<p>The Bidder's proposed Licensed Software should include the functionality to process all of the following types of transactions:</p> <ul style="list-style-type: none"> <li>a. Purchasing Transactions: <ul style="list-style-type: none"> <li>i. Purchase Order (PO) Creation;</li> </ul> </li> </ul>	6	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.</p> <p><b>1 point</b> for each element that can be met with <b>minor adaptation</b>.</p>



	<ul style="list-style-type: none"> <li>ii. PO Modify/Cancel;</li> <li>iii. PO Receipt in full or partial quantities and amounts;</li> <li>iv. PO Return to vendor;</li> <li>v. Generate PO numbers;</li> <li>vi. Re-open a PO; and</li> <li>vii. Include an extra blank field of 1 to 256 characters for comments.</li> </ul> <p>b. Sales Transactions:</p> <ul style="list-style-type: none"> <li>i. Cancel a sales transaction in progress;</li> <li>ii. Perform a sales transaction;</li> <li>iii. Effect Refunds;</li> <li>iv. Void Item(s) to cancel any line item entered in the sale transaction:</li> <li>v. Cancelled items as well as voided items must be printed on the receipt;</li> <li>vi. Display and effect tax exemptions on any transactions; and</li> <li>vii. Display and effect discount options on any transactions.</li> </ul>		<p><b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
<b>R9</b>	<p>The Bidder's proposed Licensed Software should include the functionality to:</p> <ul style="list-style-type: none"> <li>a. Close the Canteen Period (resets sales to \$0)</li> <li>b. Perform period close procedures where sales, inventory, and transaction types are reconciled</li> </ul>	6	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.</p> <p><b>1 point</b> for each element that can be met with <b>minor adaptation</b>.</p> <p><b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
	<b>Inventory Configuration and Management</b>		
<b>R10</b>	<p>The Bidder's proposed Licensed Software should include the functionality to:</p> <ul style="list-style-type: none"> <li>a. Prevent, through a configuration option, the sale of an item at a decimal or fractional quantity</li> <li>b. Provide a configuration option to define inventory items as Canteen, Health &amp; Hygiene or other definitions as the need arises.</li> <li>c. Group items by categories and sub-categories (see Appendix E - Sample Inventory Listing)</li> <li>d. Create additional categories.</li> <li>e. Charge a deposit on items, as required by law, which varies by province(e.g. \$0.05 on a soft drink can)</li> </ul>	15	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.</p> <p><b>1 point</b> for each element that can be met with <b>minor adaptation</b>.</p> <p><b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>

<b>R11</b>	<p>The Bidder's proposed Licensed Software should include the functionality to:</p> <ol style="list-style-type: none"> <li>Calculate the cost of inventory according to the weighted average cost method</li> <li>Prevent Users from manually updating the cost field</li> <li>Apply a uniform price per product throughout all canteens within the same institution regardless of an item's cost</li> </ol>	9	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.  <b>1 point</b> for each element that can be met with <b>minor adaptation</b>.  <b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
	<b>Reporting Features</b>		
<b>R12</b>	<p>The Bidder's proposed Licensed Software should include the functionality to:</p> <ol style="list-style-type: none"> <li>Produce all reports through the GUI in HTML format and export stand-alone reports in HTML and CSV formats</li> <li>Generate and run reports on all POS transactions based on Canteen Operator for up to 99 institutions, for a selected date range (e.g. from DD-MM-YYYY to DD-MM-YYYY or YYYY-MM-DD)</li> <li>Monitor and report on POS usage by: <ol style="list-style-type: none"> <li>Individual Canteen</li> <li>Inmate</li> <li>Institution</li> <li>Province</li> <li>Region (a group or subset of all institutions)</li> <li>National/All Institutions</li> </ol> </li> <li>Monitor the level of the profit margins and the inventory levels at the Institutional, the Regional or the National level</li> <li>Compare opening inventory values to closing inventory values for specified Canteen Periods in a Variance Report</li> <li>Produce a Profit and Loss Statement that : <ol style="list-style-type: none"> <li>Differentiates between the product sales that are Canteen product sales, Health &amp; Hygiene product sales, and other product sales (as need arises)</li> <li>Differentiates between different accounts funds (Canteen, Health &amp;</li> </ol> </li> </ol>	18	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.  <b>1 point</b> for each element that can be met with <b>minor adaptation</b>.  <b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>

	<p>Hygiene or other account(s) as the need arises)</p> <p>(see Appendix K – Profit Loss Statement Sample for an example)</p>		
<b>R13</b>	<p>The Bidder's proposed Licensed Software should include an audit function that creates log(s) of events. At a minimum, all the following must be detailed:</p> <ul style="list-style-type: none"> <li>a. User account that triggered the event;</li> <li>b. Date and time of the event;</li> <li>c. The User's ID number;</li> <li>d. The Terminal ID where it occurred; and</li> <li>e. A text description of the event utilizing 1 to 256 Characters.</li> </ul>	3	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.</p> <p><b>1 point</b> for each element that can be met with <b>minor adaptation</b>.</p> <p><b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
<b>R14</b>	<p>The Bidder's proposed Licensed Software should include the functionality to provide Users with past and current information including all of the following:</p> <ul style="list-style-type: none"> <li>a. A listing of all User accounts for an Institution;</li> <li>b. The Inmate Profile for each inmate in the Institution;</li> <li>c. A record of inmate-by-inmate POS use; and</li> <li>d. Reporting mechanisms on POS settings and inmate usage</li> </ul>	12	<p>Points will be awarded as follows:</p> <p><b>3 points</b> for each element that can be met <b>natively</b>.</p> <p><b>1 point</b> for each element that can be met with <b>minor adaptation</b>.</p> <p><b>0 points</b> for each element that can only be met with <b>major adaptation</b> or cannot be met</p>
<b>Language Requirements</b>			
<b>R15</b>	<p>The <i>Official Languages Act</i> requires that federal employees be able to work in either English or French. The Licensed Software should allow a User to work in either English or French</p> <p>The Licensed Software should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>a. The Licensed Software should provide identical functionality in both the English and French languages, including, but not limited to: application functionality, business rules, normal User messages, and code table descriptions.</li> <li>b. When performing queries from the graphical User interface (GUI), the same search request, whether it is performed in French or in English, should return the exact same result. There is no requirement for the Licensed Software to translate free-form narrative text from English to French or vice-versa.</li> </ul>	27	<p>3 points for each element that can be met <b>natively</b>.</p> <p>1 point for each element that can be met with <b>minor adaptation</b>.</p> <p>0 points for each element that can only be met with <b>major adaptation</b> or cannot be met.</p>

	<p>c. The Licensed Software should be delivered with both English and a French GUI. This includes but is not limited to: screen titles, screen labels, help text, pull-down lists, screen tool bars, action buttons and table driven information (application product configuration)</p> <p>d. On-line help should be provided in the Users' chosen Official Language.</p> <p>e. The Licensed Software should support keyboard input, database storage and query retrieval using upper and lower case French accented characters.</p> <p>f. Results from keyboard queries or output printed on reports that are presented in alphabetical order (ascending or descending) should support grouping of French accented characters.</p> <p>g. When a User account is created, the Licensed Software should allow for the selection of a default language of application for each User.</p> <p>h. For canned reports the report titles, report field names, report row and column names and code descriptions should be presented in the language of the application. The Licensed Software should have, for every English report, a French equivalent that produces the identical results when executed from the French GUI and vice versa.</p> <p>i. The Bidder's proposed Solution should include the functionality for Users to view the same record in either official language (with the exception of free-form text entry, which will appear in the language in which it is entered). The Bidder's proposed Solution should not include separate English and French databases.</p>		
<b>Training Plan</b>			
	<p>The Bidder must provide hard and soft copies of existing end-user system and administrator (client) training material, user guides, and user manuals for the proposed Licensed Software.</p> <p>The Bidder should also provide draft course outlines for the training courses to deliver the technical system administrator and train-the-trainers training on the proposed Licensed Software.</p>		
R16	<p>The draft course outline for the System Administrator / IT support sessions should clearly describe:</p> <p>a. Length of each course;</p>	<p>Max 10</p>	<p><b>10 Points</b> if the proposed draft course outline clearly addresses all points;</p> <p><b>5 Points</b> if the proposed draft course outline addresses two of the four points;</p>

	<ul style="list-style-type: none"> <li>b. Modules and subject matter to be covered;</li> <li>c. Elements for which hands-on training is required;</li> <li>d. Extent to which outline reflects CSC's business, as per the Bidders' understanding of the bid solicitation (e.g. course outline includes Inventory Module)</li> </ul>		<p><b>0 Points</b> if the proposed draft course outline is simply recognition of the need for training with no indication of how to achieve it.</p> <p><b>Key factors:</b></p> <ul style="list-style-type: none"> <li>- Length of courses;</li> <li>- Course syllabus and associated time schedule;</li> <li>- Proportion of hands-on time for trainee;</li> <li>- Extent to which outline reflects CSC's business, as bidders' understanding of in bid solicitation (e.g. course outline includes Inventory Module)</li> </ul>
R17	<p>The draft course outline for the "Train-the-Trainer" sessions should clearly describe:</p> <ul style="list-style-type: none"> <li>a. Length of each course;</li> <li>b. Business flow activity and subject matter to be covered;</li> <li>c. Elements for which hands-on training is required.</li> <li>d. Extent to which outline reflects CSC's business, as per the Bidders' understanding of the bid solicitation</li> </ul>	Max 10	<p><b>10 Points</b> if the proposed draft course outline clearly addresses all points;</p> <p><b>5 Points</b> if the proposed draft course outline addresses two of the four points;</p> <p><b>0 Point</b> if the proposed draft course outline is simply recognition of the need for training with no indication of how to achieve it.</p> <p><b>Key factors:</b></p> <ul style="list-style-type: none"> <li>- Length of courses;</li> <li>- Course syllabus and associated time schedule;</li> <li>- Proportion of hands-on time for trainee;</li> <li>- Extent to which outline reflects CSC's business, as bidders' understanding of bid solicitation.</li> </ul>
R18	<p>The draft course outline for the System Administrator / IT support sessions should contain:</p> <p>Existing end-user training materials, user guides and/or user manuals including:</p> <ul style="list-style-type: none"> <li>a. Detailed procedural-based, navigational training (i.e. open screen, press button).</li> <li>b. Screen shots within each chapter.</li> <li>c. An overview of the product and the objective of each chapter/ lesson. -- FAQ's</li> </ul>	Max 10	<p><b>10 Points</b> if the proposed draft course outline clearly addresses all points;</p> <p><b>5 Points</b> if the proposed draft course outline addresses two of the three points;</p> <p><b>0 Points</b> if the proposed draft course outline is simply recognition of the need for training with no indication of how to achieve it.</p>
R19	<p>The draft course outline for the "Train-the-Trainer" sessions should contain:</p> <p>Existing end-user training materials, user guides and/or user manuals including:</p>	Max 10	<p><b>10 Points</b> if the proposed draft course outline clearly addresses all points;</p> <p><b>5 Points</b> if the proposed draft course outline addresses two of the three points;</p>

	<ul style="list-style-type: none"> <li>a. Detailed procedural-based, navigational training (i.e. open screen, press button).</li> <li>b. Screen shots within each chapter.</li> <li>c. An overview of the product and the objective of each chapter/ lesson. -- FAQ's</li> </ul>		<p><b>0 Points</b> if the proposed draft course outline is simply recognition of the need for training with no indication of how to achieve it.</p>
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Contract Number / Numéro du contrat

21120-16-4184

Security Classification / Classification de sécurité

Amo #1

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

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





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**PART 2 / PARTIE 2**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité:

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

Short Title(s) of material / Titre(s) abrégé(s) du matériel:  
Document Number / Numéro du document:

**PART 3 / PARTIE 3**

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
Commentaires spéciaux:

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?

**PART 4 / PARTIE 4**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?





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(Amo#1)

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PART C (continued) / PARTIE C (suite)

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC			
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / TRÈS SECRET	NATO CONFIDENTIAL / CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / TRÈS SECRET	PROTECTED / PROTÉGÉ	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
Information / Assets														
Personnel / Biens														
Production														
IT Media / Support TI														
IT User / Utilisateur														
IT System / Système														

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

☒ No / Non ☐ Yes / Oui

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

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

☒ No / Non ☐ Yes / Oui

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



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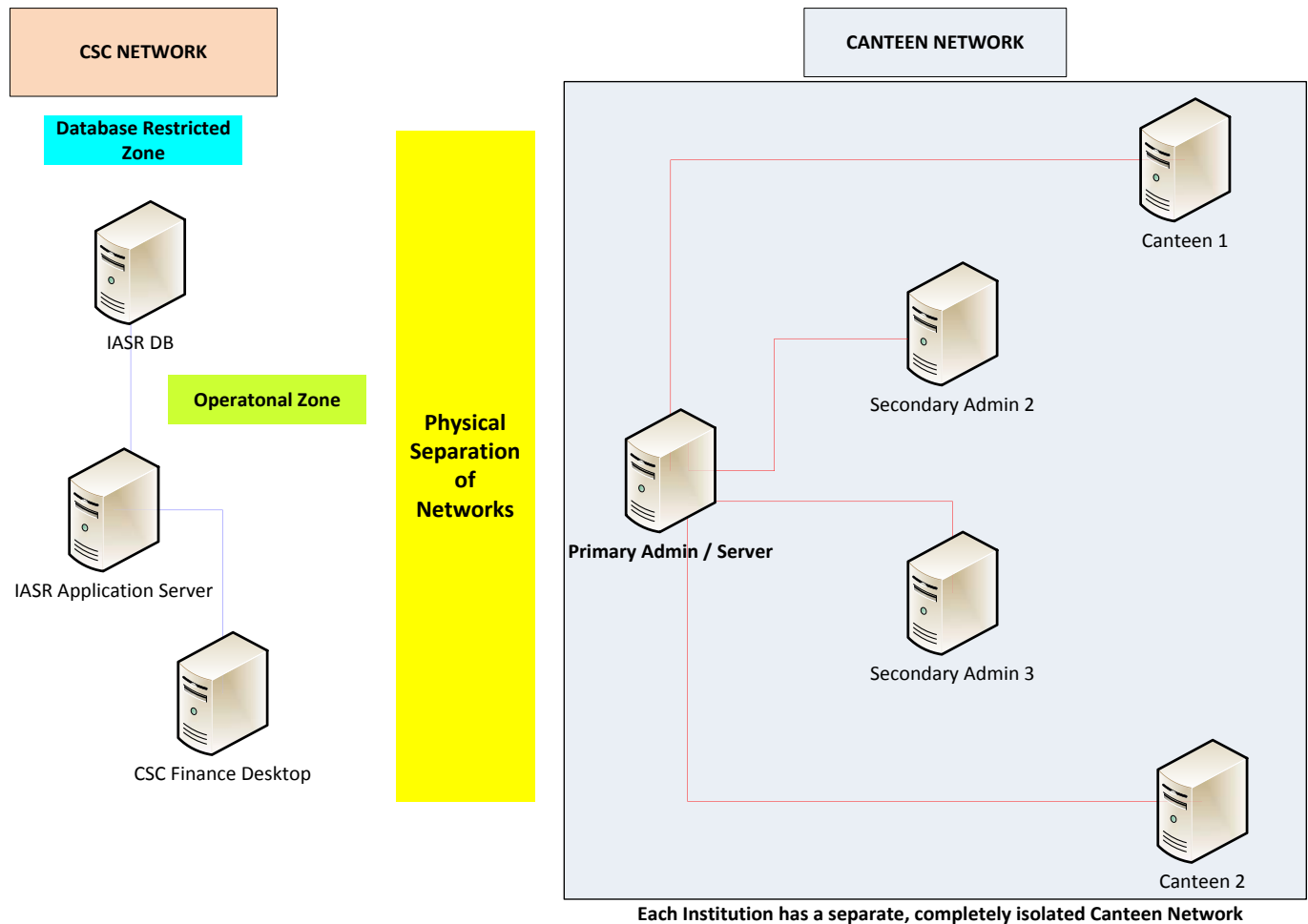
Gouvernement  
du Canada

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21120-16-	4184
Security Classification / Classification de sécurité	

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	
Hongchao Wang		Director, FPPS	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
613-996-4046	613-994-8443	hongchao.wang@csc-scc	2015-12-15 2016-07-13
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	
Robert Wattie - Contract Security Analyst		Signature	
Telephone No. - N°	(P) 613-944-6669 / Robert.Wattie@csc-scc.gc.ca		Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? / Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui			
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	
		Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	
Anna Kulycka		Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
Contract Security Officer / Contract Security Division		Date	
Anna.Kulycka@csagc-pwgsc.gc.ca		Aug. 5, 2016	
Tel/Tél - 613-957-1258 / Fax/Télec - 613-954-4171			

# Appendix C: POS Architecture

## Background: POS Legacy System Architecture



**Figure 1 - POS Legacy System Architecture**

Each CSC institution has a LAN in place for the POS Legacy System. There is no communication between Canteen networks at individual institutions: each Canteen network is standalone. This Canteen network is physically isolated from the CSC Corporate network, and has no direct communication with the corporate network. Each Canteen network has network drops in both the Secure and Corporate areas.

**Wireless devices are not permitted in inmate areas in federal institutions and peripheral equipment that has the ability to communicate using wireless technology not allowed**

The Canteen network consists of the primary administrative workstation, which is a desktop computer housing the database for the application, one or more secondary administrative workstations, and two or more canteen workstations.

The primary admin workstation is either located in the corporate area – usually Finance – or in a CSC staff office in the secure area, and connects to all secondary nodes on the Canteen network. Information updates and software updates



are pushed from the primary admin workstation to all secondary nodes. Information updates are pulled from the secondary nodes to the primary admin workstation.

**Wireless devices are not permitted in secure administrative areas in federal institutions and peripheral equipment that has the ability to communicate using wireless technology not allowed**

IT staff at the institutions manually install updates to the primary admin workstation / server using a CD or USB key. Updates are then pushed out to all secondary nodes on the Canteen network. A backup and archive of the database is done every night (scheduled) and the backup file is manually transferred to a CD.

The secondary admin workstations are located in other areas of the institution. While these secondary admin workstations may be in "Secure" areas, they are usually located in the CSC staff offices within the secure area, or otherwise locked down and are not accessible by inmates.

Finance staff download financial information from the Inmate Accounting System Renewal (IASR) application on the corporate network to an encrypted USB key, and transfer download that information onto one of the admin workstations. This information is then pushed to the rest of the POS network. Financial and purchase information is pulled from the POS network, uploaded to the USB key from an admin workstation, and then uploaded to IASR on the Corporate network.

There is usually at least one admin workstation located in Materials Management (or Warehouse) and is used by CSC staff to enter inventory into the system and complete key mapping on the KB3000 input keyboard to correspond with the inventory items. These updates are pushed to both the primary admin workstation and the canteen workstations.

The canteen workstations are usually located within an inmate owned and operated canteen, in the Secure area. The canteens are usually inmate accessible, and the canteen workstations are usually operated by inmates without CSC staff supervision. Canteen workstation computers are locked in metal boxes to prevent access by inmates. The peripherals attached to these computers include:

- A flat screen monitor, various models. May be as small as 15 inch;
- Schlage ID3D or Schlage Handkey 2 hand scanners (biometric device);
- A KB3000 input keyboard;
- A barcode scanner; and
- A receipt Printer.

NOTE: See Appendix H: Peripheral Devices for details on peripherals currently in use.

A regular keyboard and mouse can be attached to the desktop by CSC IT Client Services staff for troubleshooting and maintenance, but are never left on the workstations for inmate use.

The canteen workstations are set so that on start up they go directly to the POS Legacy System. The desktop is locked down so that the canteen user cannot access anything but the POS Legacy System, and when the canteen user logs off, the workstation automatically restarts.

The canteen workstations use a custom CSC built utility to interface the hand scanners with the POS Legacy System.

Each Canteen network is autonomous, which means that there are as many POS Legacy System databases as there are federal institutions. There is no capability for centralized analysis and reporting.

## POS Solution Architecture

The POS Solution **must** be able to function within the structures of the POS Legacy System Architecture as outlined in this document. The POS Legacy System architecture will be in place at CSC for the foreseeable future. The POS Solution Architecture is anticipated to require the application to continue to use **'Store and Forward'** technology, so any solution that is able to function within the POS Legacy System Architecture should also be compatible with the POS Solution Architecture once implemented.

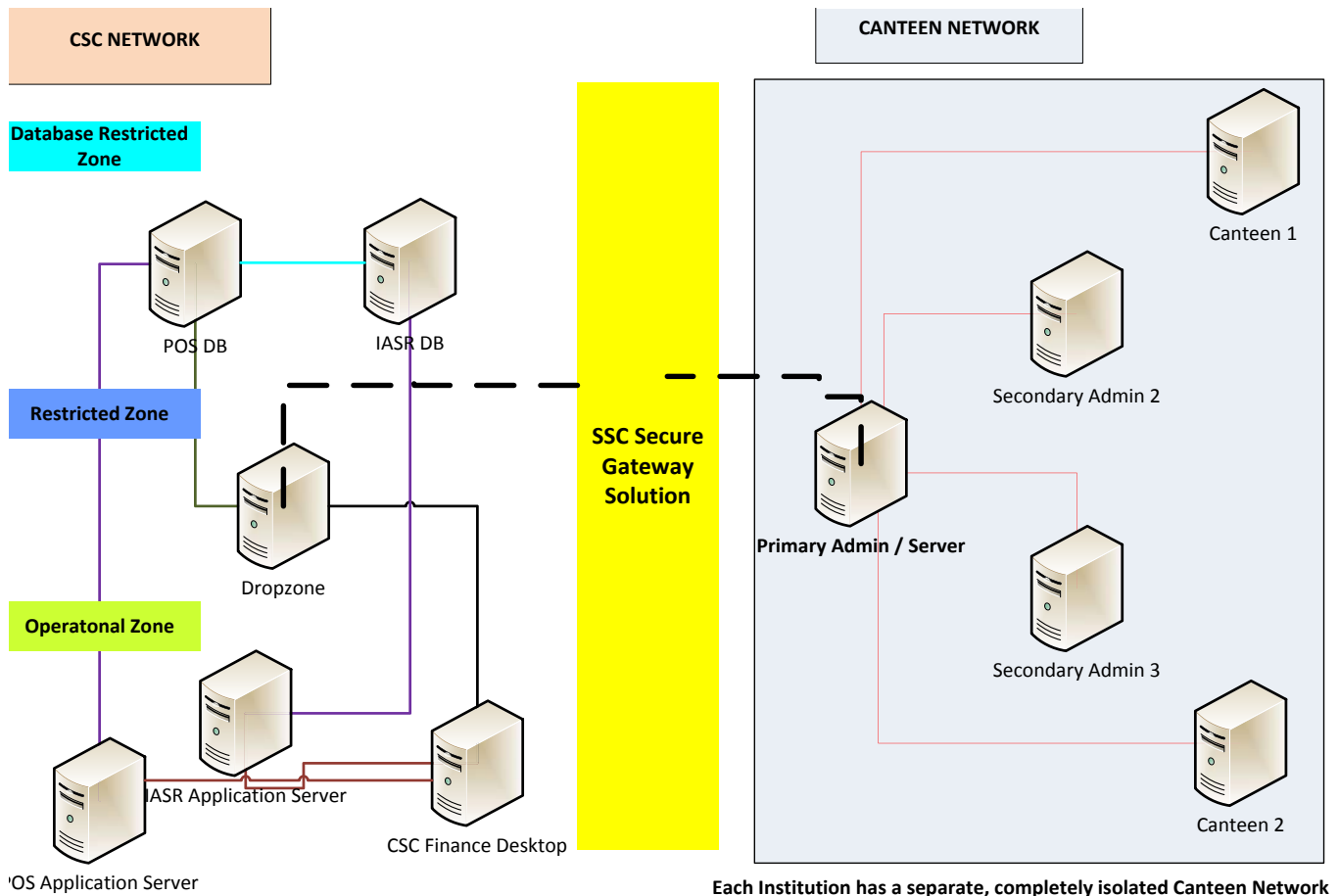


Figure 2 - POS Solution Architecture

### POS Solution on the CSC Corporate Network:

The POS Solution on the corporate network can consist of the Database Server and one or more Mid-Tier servers (i.e. Application Server). The POS Solution will interface with the IASR system also residing on the Corporate Network. The POS Solution on the corporate network will be accessed by NHQ Finance staff, RHQ Finance staff, and Site Finance staff working on their corporate workstations. The POS Solution on the corporate network **WILL NOT** be connected to the canteen POS Devices on the Canteen network.

### POS Solution on the Inmate Canteen Network:

The POS Solution on the Canteen network will be isolated from the components on the corporate network. While the exact details of the proposed POS Solution will vary, all components of the POS Solution will be required to be fully functional while disconnected from the database and application servers.

Each CSC institution will have a LAN in place for the POS Solution. There is no communication between Canteen networks at individual institutions: each Canteen network is standalone. This Canteen network is physically isolated from

the CSC Corporate network, and has no direct communication with the corporate network. Each Canteen network has network drops in both the Secure and Corporate areas.

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## APPENDIX D

### TECHNICAL ENVIRONMENT

#### ENVIRONMENT OVERVIEW

Shared Services Canada (SSC) is responsible for maintaining and operating the corporate computing infrastructure for CSC, which includes over 1000 servers and data communications links. CSC employees and contract personnel manage and support applications running on this infrastructure.

The computing environment for CSC consists of a range of computing platforms that include mission critical application servers and infrastructure servers necessary to support connect across the country, and office automation servers that support corporate, regional and local requirements. In alignment with the Government of Canada directives, CSC infrastructure is being migrated to a centralized SSC data centre located in the National Capital Region, and all applications are required to operate in a centralized, network centric structure. All sites across Canada are connected by means of a high-speed, secure, Wide Area Network. It should be noted that some remote sites do not have fast internet and can experience latency of 200ms and sometimes more.

The Department's server environment consists of a variety of servers, both single and clustered. The standard is for ESX host servers to support a number of virtual servers managed through VSphere, although SSC is responsible for providing engineering, technical and administrative support for these servers, support devices, disk subsystems and attached storage. Each Regional Office has a group of servers used for file and print services, as well as infrastructure servers for DNS, WINS, DHCP and Domain Controllers running Active Directory.

Disk drives for CSC's servers are made available as Direct Attached SCSI, SAN or CI (Cluster Interconnect).

#### Security Limitations

As the proposed solution will have Inmate data there is a requirement that the proposed solutions infrastructure be installed in one of SSC's end state Data Centres. The SSC personnel or CSC's personnel are the only people who will be able to install, modify or administer the solution in a

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production environment. Should there be a requirement for vendor assistance it cannot be performed remotely. It will need to be onsite with an authorized witness. The vendor's onsite staff must have a valid security clearance in order to gain access to any CSC buildings.

As a result of the security limitations and the vendors very limited access to the production system, there is a requirement to ensure that Production personnel can safely start and stop the solution avoiding any data loss.

## **TECHNICAL ELEMENTS**

### **Desktop Environment**

Workstations are PCs running Microsoft Operating Systems. Desktop images are standardized secure images, which are locked down to prevent modification by users and hardened

#### **Desktops:**

HP 5850

- Athlon Dual core 2.3GHz
- Memory 2 GB
- HDD 80 GB

HP6005

- AMD 2.8 GHz
- Memory 4 GB
- HDD 148 to 160 GB

#### **Desktop OS and Software**

- Microsoft Windows 7 64-bit OS (may move to Windows 10)
- Microsoft Office 2007 (moving to Office 2016)
- IE 11
- Java 8\_101



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### **Removable Storage – USB Key**

USB Keys must be encrypted. USB keys can be encrypted using BitLockerToGo and the cipher used is AES256bit.

### **Touch Screens**

The touch screen technology is to be used for the new POS solution and will be provided by CSC. CSC will secure (harden) the Operating system image installed on them. The devices will be locked down so that inmates only have access to the POS Solution and nothing else. The touch screens will be chosen from the Microsoft Certified hardware compatibility list. See Appendix C POS Architecture on how the POS Legacy System is setup.

### **Database Environments**

- Oracle 12c
- SQL Server 2012 Enterprise

### **Platform Environments**

- Red Hat Linux 6
- Windows Server 2012

### **Directory Services**

- MS Active Directory is used for user authentication and account repository on the corporate network
- MS DNS is used for resolving FQDN
- MS WINS is used to resolve NetBIOS names
- DHCP is used to configure and assign valid IP addresses and other options on all devices connected to the corporate network
- MS GPO is used to provide an infrastructure for centralized configuration management
- X500 protocol is the basis of government-wide address lists
- LDAP is used by Web servers for user management and is also used by BI tools

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### **Communication Services**

- TCP/IP is the communications protocol for all communication among sites and datacentre servers.
- Transport Layer Security Protocol (TLS) using Server Digital Certificate from a trusted signing authority

### **Local Area Network (LAN)**

- 100baseT is the standard and full infrastructure is currently in place to support it

### **Wide Area Network (WAN)**

- Frame Relay and ATM – nominal 1.5 Mbps among sites and datacentres
- Non Internet based DSL service connecting small offices at nominal 1.0 Mbps among sites and datacentres

### **Secure Remote Access**

- Cisco AnyConnect Client to connect to VPN
- Government of Canada MyKey using Entrust, PKI certificates issued by Public Works Government Services Canada (PWGSC)

### **Printing**

- Networking printing using Ms Printer queue service installed on all site located file servers
- Wired printers supported
- All printers (Wired or Networked) must be compatible with Windows 7 and Windows 10
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### **Automated patching**

SCCM 2007 (will be going to SCCM 2013)

### **FUNCTIONAL ELEMENTS**

#### **Data Centre Availability (managed by SSC)**

- 24 hours a day, 7 days a week, 365 days a year

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- Available 99.9% of the time

### **Desktop Security**

- Network account to login to a Microsoft Windows Domain
- Local Administrator privileges are restricted to Administration personnel
- All desktop computer hard drives are encrypted using Bit-Locker

### **Client/Server Based Applications**

- No longer supported

### **Network Security**

- Microsoft Active Directory integration
- Transport Layer Security Protocol (TLS)

### **Zones**

SCC has implemented Zoning for applications hosted on the SSC network. Application components will be placed in zones according to their purpose and security requirements. All ports required for communication between applications components **MUST** be clearly identified so that firewall rules can be put in place to ensure required communication between application components is accomplished.

SCC Zones are defined as:

#### **PZ: Public Zone:**

The public zone is entirely open and includes public networks such as the public Internet, the public switched telephone network, and other public carrier backbone networks and services. Restrictions and requirements are difficult or impossible to place or enforce on this zone because it is normally outside the control of the GC. The public zone environment is assumed extremely hostile.

#### **PAZ: Public Access Zone:**

The Public Access Zone can be considered a broker that mediates access to the information traversing between the Public Zone and the enterprise application servers running within the Operations Zone. All public (external facing) interfaces to online enterprise services should be developed and implemented in the Public Access Zone. In a 3-tier model, the presentation server would be hosted in this zone.

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The Public Access Zone acts as a safety barrier to an enterprise network and hides internal servers connected to the Operations Zone from clients accessing enterprise networks through the Internet. This limits the exposure of internal servers or resources to harmful activity or malware. In addition, proxy servers, required by enterprise employees to allow them access to Internet applications or external e-mail, should be done in the Public Access Zone.

**OZ: Operating Zone:**

The Operations Zone is the environment where regular day-to-day enterprise operations occur.

This zone is used mainly for presentation tier (application hosted) in a 3 tier model. Government of Canada partner hosted application would use this zone for their presentation servers in a 3-tier model

Generally, traffic in the Operations Zone is unrestricted and can originate from internal employees or from external authorized sources. Malicious traffic may come from the Public Zone, enterprise insiders, or even compromised end-systems or servers connected in the Operations Zone.

**MAZ: Management Access Zone:**

The Management Access Zone (MAZ) provides secure access to manage physical and virtual IT infrastructure components. User capabilities are based on their approved roles and responsibilities. MAZ is the only connection between users (PAZ and OZ) and the Management Restricted Zone (MRZ).

MAZ could disallow access to critical management tools from PAZ. MAZ contains VDI (Virtual Desktop Infrastructure) so that specialized management tools are not deployed on physical desktops which improves security and decreases costs.

**MRZ: Management Restricted Zone:**

The Management Restricted Zone (MRZ) is a Restricted Zone for management services. MRZ contains FCAPS (Fault, Configuration, Accounting, Performance, and Security) tools. User capabilities are based on their approved roles and responsibilities. MRZ communicates with all zones (OZ, RZ, and PAZ) because MRZ manages the zones. MRZ contains the following sub-zones to segregate capabilities to improve security:

- IPC Local sub-zone
- Core Services sub-zone
- Monitoring Management sub-zone
- Partner Application sub-zone

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- Infrastructure Management sub-zone
  - Operational Recovery sub-zone

**RZ: Restricted Zone:**

The Restricted Zone (RZ) provides a controlled network environment generally suitable for business-critical IT services (ie: those having medium reliability requirements, where compromise of the IT services would cause a business disruption) or large repositories of sensitive information.

**HRZ: Highly Restricted Zone:**

An HRZ provides a tightly controlled network environment generally suitable for safety-critical applications, where compromise of the IT systems would endanger human health or safety), or extensive repositories of sensitive information. Only other zones controlled by the GC may access an HRZ, there is no access by systems in the Public Zone (PZ).

**APP-RZ: Application Restricted Zone:**

Application Restricted Zone; network security zone for mission-critical applications.

This zone is used mainly for domain logic tier (application hosted) in a 3 tier model. This is where workload application would reside (

**DB-RZ: Database Restricted Zone:**

Database Restricted Zone; network security zone for sensitive and/or critical data stores.

This zone is used mainly for relational database management systems data repositories in a 3 tier model

## APPENDIX E SAMPLE INVENTORY LISTING

*Note: This list is not exhaustive and/or definitive*

Item Description	Category
BOWL new	FOOD ITEMS
1 cent STAMP	STATIONARY & BATTERIES
22 cent STAMP	STATIONARY & BATTERIES
PRESTAMPED Envelope	STATIONARY & BATTERIES
5 cent STAMP	STATIONARY & BATTERIES
85 cent STAMP	STATIONARY & BATTERIES
SHAVING LIME	HYGIENE: Dental & Body Care
AA DURACELL DURALOCK	STATIONARY & BATTERIES
AAA DURACELL DURALOCK	STATIONARY & BATTERIES
COCA COLA Classic	CANNED & BOTTLED DRINKS
HAIR ELASTIC Thick	PERSONAL & GROOMING ITEMS
PIZZA PACK	COOLER FOODS
SUBMARINE PACK	COOLER FOODS
RED HOT BEEF BURRITO	FREEZER FOODS & TREATS
PEP N CHED	COOLER FOODS
BEEF JERKY Teriyaki	Xmas
JALAPENO PEP N JACK	COOLER FOODS
Original BEEF STEAK STRIP	FOOD ITEMS
PEPPERONI STICK40g	FOOD ITEMS
MAMA Noodles	FOOD ITEMS
ALMONDS FRITOLAY	SNACKS
peanuts DISCONTINUED 55g	SNACKS
Chunky Monkey 500ml	FREEZER FOODS & TREATS
HALF BAKED 500ml	FREEZER FOODS & TREATS
ISOGOLD CHOC PROTIEN	Xmas
BCAA Complex 2200	PROTEIN SUPPLEMENTS
SUPERFREAK PREWORKOUT	Xmas
SynergenexCLA	PROTEIN SUPPLEMENTS
L-GLUTAMINE	PROTEIN SUPPLEMENTS
SOCKS White	PERSONAL & GROOMING ITEMS
FOLGERS INSTANT Coffee	CRYSTALS & POWDERS
disc OLD SPICE 2IN1 Body wash	PERSONAL & GROOMING ITEMS
OLD SPICE BEARGLOVE	PERSONAL & GROOMING ITEMS
AFTER SHAVE LOTION Gillette	PERSONAL & GROOMING ITEMS
UTILITY HOOK	PERSONAL & GROOMING ITEMS
PEPTO BISMOL	HYGIENE: Medications
TINACTIN Athlete Foot	PERSONAL & GROOMING ITEMS

BABY OIL 414ml	PERSONAL & GROOMING ITEMS
VASELINE Jar	PERSONAL & GROOMING ITEMS
DIPPITY DOO HAIR GEL	PERSONAL & GROOMING ITEMS
FOOT POWDER Gold Bond	PERSONAL & GROOMING ITEMS
BENZAGEL Acne GEL New	PERSONAL & GROOMING ITEMS
PALMERS Cocoa Butter 400ml	PERSONAL & GROOMING ITEMS
H & S SHAMPOO	HYGIENE: Dental & Body Care
CREST White	HYGIENE: Dental & Body Care
88ml Coppertone Sunscreen	HYGIENE: Dental & Body Care
DEODORANT SS	HYGIENE: Dental & Body Care
LIPACTIN	HYGIENE: Medications
ANTIPERSPIRANT SS	HYGIENE: Dental & Body Care
ORAJEL	HYGIENE: Medications
AQUAFRESH	HYGIENE: Dental & Body Care
SPECTROJEL Cleanser	HYGIENE: Dental & Body Care
NOXZEMA	HYGIENE: Dental & Body Care
DRISTAN	HYGIENE: Medications
PREP H	HYGIENE: Medications
ROBITUSSIN Extra Strength	HYGIENE: Medications
LISTERINE ZERO	HYGIENE: Dental & Body Care
POLYDERM	HYGIENE: Medications
VASELINE Aloe Lotion	PERSONAL & GROOMING ITEMS
Q Tips	HYGIENE: Dental & Body Care
FLOSSERS Eez Thru	HYGIENE: Dental & Body Care
HERBAL HYDRA SHAMPOO	HYGIENE: Dental & Body Care
CONDITION HH	HYGIENE: Dental & Body Care
Multi-Vitamins	PROTEIN SUPPLEMENTS
IRISH 1-Soap	HYGIENE: Dental & Body Care
DOVE 1-Soap	HYGIENE: Dental & Body Care
IBUPROFEN	HYGIENE: Medications
ACETAMINAPHEN	HYGIENE: Medications
CHEEZIES Hawkins	CHIPS OLD DUTCH
QUESO CHEESE DIP	COOLER FOODS
JALAPENO & CHEDDAR	CHIPS OLD DUTCH
MEXICAN CHILI 255g	CHIPS OLD DUTCH
DILL PICKLE 255g	CHIPS OLD DUTCH
ARRIBA NACHO	CHIPS OLD DUTCH
ARRIBA ZESTY TACO	CHIPS OLD DUTCH
DELI ROUNDS 372g	CHIPS OLD DUTCH
PEANUTS OLD DUTCH 80g	SNACKS
Coffee FOLGERS 320 g container	CRYSTALS & POWDERS
BOUNCE Fabric Softener	PERSONAL & GROOMING ITEMS
BOX of ENVELOPES	STATIONARY & BATTERIES

SWEETN'LOW	CRYSTALS & POWDERS
HONEY	FOOD ITEMS
OATMEAL Bag 1 kg	FOOD ITEMS
GATORADE COOLBLUE	CANNED & BOTTLED DRINKS
McCain's Marble Cake	FREEZER FOODS & TREATS
TWIZZLERS Nibs	GUM & CANDY
PEROGY 3 Cheese	FREEZER FOODS & TREATS
FUZZY PEACH	Xmas
MARS King Size	CHOCOLATE BARS
STARBURST	GUM & CANDY
SKITTLES	Xmas
BROWN MINUTE RICE 1.2KG	FOOD ITEMS
KIT KAT Chunky	CHOCOLATE BARS
PLAYING CARDS Caravan	STATIONARY & BATTERIES
MARBLE CHEESE	COOLER FOODS
WUNDERBAR	CHOCOLATE BARS
TUNA SPICY THAI	FOOD ITEMS
TOP DOGS ORIGINAL	FREEZER FOODS & TREATS
TURKEY 156g	Xmas
TIM HORTONS 300g	Xmas
CHUNKY CHILI	FOOD ITEMS
SALMON	FOOD ITEMS
TUNA CHUNKY	FOOD ITEMS
POPTARTS SMORES	FOOD ITEMS
PRINGLES BBQ	Xmas
CHILI Hot Puritan 425 g	FOOD ITEMS
EXTRA spearmint	GUM & CANDY
COBALT 5 Peppermint	Xmas
JUICY FRUIT STIX	GUM & CANDY
Oceans Smoked Oysters	FOOD ITEMS
7 UP	CANNED & BOTTLED DRINKS
REECE PUFF CEREAL	Xmas
LUCKY CHARMS	Xmas
CHEERIOS Honey Nut	FOOD ITEMS
EDGE Cereal	FOOD ITEMS
ICED TEA LEMON	CRYSTALS & POWDERS
SARDINES Spicy	FOOD ITEMS
OREO COOKIES	Xmas
CRYSTAL LITE 1 each	CRYSTALS & POWDERS
MONTEREY JACK 500g	Xmas
KRAFT DINNER	FOOD ITEMS
PEANUT BUTTER Kraft	FOOD ITEMS
FETTUCCHINE ALFREDO	FOOD ITEMS



GREEN TEA 20s	CRYSTALS & POWDERS
Red Rose Tea	CRYSTALS & POWDERS
DIET PEPSI	CANNED & BOTTLED DRINKS
MUG ROOT BEER	CANNED & BOTTLED DRINKS
AQUAFINA Water	CANNED & BOTTLED DRINKS
TOASTER STRUDEL wild berry	FREEZER FOODS & TREATS
PEPSI COLA	CANNED & BOTTLED DRINKS
SUNLIGHT	PERSONAL & GROOMING ITEMS
TURKEY BREAKFAST SANDWICH	FREEZER FOODS & TREATS
CHICKEN CORDON SWISS	FREEZER FOODS & TREATS
MAYO 1 packet	COOLER FOODS
CHEESE WHIZ packet	COOLER FOODS
PIZZA POP	FREEZER FOODS & TREATS
PIZZA POP 2pc kickn chkn	FREEZER FOODS & TREATS
POPCORN Micro 1 env	SNACKS
MEAT LOVERS PIZZA	FREEZER FOODS & TREATS
BACON RI	FREEZER FOODS & TREATS
HOT CHOCOLATE 1 env	CRYSTALS & POWDERS
ORANGE CRYSTALS 1 env	CRYSTALS & POWDERS
BEEF BURGERS 4oz	FREEZER FOODS & TREATS
FREEZIE Jumbo	FREEZER FOODS & TREATS
RAZOR Flexx	HYGIENE: Dental & Body Care
BLADES Flexx	HYGIENE: Dental & Body Care
TIDE PODS Free&gentle	HYGIENE: Dental & Body Care
HALLS CHERRY	HYGIENE: Medications
CLIPPERS	HYGIENE: Dental & Body Care
OFF LOTION	HYGIENE: Dental & Body Care
TUM'S	HYGIENE: Medications
TIDE 1 Load	HYGIENE: Dental & Body Care
NICO 4 mg Fruit	HYGIENE: Smoking Cessation
LYPSYL Regular	HYGIENE: Dental & Body Care
TOOTHBRUSH CC	HYGIENE: Dental & Body Care
AIR FRESHENER Hanging	PERSONAL & GROOMING ITEMS
BATH SPONGE	PERSONAL & GROOMING ITEMS
BAND-AIDS	HYGIENE: Medications
COOKIE Chunky Chip	FOOD ITEMS
CLA Slim X	PROTEIN SUPPLEMENTS
CHOC PROTIEN 35g	PROTEIN SUPPLEMENTS
STRAWBERRY PROTEIN 35g	PROTEIN SUPPLEMENTS
WHEY BAR	CHOCOLATE BARS
PEN Ultra Round	STATIONARY & BATTERIES
WRITING PAD 96	STATIONARY & BATTERIES
DIET DR PEPPER	CANNED & BOTTLED DRINKS

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GRAPE CRUSH	CANNED & BOTTLED DRINKS
ICE CREAM CHOC VAN RI	FREEZER FOODS & TREATS
COOKIES&CREAMRI	FREEZER FOODS & TREATS
REVEL RI	FREEZER FOODS & TREATS
ICE CREAM SANDWICH	FREEZER FOODS & TREATS
CARMEL CONE120ml	FREEZER FOODS & TREATS
BABY BELL	Xmas
NESQUIK Chocolate	Xmas
COFFEEMATE Hazelnut	CRYSTALS & POWDERS
M & M PEANUT	Xmas
TURTLES Bar 3 piece	Xmas
CHOCOLATE ALMONDS	Xmas
NUTELLA	Xmas
FERRERO ROCHER	Xmas
SALSA Medium	Xmas
RITZ	Xmas
POT of GOLD Chocolates	Xmas
CASHEWS	Xmas
HERBAL TEA Variety	Xmas

# Appendix F: Security Controls Profile

## TECHNICAL SECURITY CONTROLS

### Access Control (AC)

These are the security controls that support the ability to permit or deny user access to resources within the information system.

Security Control Requirement for Access Control (AC)		
#	Security Control Description	Explanation
1	Create/Delete/Update/Read Users and Privileged Accounts.	An account application exists to create, delete, update and read account information by authorized users.
2	Create/Delete/Update/Read Groups.	An account application exists to create, delete, update and read group information by authorized users.
3	Assign/Remove Users to Groups.	An account application exists to assign and remove user accounts to/from groups.
4	Disable account.	Accounts may be disabled through the account application by authorized users.
5	Search users (current and historical).	An account application allows authorized users to search for active and inactive users.
6	Print user information including access privileges.	An account application allows authorized users to print information on users including authorization information.
7	Print group information.	An account application allows authorized users to print information on groups including authorization information and membership.
8	Account inactivity disabling.	If a user account has not been used for a configurable period of time then authentication mechanism is able to automatically disable the account and administrative intervention is required to re-enable it.
9	Provide a dormant account list.	The account application can produce a list of all dormant user accounts that exist on the application/system.
10	Ability to tailor authorization profiles according to user location.	The account application can restrict authorization profiles to apply only to specific institutions or groups of institutions.
11	Accounts for the information system must be restricted to individuals who have been authorized; have been identified and authenticated; and have a "need to know."	The use of guest, shared and generic accounts are prohibited.
12	Information system infrastructure must be hardened in accordance with the applicable CSC hardening standard or best practices if a standard does not exist.	At a minimum, unnecessary services and applications must be disabled or removed.
13	Only authorized users may review or change the information system's security protection functions.	The technical security functions must be separated from the user and applications functions.
14	Network zoning is used to control access to systems on CSC's corporate network and to the information system servers.	The information system must meet minimum zoning requirements in accordance with CSE's ITSG-22 as outlined here: <a href="https://www.cse-cst.gc.ca/en/publication/itsg-22">https://www.cse-cst.gc.ca/en/publication/itsg-22</a>

## Identification and Authentication (IA)

These are the security controls that support the unique identification of users and the authentication of these users when attempting to access the information system.

Security Control Requirement for Identification and Authentication (IA)		
#	Security Control Description	Explanation
15	No diagnostic feedback to user if authentication fails.	The authentication mechanism provides the same message to the user whether the user name or password is invalid.
16	Handling of failed login attempts.	<p>The authentication mechanism automatically controls failed login events and prevents repeated attempts to log in.</p> <p>For example, the authentication mechanism is able to lock an account after a configurable number of failed login attempts for an increasingly longer period of time, until administrator intervention is required to unlock the account.</p>
17	Feedback to advise the user if their account is locked out.	The user is advised to contact an administrator if their account is "locked out".
18	The user must have the ability to log off and receive confirmation that the logoff was successful.	The information system offers the ability for the user to initiate a logoff and receive confirmation that they have been successfully logged off.
19	All access logon screens must display a bilingual logon warning banner notifying users of their obligations and to deter unauthorized access.	The access banner text must be configurable.
20	Access to asset data to a user will be denied unless explicitly authorized access.	Users must be authorized at the basis of the least privilege required to perform their function.
21	A user must be successfully identified before the information system allows any actions on behalf of that user.	User authentication and authorization must be successfully completed before the user can access data.
22	A new and unique session ID is required for every session.	A session ID cannot be reused to start another session.
23	Information system access is only granted to active user accounts, i.e. accounts which are not disabled or locked out.	The information system must verify the user account status to ensure it is active and valid.
24	Role Based Access Control (RBAC) logically accumulates all roles assigned to a user.	A user with multiple roles must be able to carry out those roles after successful authentication and authorization.

## Audit and Accountability (AU)

These are the security controls that support the ability to collect, analyze and store audit records associated with user operations performed within the information system.

Security Control Requirement for Audit and Accountability (AU)		
#	Security Control Description	Explanation
25	A protected audit log has restricted read and write access.	The information system has an audit log. Access to the audit log is controlled.
26	Access to the audit log must be restricted to authorized personnel.	Access to the audit log is controlled.
27	Entries in the audit log include the date and time based on a synchronized system clock.	All events in the audit log include the time of the event based on a national time source.
28	Entries in the audit log include a description of the event.	Events in the audit log include a description of the activity/action that triggered the event.
29	The audit log can be exported in a readable file format.	When required, an authorized user can export a copy of the audit log. The exported file format must be commonly used, e.g. CSV.
30	Create events in audit log for Create, Update and Delete (CUD) actions associated with user groups.	Track the CUD actions taken on user groups.
31	Create events in audit log for Create, Update and Delete (CUD) actions associated with user profiles.	Track the CUD actions taken on user profiles.
32	Audit log entries are created for logon events.	The authentication mechanism can creates events in the audit log for successful and unsuccessful logon attempts.
33	Audit log entries are created for user logoff events.	The information system creates events in the audit log when an authenticated user logs off.
34	Audit log entries are created for account lockout events.	The authentication mechanism creates events in the audit log when an account is locked out or unlocked.
35	The audit log must record changes in assignment of roles to regular and privileged users.	It must be possible to verify a user's role(s) when reviewing events associated with the user.
36	The details of events in the audit log must detail the account that triggered the event, date and time of the event, the user's node where it occurred and a description of the event.	At a minimum, the node information must consist of the system's IP address.
37	The audit facility must provide an audit configuration capability to determine which events are audited.	It must be possible to customize which events are recorded in the audit log.
38	The audit facility must record as events in the audit log when it is started up and when it is shut down.	It must be possible to determine when the audit facility was operating.
39	Personnel responsible for the security of the information system must be alerted if the audit facility is stopped.	Responsible personnel must be notified without fail if system auditing has stopped. Typically, notifications are sent via email.
40	In the event that the audit facility is inoperable or shut down for any reason (e.g. no more disk space for log files), the information system must stop all processes.	Information system processes must not run if the audit facility is stopped.

Security Control Requirement for Audit and Accountability (AU)		
#	Security Control Description	Explanation
41	The audit facility enables reporting across all components of the solution by offering secure access to audit data.	It must be possible to securely access the audit log(s) of all components of the solution in order to provide aggregate reporting.

## System and Communications Protection (SC)

These are the security controls that support the protection of the information system itself as well as communications with and within the information system.

Security Control Requirement for System and Communications Protection (SC)		
#	Security Control Description	Explanation
42	No secrets are stored or sent in clear text.	Passwords and their residuals (e.g. temporary files) are not stored or sent in clear text, including those related to application, service, database or other system accounts. Where secrets must be encrypted, CSE-approved cryptographic algorithms must be used.
43	Public Key Infrastructure (PKI), if required, must use PWGSC GSS CA.	If certificates are required, certificates issued by PWGSC must be used.
44	Only authorized privileged users may review or change the information system's security protection functions.	The technical security functions must be separated from the user and applications functions.
45	The information system should use products, especially for the security components, which have been evaluated using ISO/IEC 15408, the Common Criteria for Information Technology Security Evaluation.	Products which have not been evaluated must be included in Security Assessment & Authorization (SA&A) activities.

## OPERATIONAL SECURITY CONTROLS

### Awareness and Training (AT)

These are the security controls that deal with the education of users associated with the information system on security awareness.

Security Control Requirement for Awareness and Training (AT)		
#	Security Control Description	Explanation
46	Security awareness.	User documentation must include security and role-based information.

### Contingency Planning (CP)

These are the security controls that support the availability of the information system services in the event of component failure or disaster.

Security Control Requirement for Contingency Planning (CP)		
#	Security Control Description	Explanation
47	Transaction recovery is supported	To maintain the integrity of the data, the information system must roll back unsuccessful changes to records.

### Media Protection (MP)

These are the security controls that support the protection of information system media throughout their life cycle.

Security Control Requirement for Media Protection (MP)		
#	Security Control Description	Explanation
48	Use of portable data storage media complies with the ITPIN 2014-01 on the secure use of portable data storage devices within the Government of Canada. <a href="http://www.tbs-sct.gc.ca/it-ti/itpin-ampti/2014-01-eng.asp">http://www.tbs-sct.gc.ca/it-ti/itpin-ampti/2014-01-eng.asp</a>	At a minimum, the use of portable data storage media is formally authorized by CSC.
49	Printouts and data exports must be labeled based on their sensitivity.	For example, a printout containing "Protected A" data must be labeled accordingly in order to indicate its sensitivity.



## Appendix G

### POS Locations

Institution	City
<b>Atlantic</b>	
Springhill	Springhill, Nova Scotia
Dorchester / Shepody	Dorchester, New Brunswick
Westmorland	Dorchester, New Brunswick
Atlantic	Renous, New Brunswick
Nova	Truro, Nova Scotia
<b>Québec</b>	
Montée St-François	Montée St-François, Quebec
Centre fédéral de formation	Laval, Quebec
Donnacona	Donnacona, Quebec
Joliette	Joliette, Quebec
Archambault	Sainte-Anne-des-Plaines, Quebec
Sainte-Anne des Plaines	Sainte-Anne-des-Plaines, Quebec
Centre de réception régional	Sainte-Anne-des-Plaines, Quebec
Drummond	Drummondville, Quebec
Cowansville	Cowansville, Quebec
La Macaza	La Macaza, Quebec
Port Cartier	Port-Cartier, Quebec
<b>Ontario</b>	
Millhaven	Bath, Ontario
Fenbrook	Gravenhurst, Ontario
Bath	Bath, Ontario
Collins Bay	Kingston, Ontario
Frontenac	Kingston, Ontario
Beaver Creek	Gravenhurst, Ontario
Joyceville	Kingston, Ontario
Pittsburg	Kingston, Ontario
Warkworth	Campbellford, Ontario
Grand Valley	Kitchener, Ontario
<b>Prairies</b>	
Stony Mountain	Stony Mountain, Manitoba
Rockwood	Stony Mountain, Manitoba
Sask Pen. / Riverbend	Prince Albert, Saskatchewan
Okimaw	Maple Creek, Saskatchewan
Willow Cree	Duck Lake, Saskatchewan
Drumheller	Drumheller, Alberta
Grand Cache	Grande Cache, Alberta

Pê Sâkâstêw	Maskwacis, Alberta
Bowden	Innisfail, Alberta
Edmonton Institution for Women	Edmonton, Alberta
Edmonton Institution	Edmonton, Alberta
<b>Pacific</b>	
William Head	Metchosin, British Columbia
Matsqui	Vancouver, British Columbia
RTC Pacific / Pacific Institution	Abbotsford, British Columbia
Mountain Institution	Agassiz, British Columbia
Kent	Agassiz, British Columbia
Kwikwexwelhp	Vancouver, British Columbia
Ferndale	Abbotsford, British Columbia
Mission	Mission, British Columbia
Fraser Valley	Abbotsford, British Columbia

## Appendix H: Peripheral Devices

### **BIOMETRIC DEVICE:**

- Schlage ID3D hand scanner
- Schlage Handkey 2 hand scanner

Biometric devices use a CSC custom built application that allows for easier adding and removing of inmate information. How it works on a high level:

Inmate's identity number is stored in the Biometric device with their hand scan associated. When an Inmate punches in their code and their hand scan is validated, the device / CSC Application passes on the inmates' information to the POS Solution through COMM Ports where the Biometric device is attached.

### **MEMBRANE KEYBOARDS:**

- Logic Controls KB3000 POS keyboards

### **RECEIPT PRINTERS:**

- Star SP300
- Star SP312
- IBM 4610 Receipt Printer (RS-232 versions)

### **BARCODE READERS:**

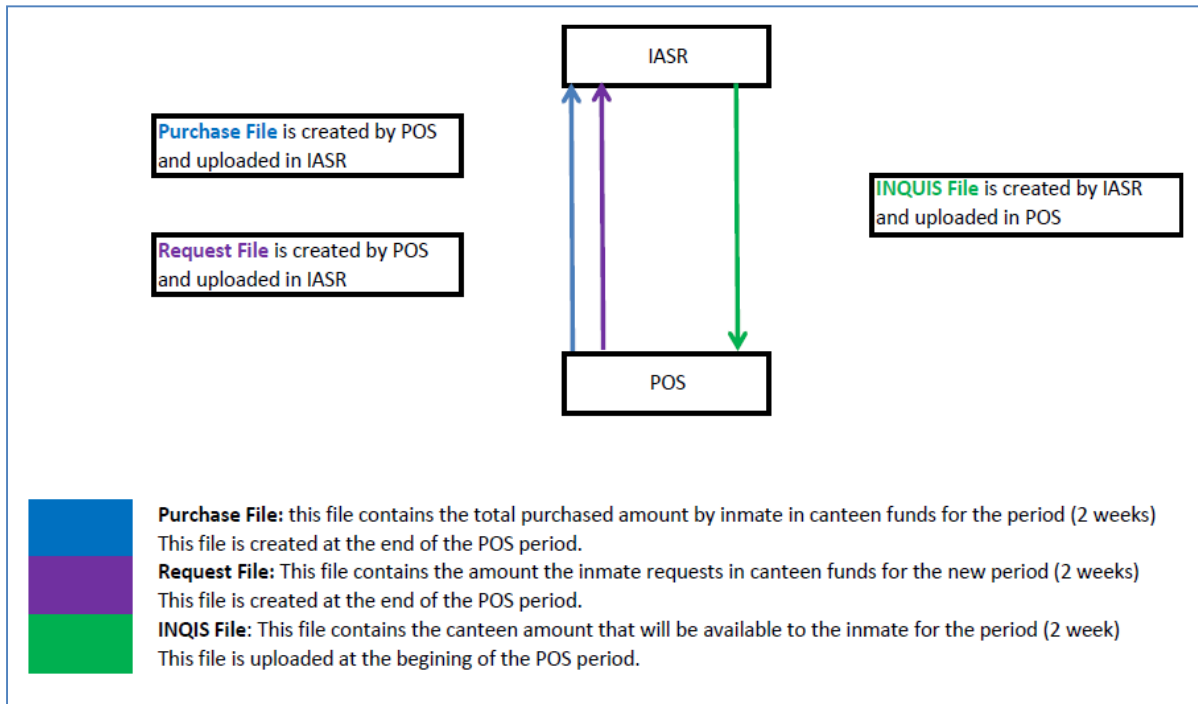
- Adaptus 3800
- Denso HC66TL
- Honeywell Hyperion 1300g barcode scanner (hand-held unit)
- Honeywell 3800 (HHP IT3800 Linear Bar Code Scanner)
- Honeywell MS9520
- Magellan 2300 Horizontal Scanner (table top barcode scanner)
- SpectraVision VS1200
- Unitech PC Wand 110 (pen style)

# Appendix I – CD 890 Inmate Owned Canteen



890-cd-eng.pdf

## APPENDIX J – POS Interaction with IASR



### POS Legacy System & Inmate Accounting System (IASR) Interface SPECS

The POS Legacy System interfaces with Inmate Accounting System Replacement (IASR) through an ASCII file import/export methodology.

These files contain records for each of the offenders in a given institution and the files represent one of three actions:

1. Offender request for canteen funds
2. Offender purchases (Purchase File)
3. Canteen amount (INQIS File)

#### Feature Description:

Each of the three 'actions' are initiated through a flat file and the details of these flat files are described below. The processing frequency of each of these flat files is user definable in the system.

**Offender Request for Canteen Funds**

POS Legacy System output to IASR

Field Name	Description	Size	From	To
IASR Screen Name	'IPJMC'	5	1	5
Slash/divider	'/'	1	6	6
IASR Action Code	ENT'	3	7	9
Slash/divider	'/'	1	10	10
IASR Applicable Code	'ONE'	3	11	13
Slash/divider	'/'	1	14	14
FPS Number	Inmate Identifier 123456A	7	15	21
Slash/divider	'/'	1	22	22
Canteen Request	Format – 000000.00	9	23	31
Slash/divider	'/'	1	32	32

**Offender Purchases (Purchase file)**

POS Legacy System output to IASR

Field Name	Description	Size	From	To
IASR Screen Name	'IPJEP'	5	1	5
Slash/divider	'/'	1	6	6
FPS Number	Inmate Identifier 123456A	7	7	13
Slash/divider	'/'	1	14	14
Canteen Request	Format – 000000.00	9	15	23
Slash/divider	'/'	1	24	24

**Canteen Amount (INQIS File)**

IASR input to POS Legacy System

Field Name	Description	Size	From	To
IASR report information	Disregard	32	1	32
FPS Number	Inmate Identifier 123456A	7	33	39
IASR report information	Disregard	9	40	48
Inmate Status	'ACT' disregard all others	3	49	51
IASR report information	Disregard	76	52	127
Canteen Request	Format – 000000.00	9	128	136

## Appendix K

### Profit & Loss Statement Sample

#### Beaver Creek Institution Canteen Profit and Loss Statement Location A

Period: 2016-09-01 to 2016-09-14	Canteen Items	Health & Hygiene Items	Other Account	Total
Sales				
Account Used for Purchases				
Total Sales				
Opening Inventory Balance				
Supplier Purchases				
(-) Receipt corrections				
Total Available Inventory				
Closing Inventory Balance				
Cost of Goods Sold				
Total Cost				
Gross Profit/Loss				
Inventory Adjustments				
Type A				
Type B				
Total Adjustments				
Net Profit/Loss				



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**APPENDIX L**  
**TERMINOLOGY DEFINITIONS AND ACRONYMS:**

The following list of definitions and/or acronyms are relevant and form a part of this Statement of Work.

<b>Term / Acronym</b>	<b>Definition</b>
<b>AD</b>	Active Directory
<b>Active Inmate</b>	An inmate who is currently incarcerated at the institution
<b>Adaptation / Customization</b>	Technical modification to a Commercial Off The Shelf (COTS) Software product in order to meet CSC's business requirements as defined in the Statement of Work  Adaptation will rely on plug in components while customization will rely on use of new code.
<b>Administrator</b>	The System Administrator (SA) for the CSC POS is responsible for effective provisioning, installation/configuration, operation, and maintenance of systems hardware and software and related infrastructure
<b>Back Office</b>	Admin Console / Computer used by CSC employee (finance, material management)
<b>Canteen Funds</b>	Amount of money available in an inmate's canteen account
<b>Canteen Network</b>	A local area network within an Institution that connects the components of the Inmate Canteen POS Solution and is physically isolated from the Corporate Network
<b>Canteen Operator</b>	A Canteen Operator is either a CSC employee or an Inmate working on the canteen wicket (processes sales).
<b>Canteen Period</b>	A Canteen Period is a defined time-frame in which operations take place. Usually, a set of reports are produced at the end of this defined time-frame to account and reconcile transactions that occurred within this time-frame.
<b>Categorized Item</b>	An inventory item with an appropriate attribute designating the standard industrial classification of the item

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Term / Acronym	Definition
<b>Configuration (software)</b>	Software configuration is the process of altering software functionality by enabling / utilizing predefined features and/or options that does not change or impact on the source code in any way.
<b>CPM</b>	Contractor Project Manager
<b>Corporate Area</b>	Area outside of security; area where CSC administrative offices are located, including Warden's office, Administration, Finance, IT Client Services, Human Resources, etc. Some institutions, depending on security level, employ inmate cleaners and labourers who work in the corporate area under the supervision of CSC staff
<b>Corporate Network</b>	CSC intranet; includes connectivity between institutions, regional headquarters and national headquarters. Also allows access to the internet (restricted by CSC and GoC policy)
<b>CSC</b>	Correctional Services Canada
<b>CSC Staff Canteen Operator</b>	A canteen operator that is a CSC employee
<b>CSV</b>	Comma Separated Value file format
<b>Custom Development</b>	The Work to either design the Custom Software or to further develop an existing technical design for the Custom Software, in accordance with Part I of SACC Supplemental General Conditions 4002
<b>Custom Software</b>	The computer programs, data bases and documentation that Canada wishes to develop, or to have developed, either as new software or by modification of existing software, all as described in the Contract
<b>Database Restricted Zone (DB-RZ):</b>	Database Restricted Zone; network security zone for sensitive and/or critical data stores. This zone is used mainly for relational database management systems data repositories in a 3 tier model
<b>Defined Item</b>	An inventory item with an appropriate attribute designating the item as a Canteen or Heal & Hygiene item
<b>Finance User</b>	POS Solution user with access to the system as per profile

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Term / Acronym	Definition
<b>FPS Number</b>	Finger Print System Number. This number which may be followed by a letter accompanies the offender throughout incarceration
<b>GAAP</b>	Generally Accepted Accounting Principles
<b>GoC</b>	Government of Canada
<b>GPO</b>	Group Policy Object
<b>GUI</b>	Graphical User Interface
<b>HTML</b>	Hyper Text Mark-up Language
<b>IASR</b>	The Inmate Accounting System Replacement manages inmate funds and inmate bank accounts.
<b>IFMMS</b>	Integrated Financial and Materiel Management System
<b>IM / IT</b>	Information Management / Information Technology
<b>Inmate Accessible Area</b>	Area where inmates have access to stand alone computers or computers on an isolated LAN, such as Inmate School, Programs, Psychology, Inmate Canteen, etc
<b>Inactive Inmate</b>	An inmate who has left the institution but for which an account still exist
<b>Inmate Canteen Operator</b>	POS Solution user with access to the system as per profile
<b>Inmate Client</b>	An inmate who has a client account in the POS Solution and purchases goods
<b>LAN</b>	Local Area Network
<b>Licensed Programs</b>	All of the computer programs, in object-code form, which must be provided by the Contractor to Canada under the Contract, and include all patches, fixes and other code that may be delivered to Canada under the Contract, including any code provided as part of the warranty, maintenance, or support
<b>Licensed Software</b>	Licensed Programs and the Software Documentation collectively

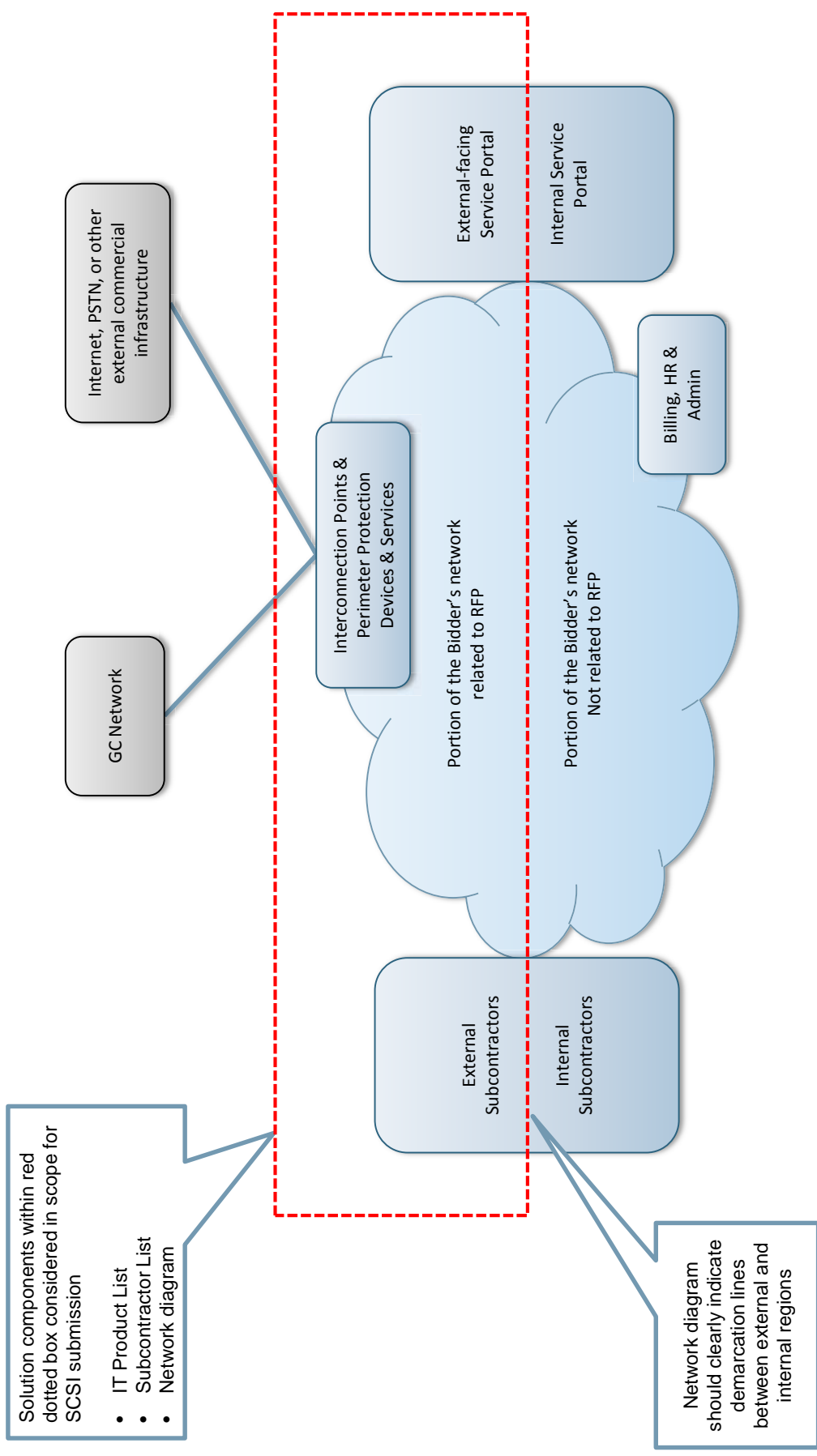
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Term / Acronym	Definition
<b>Major Adaptation</b>	A major adaptation requires a new screen, a new table or a new process.
<b>Material Management User</b>	POS Solution user with access to the system as per profile
<b>Minor Adaptation</b>	A minor adaptation requires modifications by an IM/IT programmer to existing screens, tables or processes.
<b>MSI</b>	Microsoft Installer file format
<b>MSP</b>	Microsoft Patch file format
<b>NCR</b>	National Capital Region – The region comprised of Ottawa, Ontario and Gatineau, Québec.
<b>NHQ</b>	National Headquarters, located in the National Capital Region (Ottawa, Ontario CA)
<b>Operations Zone (OZ)</b>	<p>The Operations Zone is the environment where regular day-to-day enterprise operations occur.</p> <p>This zone is used mainly for presentation tier (application hosted) in a 3 tier model. Government of Canada partner hosted application would use this zone for their presentation servers in a 3-tier model.</p> <p>Generally, traffic in the Operations Zone is unrestricted and can originate from internal employees or from external authorized sources</p>
<b>PA</b>	Project Authority
<b>POS Legacy System</b>	The existing POS System
<b>POS Workstations</b>	Computer systems and associated hardware for the POS Solution management
<b>POS Solution</b>	POS Solution refers to the centralized Point of Sale Solution being acquired through this bid solicitation. The POS Solution includes the Licensed Software, the custom software, a 12-month warranty, software maintenance and support, and Software Documentation.
<b>Profit and Loss Statement (Income Statement)</b>	A financial statement that summarizes the revenues, costs and expenses incurred during a specific period of time

Term / Acronym	Definition
<b>QA</b>	Quality Assurance Environment. A pre-production configured instance of the COTS located on CSC's servers, which is used to validate the installation and data conversion processes.
<b>RPO</b>	Recovery Point Objective
<b>RTO</b>	Recovery Time Objective
<b>RESP</b>	Responsibility Centre code or Institution Number associated with an Institution
<b>Restricted Zone (RZ)</b>	The Restricted Zone (RZ) provides a controlled network environment generally suitable for business-critical IT services (i.e: those having medium reliability requirements, where compromise of the IT services would cause a business disruption) or large repositories of sensitive information
<b>RHQ</b>	Regional Headquarters  There are five regions identified within CSC: Atlantic Region (ATL); Quebec Region (QUE); Ontario Region (ONT); Prairies Region (PRA); and Pacific Region (PAC). Each region has a regional headquarters
<b>Role Based Access Control</b>	Assigning access to the POS Solution based on profiles defined by the attributes associated with the individual users' rights and privileges
<b>Secure Area</b>	Area within security; area where the inmates are housed, have programs, school, meals, etc. as well as where many CSC staff offices are located, including Programs, Food Services, Materials Management, Works, etc.
<b>Site</b>	Site refers to one of the CSC federal institutions, healing lodges, or regional psychiatric centres.
<b>Strong Password Requirement</b>	A password must contain a minimum of eight characters;  A minimum of one numeric or special character (ex. #@\$~) is required, along with at least one character in both upper and lower case;  Creation of a phrase or acronym is recommended in order to help you remember the password. (ex. spaHtr#\$ translates into "strong passwords are hard to remember #");

Term / Acronym	Definition
	<p>The number of failed attempts will be limited to five. In other words, should a password be entered incorrectly six times in a row, you will need to contact IT Support Services at 1-877-647-2368 in order to regain access to the network;</p> <p>Passwords will expire after a maximum of 90 days;</p> <p>Your six previous passwords will not be available for reuse;When changing a password, no more than four characters can be reused in the same position as the previous password (ex. spaHtr#\$ cannot become spaHtr@*);</p> <p>The newly created password cannot be changed more than once within a 24-hour period;</p> <p>If locked out, the only way to resolve the issue is by contacting IT Support Services;</p> <p>A password must either be memorized or stored in a secure manner, such as in a sealed envelope within a locked cabinet;</p> <ul style="list-style-type: none"> <li>• Passwords must not be shared with other personnel;</li> <li>• The auto-complete function must not be activated; this allows automatic storage and caching of passwords by applications.</li> </ul>
<b>TA</b>	Technical Authority
<b>Terminal</b>	Access point to the POS Solution
<b>Thick Client</b>	A computer in a client-Server architecture that provides rich functionality independent of the central server. Requires at least periodic connection to the central server, but is able to perform many functions without that connection
<b>Transactions</b>	Any action involving a customer, a customer account, an inventory item or a ledger entry
<b>Users</b>	Any individual granted access to the POS Solution
<b>Zones</b>	Refer to the current SSC definition of network zones as defined in the Workload_Intake_Reference_Guide.doc

# SCI Scope Reference Diagram



<b>PROCUREMENT NAME</b>
SOLICITATION #: xxxx
BIDDER: NAME

Supply Chain Security Information
SUBMISSION FORM v3



IT Product List-E

PROCUREMENT NAME:	
SOLICITATION #:	
BIDDER NAME:	

IT Product List								
Line Item #	Location (a)	Product Type (b)	IT Component (c)	Product Acquisition Date (MM/YYYY or Undetermined future date) (d)	Model Name/ Number (e)	Description and Purpose (f)	Product Manufacturer and/or Software Publisher (g)	Name of Subcontractor (if equipment is being provided by a subcontractor) (h)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

Subcontractor List

PROCUREMENT NAME:	
SOLICITATION #:	
BIDDER NAME:	

Subcontractor List				
Line Item #	Name of the Subcontractor (a)	Address of the Subcontractor's headquarters (b)	Portion of the Work that would be performed by the Subcontractor (c)	Location(s) where the Subcontractor would perform the Work (d)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				