

SHARED SERVICES CANADA

Challenge-Based Solicitation (CBS) For an Event Broker Solution

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| Closing Date and Time | 1400 hrs 14 December 2018 | | |
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| Destination of Goods/Services | National Capital Region | | |
| Email Address for Submitting your Bid by Solicitation Closing | ssc.pvrdcprojects-arfprojetscd.spc@canada.ca | | |

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PART 1 - GENERAL INFORMATION

1.1 Background: Canada's Need for an Event Broker Solution

The Government of Canada recognizes that, in order to deliver digital services, applications need to communicate with each other. The Government of Canada must be able to get the right data, to the right people, at the right time in order to meet citizens' fast paced digital expectations, support Canada's economic growth, and connect with the world at the speed of digital.

The Government of Canada recognizes there are numerous challenges across the Government related to secure data exchange, including:

- Long lead times to implement integrations across the Government of Canada.
- Tendency towards point-to-point integrations rather than more efficient and re-usable patterns.
- Lack of a consistent or central platform to publish messages across departmental boundaries. Each publishing organization implements their own messaging platform.

The Government of Canada has been making investments to make it easier for government departments to share their data with each other and the outside world in a modern, secure, and unified way. Some of the initiatives to date include:

- Innovation, Science, and Economic Development (ISED) has implemented an Application Programming Interface (API) Store pilot: a marketplace to connect to and consume reusable Government of Canada (GC) Application Programming Interfaces (APIs) to makes it easier and faster to find, use, and share APIs across the GC and with partners.
- Public Services and Procurement Canada (PSPC) has implemented an Enterprise Service Bus (ESB): a business solution which distributes work across various systems to enable enterprise services or processes and allow for orchestrating complex workflows.

The Government Canada is now seeking to expand on those capabilities by procuring a common solution for broadcasting events where the producer publishes data and consumers subscribe to receive it to enable data to be broadcasted securely across the GC in near real-time.

Canada welcomes software solutions comprised of commercial-off-the-shelf software components, non-commercial (proprietary) software components, open source software components, or any combination thereof. The evaluation methodology does not distinguish between solutions that have components which may be subject to different licensing regimes. Canada will require that COTS and other proprietary software components be licensed to Canada under SACC 4003 and will require that any open source software components be licensed to Canada under the MIT licence. Suppliers must identify during

the solicitation period whether they require alternate licensing terms for components in the supplier's potential solution. Suppliers must propose any alternate software licensing terms during the solicitation period so that Canada can consider whether it can accept the alternate license terms.

Canada will not require source code in escrow for COTS components, may not require source code in escrow for non-commercial proprietary software components, and will not require source code escrow for open source software components.

1.2 Challenge for an Event Broker Solution

This **Challenge-Based Solicitation** invites suppliers to develop **innovative prototype solutions** (each a "**Solution**") for propagating business and data events in real time across the Government of Canada ecosystem and to government, industry, and other stakeholders. Each proposed Solution must provide Event Broker capability that supports ubiquitous asynchronous messaging across connected systems. Proposed Solutions should also be able to integrate with the Government of Canada's other systems (e.g., Enterprise Service Bus (ESB), Application Programming Interface (API) registry, API marketplace, developer portal, identity provider, and token server) through APIs and industry-standard protocols.

The following illustrative list provides examples of eventing and asynchronous messaging issues that a bidder may wish to address in responding to the challenge in its proposed Solution. Key issues facing the Government of Canada include:

- Lack of a consistent or central platform to publish messages across departmental boundaries. Each publishing organization implements their own messaging platform.
- Lack of multi-site high availability.
- Complex network flows, long lead times for implementation, and high latency involved in moving data across a widely distributed and complex network.
- Proliferation of tools and platforms to support multiple messaging protocols.
- Tendency towards point-to-point integrations rather than more efficient patterns (e.g., broadcast, publish-subscribe).
- Tendency towards data synchronization which tightly couples systems rather than loosely coupled event-driven architectures.
- High developer burden (e.g., learning curve, proprietary tools/libraries, licensing) to publish or consume messages depending on the messaging platforms.
- Lack of support for DevOps approaches and automation tooling (e.g., manual deployment, manual instantiation of queues and topics, complex coordination with testing to configure stubs and data sinks).

- Lack of support for multi-tenancy operational models (e.g., delegated administration, segregated routing configurations).
- High cost of licensing and infrastructure, exacerbated by a large number of departments hosting their own solutions to communicate with other departments

1.3 Structure of the Challenge-Based Solicitation (CBS)

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

- **Part 1: General Information**, provides a general description of the requirements;
- **Part 2: Bidder Instructions**, provides the instructions, clauses and conditions applicable to the CBS;
- **Part 3: Proposals Preparation Instructions**, provides Bidders with instructions on how to prepare their proposals;
- **Part 4: Evaluation Procedures and Basis of Selection**, indicates how the evaluation will be conducted, the evaluation criteria that will be used, and the basis of selection for Stages 1 and 2;
- **Part 5: Certifications and Additional Information**, includes the certifications and additional information to be provided;
- **Part 6: Resulting Contract Clauses**, includes the clauses and conditions that will apply to any resulting contract.

1.4 The Challenge-Based Solicitation Approach

This solicitation is being issued by Shared Services Canada (SSC). SSC is a federal government department that acts as a shared services organization. SSC's goal is to use the Solution to provide a service to one or more of its Clients. The **initial lead client will be the Treasury Board Secretariat (TBS)**, but SSC may then select other Clients to use the Solution for further testing of the developed prototype. SSC's "**Clients**" include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for whom SSC's services are optional at any point during the life of any resulting contract and that choose to use those services from time to time. In addition to the Government of Canada, SSC may also serve a government of a province or municipality in Canada, a Canadian aid agency, a public health organization, an intergovernmental organization or a foreign government.

SSC encourages **small and medium enterprises**, as well as **bidders from under-represented groups**, to submit proposals. Measures to **enhance their participation** in this prototype challenge have been included in this solicitation.

1.4.1 Stages of the Project

This project process involves five stages, which include the solicitation phase (Stages 1 & 2), followed by prototype development and potential deployment at later stages if one or more contracts are awarded, all as further described in this solicitation. This section provides only an overview of the stages:

Stage 1: Proposal Submission, Evaluation of Concepts

- Proposals will be evaluated, scored and ranked in accordance with Attachment 4; and
- The evaluation team will select of up to 10 bidders to move to Stage 2.

Stage 2: Proposal Presentation, Evaluation, and Selection for Contracts

- The 10 maximum of bidders selected to move to Stage 2 will be invited to present their Solutions in front of the evaluation team. The presentation will be evaluated and scored in accordance with Attachment 4;
- The evaluation team will select of up to 4 bidders to move on to Stage 3 by awarding contracts for the development of a prototype of their respective Solutions.

Stage 3: Delivery and Testing the Event Broker Solution Prototype

The selected contractors will develop their respective Solutions in accordance with any resulting contracts and will be required to configure and prototype their Solution in collaboration with several Government of Canada departments and agencies.

The contractors will produce and configure a prototype, make the prototype available for access, and support the departments and agencies in testing. The Government of Canada will carry out all of the development activities for the messaging endpoints while the contractor does the work required to integrate them with the Solution. The prototypes must be configured in a publically available environment (e.g., commercial Cloud).

Each prototype will be tested in accordance with the “Decision-Making Framework for Choosing Solution to Be Implemented” described in Annex A - Statement of Work.

Canada may invite the contractor that has submitted the selected Solution to move to Stage 4 – Implementation by exercising an option under the contract of the selected contractor. It is anticipated that only 1 Contractor will be recommended to proceed to Stage 4.

Stage 4: Implementation (Option 1)

If Canada exercises option 1 of any resulting contract, the selected contractor will implement its Solution (estimated duration of 1 year).

Stage 5: Operations and Maintenance (Options 2, 3, 4 and 5)

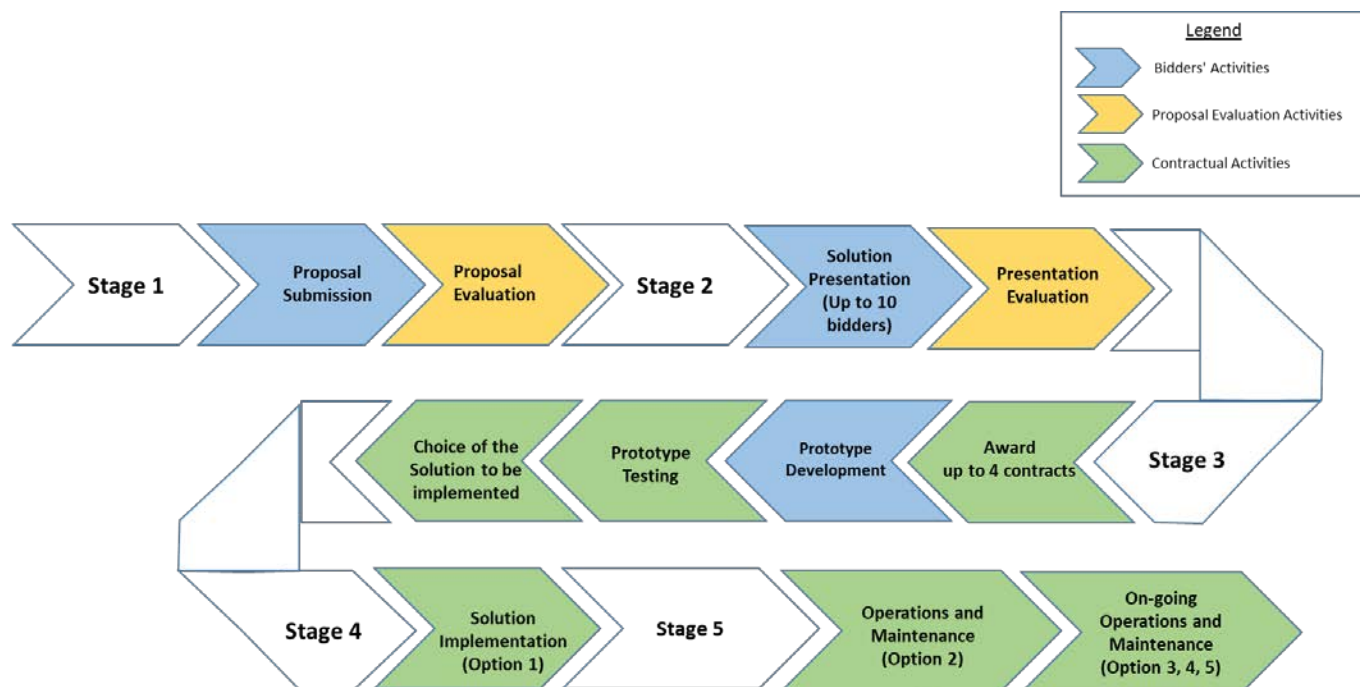
If Canada exercises option 2 of any resulting contract, the Contractor will provide operational support and maintenance services for the Solution (estimated duration of 1 year).

Canada may also exercise 3 options of one year each (options 3, 4 and 5) for the provision of operational support and maintenance services for the Solution.

1.4.2 Solution Potentially Available to Other Departments

Any resulting contract will also include an option for SSC to offer the service to other SSC Clients.

Figure 1. Infographic of CBS Process



1.5 Trade Agreements

Canada has invoked the National Security Exception for all purposes with respect of this requirement and, as a result, none of disciplines of the trade agreements apply to this procurement.

Even if the disciplines of the trade agreements applied to this solicitation, this Prototype Challenge Solution involves the procurement of a prototype for original development and testing and is subject to an exception under Canada's various trade agreements.

1.6 Security Requirements

There is no security requirement associated with Stage 3: Prototype Development, other than the Supply Chain Security Information Submission described further below.

The following requirements must be met by the date of exercising the Option 1 – Stage 4: Implementation.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC)
2. The Contractor/Offeror personnel requiring access to protected information, assets or sensitive work site(s) must EACH hold a valid **reliability status**, granted or approved by CISD/PSPC
3. The Contractor/Offeror must not remove any protected information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PSPC
5. The Contractor/Offeror must comply with the provisions of the:
 - i. Security Requirements Check List and security guide, attached at Annex C
 - ii. Industrial Security Manual (Latest Edition)

1.7 Optional Bidders' Webinars

There will be one French and one English-language optional bidders' webinar associated with this requirement. Additional details are provided in Article 2.5 of Part 2: Bidders' Instructions.

1.8 Terminology

With respect to the defined terms in [Standard Instructions 2003 \(2018-05-22\)](#):

“Challenge-Based Solicitation” used in this document means, “bid solicitation” in Standard Instructions 2003.

“Proposal” used in this document means “bid” in the Standard Instructions 2003.

PART 2 - BIDDERS' INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in the CBS 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.
- b) Bidders who submit a proposal agree to be bound by the instructions, clauses and conditions of the CBS and accept the clauses and conditions of the resulting contract.
- c) The 2003 (Standard Instructions 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of this solicitation, but are amended as follows.

Section 03, Standard instructions, clauses and conditions:

Delete: "Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16."

Section 08, Transmission by facsimile or by epost Connect: deleted in its entirety;

Section 09, Customs clearance: deleted in its entirety.

Section 05, Submission of Bids, subsection 4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements:

Delete: Bids will remain open for acceptance for a period of not less than 60 days from the closing date of the bid solicitation, unless specified otherwise in the bid solicitation.

Insert: Proposals will remain open for acceptance for a period of not less than 180 days from the closing date of the CBS.

Section 14, Price justification:

Delete: In the event that the Bidder's bid is the sole responsive bid received, the Bidders must provide, on Canada's request, one or more of the following price justification:

Insert: On Canada's request, the Bidder must provide one or more (as requested) of the following forms of price justification:

If there is a conflict between the provisions of Standard Instructions 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to SSC.

2.2 Enquiries – Solicitation

Questions and comments regarding this solicitation may be submitted in accordance with Section 13 of 2003, Standard Instructions entitled "Communication". However, instead of the deadline indicated in standard instructions, there will be 2 question periods, as follows:

- a) **Question Period 1:** All inquiries are requested to be submitted in writing to the Contracting Authority no later than five (5) calendar days before the Information Webinars date. Inquiries received that do not meet this condition may not be answered during the Webinars.
- b) **Question Period 2:** All enquiries are requested to be submitted in writing to the Contracting Authority no later than 10 calendar days before the CBS closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the CBS 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 are requested to be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidders do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.3 Contracting Authority

The Contracting Authority for this CBS is:

Name: John Campbell
Department: Shared Services Canada
Address: 255 Albert St., Ottawa ON, K1P 0B6
Phone number: 613-404-9102
Email: john.campbell@canada.ca

2.4 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their proposal, by inserting the name of the Canadian province or territory of their choice in the Proposal Submission

Form. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.5 Bidders' Webinars

The Bidders' webinars will be held on November 29, 2018 as follows:

- The English-language webinar will be held from 11 am to noon EST
- The French-language webinar will be held from 1:30 pm to 2:30 pm EST

The scope of the requirement outlined in this CBS solicitation will be reviewed during the webinar and questions will be answered. It is recommended that Bidders who intend to submit a proposal participate. Bidders who do not attend will not be precluded from submitting a proposal.

Bidders are requested to register by emailing the following information to Contracting Authority at john.campbell@canada.ca no later than Nov 26, 2018 at 14h00 EST:

1. Bidder's name (Organization)
2. Bidder's contact email address

Once all responses are received, the Contracting Authority will email an official invitation to all Registrants.

All questions, answers and changes made to the CBS as a result of the Webinars will be published as an amendment to the CBS. All questions and answers will be documented and will form part of the CBS.

At Canada's discretion, additional webinars may be scheduled for the same purpose as outlined above. In this circumstance, logistical details will be published via an amendment to the CBS.

PART 3 - PROPOSAL PREPARATION INSTRUCTIONS

3.1 Submission of Only One Proposal

- a) A Bidder, including related entities, will be permitted to submit only one proposal in response to this CBS. If a Bidder or any related entities participate in more than one proposal ("participating" means being part of the Bidder, including under Joint Venture, but participating for this purpose does not being a subcontractor), Canada will provide those Bidders with two working days to identify the single proposal to be considered by Canada under the selected challenge and withdraw the other(s). Failure to meet this deadline will result in all the affected proposals being disqualified.
- b) 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:
- i) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - ii) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
 - iii) the entities have now or in the two years before proposal closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - iv) 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.
 - v) Individual members of a joint venture cannot participate in another proposal, either by submitting a proposal alone or by participating in another joint venture.
- c) The Contracting Authority may require that one or more of the entities constituting a bidder submit a certification or legal opinion regarding whether or not it is related to any other bidder and explaining why.

3.2 Submission of Proposals

Bidders are requested to submit their proposal using the Technical Proposal Form Attachment 3 and the Financial Proposal Form Attachment 2. All proposals must be received by the closing date and time specified on Page 1 of the CBS, but to 3.2.1(h) below.

3.2.1 Electronic Submission of Proposals by Email

- a) **Email Submission of Proposal:** Although bidders are permitted to submit a back-up pursuant to paragraph (j), all bidders are required to attempt to submit their proposals by email in accordance with this Article by CBS Closing to the email address identified on the cover page of this document as the "Email Address for Proposal Submission".

- b) **Format of Email Attachments:** Bidders may submit proposal documents in any of the following approved formats:
- i) PDF attachments; and
 - ii) documents that can be opened with either Microsoft Word or Microsoft Excel.
- Bidders that submit proposal documents in other formats do so at their own risk, as Canada may be unable to read them
- c) **Email Size:** Bidders should ensure that they submit their proposal in multiple emails if any single email, including attachments, will exceed 15 MB. Except as expressly provided below, only emails that are received at the Email Address for Proposal Submission by Solicitation Closing will be considered part of the proposal.
- d) **Email Title:** Bidders are requested to include the CBS No. identified on the cover page of this document in the “subject” line of each email forming part of the proposal.
- e) **Time of Receipt:** All emails received at the Email Address for Proposal Submission showing a “received” time before CBS Closing will be considered timely. In the case of a dispute regarding the time at which an email arrived at SSC, the time at which the proposal is received by SSC will be determined:
- i) by the delivery time stamp received by the bidder if the bidder has turned on Delivery Status Notification for the sent email in accordance with RFC 1891 established by the Internet Engineering Steering Group (SMTP Service Extension for Delivery Status Notification); or
 - ii) in accordance with the date and time stamp on the SMTP headers showing the time of first arrival on a server used to provide the Government of Canada with email services, if the bidder has not turned on Delivery Status Notification for the sent email.
- f) **Availability of Contracting Authority:** During the 4 hours leading up to CBS Closing, an SSC representative will monitor the Email Address for Proposal Submission and will be available by telephone at the Contracting Authority’s telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the bidder is experiencing difficulties transmitting the email to the Email Address for Proposal Submission, the bidder should contact SSC immediately at the Contracting Authority’s coordinates provided on the cover page of this document.
- g) **Email Acknowledgement of Receipt by SSC:** On the day of CBS Closing, an SSC representative will send an email acknowledging receipt of each proposal (and each email forming part of that proposal, if multiple emails are received) that was received by CBS Closing at SSC’s Email Address for Proposal Submission.

- h) **Delayed Email Proposals:** SSC will accept an email proposal received in the first 24 hours after CBS Closing only if the bidder can demonstrate that any delay in delivering the email to the SSC Email Address for Proposal Submission is due to Canada's systems. Proposals received by email more than 24 hours after CBS Closing will not be accepted under any circumstances. As a result, bidders who have tried to submit a proposal, but have not received an email acknowledging receipt from SSC shortly thereafter should contact the Contracting Authority so that they can determine whether or not the proposal arrived at the SSC Email Address for Proposal Submission on time.
- i) **Responsibility for Technical Problems:** By submitting a proposal, the bidder is confirming it agrees that Canada is not responsible for:
 - i) any technical problems experienced by the bidder in submitting its proposal, including emails that fail to arrive because they exceed the maximum email size of 15 MB or that are rejected or quarantined because they contain malware or other code that is screened out by SSC for security reasons; or
 - ii) any technical problems that prevent SSC from opening the attachments to the email(s). For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated without that portion of the proposal. Bidders will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.
- j) **Hand-Delivered Proposals:** All bidders must attempt to submit their proposals electronically. However, SSC will accept a hand-delivered proposal (as a back-up in addition to the email proposal), in which case the following applies:
 - i) The hand-delivered proposal can be:
 - (A) a soft copy on CD-ROM, or DVD;
 - (B) a hard copy (i.e., printed on paper); or
 - (C) a combination of soft and hard copies,provided that any pricing tables that were provided by SSC to be completed by the bidders are submitted as a soft copy.
 - ii) The hand-delivered proposal must be delivered by a representative of the bidder in person or by a courier. SSC will not accept any proposal delivered by regular mail.
 - iii) The hand-delivered proposal must be received by an SSC representative before Solicitation Closing at the address shown on the cover page of this document (or an alternate location arranged with the Contracting Authority in writing).

- iv) SSC will only accept a hand-delivered copy of the proposal if the bidder has coordinated delivery of that proposal with the Contracting Authority. As indicated above, an SSC representative will be available at the Contracting Authority's telephone number during the 4 hours before CBS Closing, including for the purpose of coordinating the receipt of hand-delivered proposals (the Contracting Authority may also agree, at SSC's discretion, to be available at another time before CBS Closing to receive the proposal).
- v) The only circumstances in which SSC will accept a hand-delivered proposal after CBS Closing is if the bidder can show that the SSC representative was unavailable to receive the hand-delivered proposal at the coordinated time, or that no SSC representative was available at the Contracting Authority's telephone number (and no SSC representative responded to voicemail messages left at that telephone number) during the 4 hours leading up to CBS Closing.
- k) SSC will consult the hand-delivered proposal only if there are problems (e.g., missing files, corrupt file, file not readable by SSC, etc.) with all or a portion of the proposal submitted by email by CBS Closing or if no email proposal is received by CBS Closing. If SSC consults the hand-delivered proposal, it will prevail over the electronically submitted proposal.

Unless otherwise indicated, Canada requests that prices appear only in the financial proposal.

Canada requests that Bidders follow the format instructions described below in the preparation of their proposals and use a numbering system that corresponds to the solicitation.

3.3 Technical Proposal

The evaluation criteria are described in Attachment 4. Bidders are requested to respond to each criterion thoroughly, concisely and clearly. Simply repeating the statement contained in the CBS is not sufficient. Canada requests that the bidders use Attachment 3 Technical Proposal Form to provide this information.

The bidder is also requested to include the Proposal Submission Form (Form 1) with its proposal. It provides a common form in the bidder can provide information required for evaluation, such as a contact name, the bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. Providing the information required by the Proposal Submission Form is requested at proposal closing. If the information is requested by the Contracting Authority during the evaluation period, providing it is mandatory within the timeframe provided by the Contracting Authority. Canada will contact the bidder if it determines that any of the required information is incomplete or requires correction. Failure to provide or correct the required information within the time provided by the Contracting Authority will result in the proposal being declared non-responsive.

3.4 Financial Proposal

Bidders are requested to complete the Financial Proposal Form set out in Attachment 2. The total amount of Applicable Taxes are requested to be shown separately.

The Bidder must provide a Firm, all-inclusive Price for each milestone identified in Attachment 2 and described in Annex A: Statement of Work.

The submitted firm all-inclusive price for the Milestone 16 must be at least 10% of the total ceiling price for Stage 4. If the submitted firm all-inclusive price for the Milestone-16 is lower than 10%, at the stage of exercising the option 1, the bidder will be invited to correct its proposed milestones distribution. Failure to comply with the mandatory 10% proportion will result in having the option not exercised for that bidder.

Where requested in Attachment 2, the Bidder must provide firm, all-inclusive prices for the Licensed Software and the Subscription Services. These all-inclusive prices must include any upgrade or update that will be required to satisfy the Contractor's obligations described in Annex A: Statement of Work.

The Bidder is requested to submit a firm, all-inclusive hourly rate, including travel and living expenses, for each category of work that will perform the services described for Stage 5 in Annex A Statement of Work and in accordance with its technical proposal as described in Table 1: List of Experts of the Attachment 3.

3.4.1 Foreign Nationals (Canadian Contractor or Foreign Contractor)

SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)
or
SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)

3.4.2 Exchange Rate Fluctuation

This solicitation does not provide exchange rate fluctuation protection. Any indication in a proposal that it is contingent or conditional on exchange rate fluctuation protection will render that proposal non-responsive.

3.5 Certifications

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

3.6 Supply Chain Security Information (SCSI) Submission

All Bidders are requested to provide, as part of the Attachment 1 – Proposal Submission Form:

Ownership

- 1) The company names of all Joint Ventures, partners and owners;
- 2) The company names of all shareholders;
- 3) The company names of all the OEMs they will be working with;

- 4) The company names of all the software publishers they will be working with; and
- 5) The company names of all the subcontractors they know ahead of time that they intend to work with.

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

Proposals will be assessed in accordance with the entire requirement of the CBS 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.

An evaluation team composed of representatives of Canada will evaluate the proposals. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

4.2 Stage 1: Proposal Submission, Evaluation of Concepts

4.2.1 Financial Evaluation

The financial proposal will be assessed to determine compliance with the maximum funding mandatory criteria.

4.2.1.1 Mandatory Financial Evaluation Criteria

The maximum funding amounts available for Stage 3, Option 1, and Option 2 of any contract resulting from the solicitation is **\$1,425,000.00** (Applicable Taxes are extra) for the challenge-based solicitation as described in Annex A as detailed below:

- a) The maximum funding available for Stage 3 is \$25,000.00 (Applicable Taxes extra) for each of the contracts awarded.
- b) The maximum funding available for Option 1 - Stage 4 is \$900,000.00 (Applicable Taxes are extra) for the single contract for which Option 1 is exercised.
- c) The maximum funding available for Option 2 – Year 1 of Stage 5 is \$500,000.00 (Applicable Taxes are extra).

Financial Proposals valued in excess of a) or b) or c) will be considered non-responsive.

The disclosure of the maximum funding amounts does not commit Canada to spend the maximum funding available.

The price of the proposal will be evaluated in Canadian Dollars, excluding Applicable Taxes, but including shipping, travel and living expenses, Canadian customs duties and excise taxes.

4.2.1.2 Options 3, 4, 5 to provide additional operational support and maintenance services for the Solution and the Option 6: Implementation of the Solution for Other Clients are not subject to financial evaluation criteria 4.2.1.1.

4.2.1.3 Labour Rates

The Bidder is requested to provide an hourly rate for each category of work proposed as part of its technical proposal in Table 1: List of Experts.

If the Bidder has submitted a rate for a category of work not defined in Table 1: List of Experts, the Bidder will be required to define the role, the responsibilities, and the required skills prior to Stage 4. If the Bidder has not submitted a rate for a category of work listed under Table 1 List of Experts, SSC will consider the rate of the proposed resource is \$0.

4.2.2 Technical Evaluation Criteria

Canada will evaluate the technical proposals of those bidders whose financial proposals have met the "Mandatory Financial Evaluation Criteria" requirement.

4.2.2.1 Mandatory Technical Evaluation Criteria

Proposals must meet all mandatory criteria identified in Attachment 4. Proposals that fail to meet all mandatory criteria will be declared non-responsive.

Any element of the solicitation identified with the words "must" or "mandatory" is a mandatory requirement.

4.2.2.2 Point-Rated Technical Evaluation Criteria – Written Proposal

Each technical proposal that meets all of the mandatory criteria will be evaluated and scored in accordance with the point-rated evaluation criteria identified in Attachment 4.

4.3 Stage 2: Proposal Presentation, Evaluation and Selection for Contracts

4.3.1 Point Rated Technical Evaluation Criteria – Presentation

Up to 10 bidders who meet the mandatory criteria from Stage 1 will be asked to present their Solution to the evaluation team.

4.3.1.1 Process for selecting bidders to make presentations

One of the ten presentation spots is being set aside for the highest-scored responsive bidder that is a small or medium enterprise (SME).

A second of the ten presentation spots is being set aside for the highest-scored responsive bidder that is an SME and also belongs to an Under-represented group.

If there are no responsive SME bidders or no responsive bidders from an under-represented category, their reserved spots will be available to other bidders. The maximum number of bidders to be selected to make a presentation is 10. Other than the two set-aside spots, bidders will be selected based on their ranking, regardless of whether or not they are

SME bidders or from an under-represented category (for example, if one SME has been selected for the set-aside spot reserved from an SME, that does not preclude other SMEs from being selected to make presentations based on their ranking). If any bidder withdraws prior to making its presentation, Canada may in its discretion offer that presentation spot to the next-ranked bidder.

The bidder categories with respect to the set-asides are as follows:

1. **SME's**: Business establishment with 499 or fewer paid employees.
2. **Under-represented groups** means businesses that are at least 51% owned by:
 - a. one or more women; or
 - b. visible minorities, defined as "persons other than Aboriginal peoples, who are non-Caucasian in race and non-white in colour"; or
 - c. persons with disabilities, who include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others; or
 - d. any combination of a, b and c.

4.3.1.2 Presentations Logistics

The presentation may be made in-person in Ottawa or via teleconference or videoconference at the bidder's choice.

Travel and Living expenses relating to making the presentation, if any, will not be reimbursed and are at the cost of the bidder.

Each presentation will be allocated a 60-minute period of time: 25 minutes to present, 15 minutes for the evaluation team to withdraw prior to the question period, and 20 minutes for questions from the evaluation team.

4.3.1.3 Evaluation of Presentations

Each presentation will be evaluated and scored in accordance with the presentation point-rated evaluation criteria identified in Attachment 4.

The bidder's answers to the questions asked by the evaluation team will be used to grade the same presentation evaluation criteria identified in Attachment 4.

After the bidder's presentation, the evaluation team will withdraw for 15 minutes. During that time, the panel members will identify by consensus areas about which the evaluators are interested in having more detail or where demonstration could be improved. If the evaluators take more than 15 minutes, this will not affect the 20 minutes allocated to the bidder to respond to the evaluation team's questions.

In asking their questions, the evaluation team members will not give any indication to the bidder of how they should respond to the question.

After the Q&A period, the evaluation team members will score the presentation as a whole against the evaluation criteria set out in the grid identified in Attachment 4.

The bidders will then be ranked based on the Basis of Selection described below.

4.3.2 Basis of selection

4.3.2.1 SCSI Assessment Process

Canada will assess the ownership and affiliation component of the Supply Chain Security Information submitted by the bidders in accordance with paragraph 3.6. Canada must approve the SCSI in order for a proposal to remain responsive. If any proposal is declared non-responsive at this stage, Canada will consider the SCSI submission of the next-ranked bidder. The remaining components of the SCSI will be assessed during the contract.

4.3.2.2 Evaluation of Certifications and Additional Information

Canada will review all submitted certifications and additional information and determine whether any additional information is required, in accordance with Part 5.

4.3.3 Basis of Selection - Highest Combined Rating of Technical Merit (90%) and Price (10%)

1. To be declared responsive, a proposal must:
 - a) comply with all the requirements of the bid solicitation; and
 - b) meet all mandatory technical and financial evaluation criteria.
2. Bids not meeting a) or b) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 90% for the technical merit and 10% for the price.
4. The technical merit score for each responsive proposal will be determined as follows: total number of points obtained for the Point-Rated Technical Evaluation Criteria at Stage 1 **plus** the total number of points obtained for the presentation at Stage 2. The sum is then **adjusted** to yield a score out of 90.
5. To establish the pricing score, the Total Financial Proposal will be prorated against the lowest **evaluated** price to yield a score out of 10.
6. For each responsive proposal, the technical merit score (maximum 90) and the pricing score (maximum of 10) will be added together to determine the total score out of 100.
7. Table 1 below provides an example where three bids are responsive and the selection of the bidder to be recommended for award is determined by a 90/10 ratio of the technical merit and price, respectively.
8. In the event two or more responsive proposals have the same highest total score, these proposals will be ranked in descending order using:

- a) The proposed total cost for the Stage 4 - Implementation will be used to rank the tied proposals from the lowest cost to the highest cost.
- b) If there are further ties, the Stage 1 point-rated technical evaluation criteria R6.1 Training, will be used to rank the subsequent tied proposals from the highest score to the lowest score.

| Table 1 Sample showing Bidder Ranking | | | | |
|--|------------------------|------------------------|---------------------|-----------------|
| Description | Bidder 1 | Bidder 2 | Bidder 3 | Bidder 4 |
| Stage 1 Score (31 points) | 26 | 21 | 16 | |
| Stage 2 Score (21 points) | 16 | 17 | 13 | |
| Overall Technical Score (Stage 1 + Stage 2 prorated to 90 points) | 72.7 | 65.8 | 50.2 | |
| Total Financial Proposal (\$) | \$1,425,000 | \$1,000,000 | \$900,000 | \$1,426,000 |
| Calculation | $(900/1425) \times 10$ | $(900/1000) \times 10$ | $900/900 \times 10$ | Non-responsive |
| Pricing score (10 points) | 6.3 | 9 | 10 | n/a |
| Combined Rating | 79 | 74.8 | 60.2 | n/a |
| Rank | 1 | 2 | 3 | n/a |

4.3.4 Recommendation for Award of a Contract

Up to 4 responsive bids will be recommended for contract award.

One of the 4 contracts will be set-aside for award to an SME bidder (whether that SME bidder is from an under-represented category or not). For the set-aside contract, the highest-ranked SME bidder will be recommended for award. If there is no responsive SME bidder following the presentations, that spot will be available to all the bidders.

For all other bidders, the highest-ranking bids will be recommended for contract award.

For example, if the bidders were all ranked as follows, bidders A, C, F and J would be recommended for contract award.

| Ranking | Bidder | Is bidder an SME? |
|---------|----------|-------------------|
| 1 | Bidder A | No |
| 2 | Bidder J | No |
| 3 | Bidder C | No |
| 4 | Bidder E | No |
| 5 | Bidder G | No |
| 6 | Bidder B | No |
| 7 | Bidder F | Yes |
| 8 | Bidder D | No |
| 9 | Bidder H | No |
| 10 | Bidder I | Yes |

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.

Any awarded contract will include commitments by the bidder to provide all features, functionalities or services for which it received points in the point-rated portion of the evaluation. For example, if the requirement stated that it was desirable or that the Solution should do something, and the bidder received points for indicating that its Solution would do that thing, the resulting contract will specify that the contractor must deliver that feature, functionality, or service.

The bidder agrees not to make any media announcements about the award of a contract without coordinating the announcement with the Contracting Authority.

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a proposal 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, whether in its proposal, during the proposal 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 proposal non-responsive or constitute a default under the Contract.

5.1 Certifications Precedent to Contract Award and Additional Information

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.1.2 Integrity Provisions – Required Documentation

In accordance with the Ineligibility and Suspension Policy, the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.1.3 Federal Contractors Program for Employment Equity

By submitting a proposal, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) – Labour's website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity.html>).

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

5.1.4 Former Public Servant Certification

Contracts awarded to former public servants (FPSs) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, Bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of proposals 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 proposal non-responsive.

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

a. Bidders are requested to provide the information included in the Proposal Submission Form.

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

Work Force Adjustment Directive

Bidders are requested to provide the information included in the Proposal Submission Form.

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.

5.1.5 Procurement Business Number

Suppliers are required to have a Procurement Business Number (PBN) prior to contract award in order to receive a PSPC contract. Suppliers may register for a PBN online at Supplier Registration Information (<https://srisupplier.contractsCanada.gc.ca>). For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

Bidders are requested to provide their PBN in the Proposal Submission Form.

5.1.6 Additional certifications detailed under Attachment 5

FORM 5.1 – OEM CERTIFICATIONS FORM

FORM 5.2- SOFTWARE PUBLISHER CERTIFICATION FORM

FORM 5.3– SOFTWARE PUBLISHER AUTHORIZATION FORM

FORM 5.4 – SOFTWARE CONTRIBUTOR CERTIFICATION FORM

FORM 5.5 – SOFTWARE COMPONENT CERTIFICATION FORM

PART 6 - RESULTING CONTRACT CLAUSES

Note to Bidders: These Resulting Contract Clauses are intended to form the basis of any contract(s) resulting from this bid solicitation. Except where specifically set out in these Resulting Contract Clauses, acceptance by bidders of all the clauses is a mandatory requirement of this bid solicitation.

No modification or other terms and conditions included in the bid will apply to the resulting contract, despite the fact that the bid may become part of the resulting contract.

Any bidder submitting a bid containing statements implying that the bid is conditional on modification of these Resulting Contract Clauses (including all documents incorporated by reference) or containing terms and conditions that purport to supersede these Resulting Contract Clauses will be considered non-responsive. As a result, bidders with concerns regarding the provisions of these Resulting Contract Clauses should raise those concerns in accordance with the Enquiries provision of the bid solicitation.

If additional legal issues are raised by a bid, Canada reserves the right to address those issues in any contract awarded as a result of this bid solicitation. If the additional provisions are unacceptable to the bidder, the bidder may withdraw its bid.

Articles of Agreement

6.1 Event Broker Solution Series of Contracts

The Contractor acknowledges that this Contract is one of a series of 4 [*Note to Bidders: this number will be adjusted downward if necessary at the time of award.*] contracts awarded as a result of the Challenge-Based Solicitation issued by Shared Services Canada on [insert date] under No. [insert number].

The award of this Contract begins Stage 3 of the overall Event Broker initiative described in the Solicitation. Options available to Canada under this Contract relate to Stages 4 and 5 of the initiative.

Under this Contract, providing support for the Solution does not include adding additional features or functionalities after the Solution has received Authority to Operate. If Canada wishes to add or vary existing features or functionalities after granting Authority to Operate, Canada will submit a change request to the Contractor and any change upon which the Parties agree, including a change to the Basis of Payment, will be documented in a Contract Amendment.

If Canada requires the Solution be capable of handling more than 10,000 transactions per second or more than 500 unique end points, Canada will submit a change request to the Contractor and any change upon which the Parties agree, including a change to the Basis of Payment, will be documented in a Contract Amendment.

6.1.2 Delivery and Testing the Event Broker Solution Prototype (Stage 3)

The Contractor must deliver the Event Broker Solution prototype and perform all the Work associated with Stage 3 in accordance with the terms and conditions of this Contract, including the Statement of Work at Annex A, and the Contractor's technical proposal entitled _____, dated _____.

6.1.3 Option 1: Implementation of the Event Broker Solution for Testing by the Initial Lead Client and SSC (Stage 4)

The Contractor grants to Canada the irrevocable option to require the Contractor to implement the Event Broker Solution in accordance with the terms and conditions of this Contract and the approved milestones from Stage 3.

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

This option expires 24 months after the contract is issued, unless the Parties agree to extend this period and document their agreement in a Contract Amendment.

While the decision to exercise Option 1 is entirely within Canada's discretion, if Canada chooses to exercise Option 1, it will do so in accordance with the Article of Annex A entitled "Decision-Making Framework for Choosing Solution to be Implemented".

Canada anticipates selecting only a single contractor to proceed to Stage 4. However, Canada may, in its discretion, exercise Option 1 with another contractor as well at any time prior to the option expiring.

If Canada exercises Option 1 more than 12 months after the Stage 3 work is completed (but before the option expires), the prices for Stages 4 and 5 will be adjusted in accordance with the Price Adjustment Mechanism.

At the end of Stage 3, all contractors will be informed if Canada is exercising Option 1. If Canada determines not to exercise Option 1 at the completion of Stage 3, the Contract will remain valid until Option 1 expires.

Milestone 9 Solution Production Deployment of Stage 4 must be completed by the end of Month 7 after the exercise of Option 1. After 7 months, subject to Excusable Delay (as described in the General Conditions), Canada may terminate the Contract for default upon providing 30 days' written notice to the Contractor, during which the Contractor may cure its default by providing everything required for the completion of Milestone 9.

6.1.4 Option 2: Operational Support and Maintenance Services (Stage 5)

The Contractor grants to Canada the irrevocable option to require the Contractor to perform the Work associated with Stage 5, as described in Annex A: Statement of Work, at the prices and rates set out in Annex B: Basis of Payment.

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

6.1.5 Options 3, 4 and 5: On-going Operational Support and Maintenance (Stage 5-suite)

The Contractor grants to Canada the irrevocable options to require the Contractor to continue performing the Stage 5 operational support and maintenance services described in Annex A: Statement of Work.

If Canada has exercised Option 6, Canada may exercise any of Options 3, 4 or 5 for all those Clients identified by Canada. Canada may choose to exercise the option for one, some or all of the Clients at the prices set out in Annex B: Basis of Payment.

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

6.1.6 Option 6: Implementation of the Solution for other Clients

The Contractor grants to Canada the irrevocable option, at any time after Option 1 has been exercised, to require the Contractor to implement the Solution for another Client at the prices set out in Annex B: Basis of Payment. In this Contract, SSC's "**Clients**" include SSC itself, those government institutions for whom SSC's services are mandatory at any point during the life of any resulting instrument(s), and those other organizations for whom SSC's services are optional at any point during the life of any resulting contract and that choose to use those services from time to time. In addition to the Government of Canada, SSC may also serve a government of a province or municipality in Canada, a Canadian aid agency, a public health organization, an intergovernmental organization or a foreign government.

If this option is exercised more than 12 months after Option 1 is exercised, the prices for Stages 4 (Option 1) and 5 (Option 2) will be adjusted in accordance with the Price Adjustment Mechanism (paragraph 6.1.7).

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor.

The Contractor acknowledges that, if the Contracting Authority exercises the option to add Clients for further testing, there are potential economies of scale that may be realized that will reduce the costs to the Contractor of performing the Work. The Contractor acknowledges that Canada, prior to exercising the option to add another Client, may request a price reduction if the minimum level of transactions (10,000 transactions per second and 500 unique end points) varies by 10% or more, or if another economy of scale is identified by the Canada. In that case, the Contractor will provide a price breakdown of

the milestones and other firm lot price elements showing the cost of direct labour, direct materials, purchased items, engineering, general and administrative overhead, transportation, profit; or any other supporting documentation as requested by Canada. Whether or not the Parties come to an agreement on a reduction in pricing will be considered by Canada in determining whether to exercise the option to add a further Client. Any price adjustment will be reflected in an amendment to the Contract issued by the Contracting Authority and signed by the Parties.

6.1.7 Price Adjustment Mechanism

In those circumstances identified in this Contract when the Price Adjustment Mechanism will apply, the process is as follows: the prices will be adjusted to account for inflation according to Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted, All-items, Canada

$$\text{New Price} = \text{Initial Price} * \left\{ 1 + \frac{(\text{CPI exercise date of the Option} - \text{CPI at the end of Stage 3})}{\text{CPI end of Stage 3}} \right\}$$

For example:

The initial price for the Milestone X is \$ 1000.

Stage 3 is completed on March 31, 2019.

Option 6 for an additional deployment of the solution is exercised on June 2, 2020.

CPI for March 2019 = 134 (hypothetical value)

CPI for May 2020 = 136

The new price = $1000 * (1 + (136 - 134) / 134) = \$ 1,014.93$

6.2 Standard Clauses and Conditions

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

6.2.1 General Conditions

2035 General Conditions- Higher Complexity- Services (2018-06-21) apply to and form part of the Contract.

6.2.2 Supplemental General Conditions

The following supplemental general conditions apply to and form part of the Contract:

4001 (2015-04-01), Hardware Purchase, Lease and Maintenance provided, however, that “**Hardware**”, which is defined in Supplemental General Conditions 4001, includes any “**Appliance**”, meaning any combination of hardware with software or firmware that is fully

integrated into the hardware. Where the Solution includes any Appliance, the terms and conditions of Supplemental General Conditions 4001 will apply, together with all those provisions from Supplemental General Conditions 4003 and 4004 that are applicable to the integrated software or firmware, which will be treated as “**Licensed Software**”. [*Note to Bidders: if the Solution does not involve the provision of any Hardware to Canada, these supplemental general conditions will not be included in the resulting contract.*]

4002 (2010-08-16), Software Development or Modification Services

4003 (2010-08-16), Licensed Software

4004 (2013-04-25), Maintenance and Support Services for Licensed Software

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

6.2.3 Licensed Software

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

| | |
|--|--|
| Licensed Software | The Licensed Software, which is defined in 4003, includes all the products offered by the Contractor in its bid, and any other software required for those products to function in accordance with the Software Documentation and the Specifications, including without limitation all of the following products: <i>(this information will be completed at contract award using information in the Contractor’s bid)</i> |
| Type of License being Granted | Entity License, as described in Section 06. |
| Language of Licensed Software | The Licensed Software must be delivered in English. |
| Delivery Location | As specified in Annex A |
| Media on which Licensed Software must be Delivered | DVD, USB, or Internet link for download |
| Source Code Escrow Required | No |

6.2.4 Licensed Software Maintenance and Support

(a) The provisions of Supplemental General Conditions 4004 are modified, as applicable, in accordance with the following:

| | |
|--|-------------------------------------|
| Option to Extend Software Maintenance and Support Period | As per Article 6.1 of the Contract. |
|--|-------------------------------------|

| | |
|--|---|
| Hours for Providing Hot Line Support Services | As described in the SOW at Annex A |
| Contractor must keep track of software releases for the purpose of configuration control | Yes, as described in the SOW at Annex A |
| Contact Information for Accessing the Contractor's Support Services | In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following: Toll-free Telephone Access: Toll-free Fax Access: Email Access: <i>[Note to Bidders: This information will be completed at the time of exercise of Option 1 with information supplied by the Contractor.]</i> |
| Website | 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 <i>[Note to Bidders: The website address will be completed at the time of exercise of Option 1 with information supplied by the Contractor.]</i> |
| Language of Support Services | The Support Services must be provided in both French and English, based on the choice of the User requesting support. |
| Article 07 – Canada's Responsibilities' – Para 1 | Canada will not maintain, for the software Support Period, a telephone line and Internet access for use in connection with the software support services. |

6.3 Security Requirement

6.3.1 Security Requirements for the Contract

There is no security requirement associated with Stage 3: Prototype Development.

The following requirements must be met by the date of exercising Option 1 – Stage 4: Implementation.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Services and Procurement Canada (PSPC)
2. The Contractor/Offeror personnel requiring access to protected information, assets or sensitive work site(s) must EACH hold a valid **reliability status**, granted or approved by CISD/PSPC
3. The Contractor/Offeror must not remove any protected information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PSPC
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide, attached at Annex C
 - (b) Industrial Security Manual (Latest Edition)

6.3.2 Supply Chain Security Information (SCSI)

All contractors must provide the following regarding the Supply Chain Security Information (SCSI).

Stage 3 – Product Information

During Stage 3, all Contractors must provide:

- 1) The names of the products being offered:
 - a. All corresponding Common Vulnerabilities and Exposures (CVE)
- 2) A high-level network diagram of the product and how it will interact with the current infrastructure (i.e. who does it talk to/with)

Stage 4 – Technical Details

During Stage 4, prior to Milestone 9: Solution Production Deployment, the Contractor must provide:

- 1) Build documents outlining all of the build instructions and required configuration;
and
- 2) A Concept of Operations.

6.4 Data Ownership and Sovereignty

The Parties agree that neither the operation of the Solution nor the provision of maintenance or support relating to the Solution during Stages 4 or 5 requires the Contractor at any time to access the content transmitted by Canada using the Solution. The Contractor acknowledges that:

- (a) it, its employees, representatives and agents are prohibited from accessing the content transmitted by the Solution at any time without the written consent of the Contracting Authority; and
- (b) it is prohibited from permitting any third party to access the content transmitted by the Solution at any time without the written consent of the Contracting Authority.

The Contractor agrees that, although it may access the Solution remotely, it must do so only from locations within Canada and the Contractor agrees to segregate its network or access to its network in all ways required in order to ensure that no person outside the geographic boundaries of Canada is capable of accessing the Solution remotely using the Contractor's infrastructure. The Contractor acknowledges that Canada may audit compliance with this Article and agrees to provide access to its premises and systems during normal business hours in order to allow Canada or its representatives to conduct any such audit.

6.5 Contract Period

Contract Period: The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- a) the “**Initial Contract Period**”, which begins on the day this Contract is awarded and ends 24 months later or once Option 1 is exercised, whichever comes first; and
- b) the period during which the Contract is extended, if Canada chooses to exercise any options described above.

6.6 Authorities

6.6.1 Contracting Authority

The Contracting Authority for the Contract is:

TBD at contract award.

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.

6.6.2 Technical Authority

The Technical Authority for the Contract is:

TBD at contract award.

The Technical Authority 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.

6.6.3 Contractor's Representative

TBD at contract award

6.7 Replacement of Category of Work

- 1. Category of work:** The Contractor must provide the services of the categories of work proposed in Contractor's proposal (List of experts) and listed in Annex B: Basis of Payment unless the Contractor is unable to do so for reasons beyond its control. Canada may require a statutory declaration from the Contractor in respect of any categories of work removed for reasons beyond the Contractor's control.

If the Contractor must replace an individual assigned under a category of work, for reasons beyond its control, the replacement must meet the minimum qualifications (Roles, Responsibilities, Skills) listed in the Contractor's proposal.

- 2. Category of Work with Different or Additional Skills:** To the extent that the performance of the Work at Stage 5 in accordance with this Contract requires a Category of Work with different or additional skills from those described in the Contractor's proposal, the Contractor must as soon as possible give notice to the Contracting Authority of the reason for replacing a category of work or adding another Category of Work and provide:
 - a. a description of the roles, responsibilities, skills associated with the new or different category of work;
 - b. individuals capable of performing such Work;
 - c. proof that the proposed replacement has the required security clearance granted by Canada, if applicable;

- d. a firm all-inclusive hourly rate. The proposed rate will be validated to ensure value for money. The Contractor must provide, on Canada's request, one or more of the following price justification:
 - i. a current published price list indicating the percentage discount available to Canada; or
 - ii. a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
 - iii. a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
 - iv. price or rate certifications; or
 - v. any other supporting documentation as requested by Canada.
- e. The Contractor must not provide any such services unless Canada has issued a contract amendment.

6.8 Payment

6.8.1 Basis of Payment Stage 3 – Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified in Annex B for a cost of \$ _____ *insert the amount at contract award*). Customs duties are included and Applicable Taxes are extra.

6.8.2 Basis of Payment Stages 4 and 5 Ceiling Prices

If Canada exercises options 1, 2, 3, 4, or 5, and in consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with the Basis of Payment in Annex B up to the ceiling prices set out there. Customs duties are included and Applicable Taxes are extra.

The Contractor must complete all the Work associated with Stages 4 and 5 for no more than the ceiling price for each option period indicated in Annex B. That is, once the ceiling price has been paid, the Contractor must continue performing the Work, but no further payments will be made.

6.8.3 Rate and Price Ceiling Increases for Options 3, 4 and 5

The Contractor will only provide professional services under this Contract if Canada exercises Options 2, 3, 4 or 5 (Stage 5). All professional services will be provided at the rates set out in Annex B: Basis of Payment and adjusted as described below.

1. Subject to paragraph 6.1, the price ceiling and rates specified in the Basis of payment for Options 3, 4 and 5 may be increased annually on the first day of the option period by the annual rate of increased established in accordance with the following:
 - a. The prices will be adjusted as follows to account for inflation according to Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted, All-items, Canada:

New Rate =

$$\text{Rate for Stage 5} * \left\{ 1 + \frac{\text{CPI at the exercise date of the option} - \text{CPI at the beginning of Stage 5}}{\text{CPI at the beginning of Stage 5}} \right\}$$

New Price Ceiling =

$$\text{Price Ceiling for Stage 5} * \left\{ 1 + \frac{\text{CPI at the exercise date of the option} - \text{CPI at the beginning of Stage 5}}{\text{CPI at the beginning of Stage 5}} \right\}$$

For example:

The Firm, all-inclusive hourly rate at Stage 5 is \$ 100.00

Stage 5 starts at April 2019 and is completed on March 31, 2020.

The option for additional operation and maintenance services is exercised on April 1st 2020.

CPI for April 2019 = 134 (hypothetical value)

CPI for April 2020 = 136

The new rate = $100 * (1 + (136-134) / 134) = \$ 101.49$

2. The effective date of the annual increase will be the date identified in paragraph 1;
3. If as a result of the above CPI calculation a decrease is determined, then the firm all-inclusive hourly rates will remain as per the preceding Period.
4. SSC will not accept a payment request, which invoices the rate increase, or rate differential, for workdays previously billed at a former rate.
5. The Contractor must confirm the allowable rate of increase with the SSC Representative prior to submitting an invoice at an increased rate.

6.8.4 Method of Payment

Canada will pay the Contractor the milestone firm all-inclusive prices; the firm all-inclusive unit prices for licensed software and subscription services, the firm all-inclusive unit prices for the monthly memos and the firm all-inclusive hourly rate for labour (up to the ceiling price), as applicable, in accordance with the Annex B Basis of Payment.

6.8.5 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

C2000C (2007-11-30), Taxes - Foreign-based Contractor

6.9 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions. The Contractor's invoice must include a separate line item for each element in the Basis of Payment provision.
- (b) 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.
- (c) Canada will only be required to make payment following receipt of an invoice that satisfies the requirements of this Article.
- (d) The Contractor must submit invoices on its own form, which must include:
 - 1. the date;
 - 2. the Contractor name and address;
 - 3. the Destination
 - 4. Contract serial number;
 - 5. Financial codes, including GST or HST (as applicable) registration number;
 - 6. Description of the Work
 - 7. Category(ies) of Personnel and number of days worked;
 - 8. Firm Per Hourly Rate on which the total dollar amount of the invoice is based;
 - 9. the amount invoiced (exclusive of the Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as appropriate) and the amount of GST or HST, as appropriate, shown separately;
 - 10. Client Reference Number (CRN);
 - 11. Business Number (BN); and
 - 12. Total value billed to date and the dollar amount remaining in the Contract to date.
- (e) The Contractor must send the original and one copy of the invoice to the Technical Authority's paying office (SSC Finance) and one to the Contracting Authority as follows:

The original and one copy of the invoice must be sent to the following location on a monthly basis:

SSC – Accounts Payable Non-Telecommunication
PO Box 9808 STN T CSC
Ottawa, Ontario
K1G 4A8
Email: SSC.accountspayable-comptespayables.SPC@canada.ca

A digital copy of the invoices must be sent to the Contracting Authority at the following location on a quarterly basis:

To be added at contract award

- (f) The Technical Authority’s paying office (SSC Accounts Payable) will send the invoices to the Technical Authority for approval and certification; the invoices will be returned to the paying office for all remaining certifications and payment action.
- (g) Any invoices where items or group of items cannot be easily identified will be sent back to the Contractor for clarification with no interest or late payment charges applicable to Canada.
- (h) If Canada disputes an invoice for any reason, Canada agrees to pay the Contractor the portion of the invoice that is not disputed provided that items not in dispute form separate line items of the invoice and are otherwise due and payable under the Contract. Notwithstanding the foregoing, the provisions of “Interest on Overdue Accounts”, Section 17 of 2030 – General Conditions will not apply to any such invoices until such time that the dispute is resolved at which time the invoice will be deemed as “received” for the purpose of the “Method of Payment” clause of the Contract.

6.10 Certifications

6.10.1 Compliance

Compliance with the certifications and related documentation provided by the Contractor in its proposal is a condition of the Contract and subject to verification by Canada during the entire contract period. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its proposal 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.

6.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*to be inserted at contract award*).

6.12 Priority of Documents

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

- a) the Articles of Agreement;
- b) 4001 (2015-04-01), Hardware Purchase, Lease and Maintenance
- c) 4002 (2010-08-16), Software Development or Modification Services
- d) 4003 (2010-08-16), Licensed Software
- e) 4004 (2013-04-25), Maintenance and Support Services for Licensed Software
- f) 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information, if applicable
- g) the general conditions 2035 (2018-06-21)
- h) Annex A, Statement of Work;
- i) Annex B, Basis of Payment;
- j) the Contractor's proposal dated _____ not including any software publisher license terms and conditions that may be included in the proposal, not including any provisions in the proposal 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 proposal.
- k) Contractor's improvements to the solution, if any, detailed in the Milestone 5 Solution design delivered and approved at the end of Stage 3.

6.13 Foreign Nationals

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

or

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

6.14 Insurance – No Specific Requirement

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

6.15 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect

to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) **First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .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 \$1,000,000.00.

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

- (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).

6.16 Joint Venture (if applicable)

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

6.17 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.

ATTACHMENT 1 – PROPOSAL SUBMISSION FORM

| SSC Solicitation No. [Insert No.] Bid Submission Form | | | |
|---|--|-----|--|
| Bidder's full legal name [Note to Bidders: Bidders should take care to identify the correct legal name as the Bidder.] | | | |
| Authorized representative of bidder for evaluation purposes (e.g., clarifications) | Name | | |
| | Title | | |
| | Address | | |
| | Telephone # | | |
| | Fax # | | |
| | Email | | |
| Bidder's Procurement Business Number (PBN) [See SSC's Standard Instructions. Please make sure that your PBN 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.] | | | |
| SME or Under-represented Bidder | I certify that the bidder meets the definition for SME set out in the solicitation. | Yes | |
| | | No | |
| | I certify that the bidder meets the definition for one or more of the under-represented bidder groups defined in the solicitation. | Yes | |
| | | No | |
| Former Public Servants Please see the Section of SSC's Standard Instructions entitled "Former Public Servants" for more information. If you are submitting a bid as a joint venture, please provide this information for each member of the joint venture. | Is the bidder a Former Public Servant in receipt of a pension as defined in SSC's Standard Instructions? If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant" | Yes | |
| | | No | |
| | Is the bidder a Former Public Servant who received a lump sum payment under the terms of the work force adjustment directive? If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant" | Yes | |
| | | No | |
| Federal Contractors Program for Employment Equity Certification Please see the section of SSC's Standard Instructions entitled "Federal Contractors Program for Employment Equity" for more information. Please check one of the boxes or provide the required information. If you are | The bidder certifies having no work force in Canada | Yes | |
| | | No | |
| | The bidder certifies being a public sector employer | Yes | |
| | | No | |
| The bidder certifies being a federally regulated employer subject to the <i>Employment Equity Act</i> | Yes | | |

| | | | |
|--|--|-----|--|
| submitting a bid as a joint venture, please provide this information for each member of the joint venture. | | No | |
| | The bidder certifies having a combined work force in Canada of less than 100 permanent full-time, part-time and temporary employees. | Yes | |
| | | No | |
| | The bidder has a combined workforce in Canada of 100 or more permanent full-time, part-time and temporary employees. | Yes | |
| | | No | |
| | Valid and current Certificate number | | |
| The bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. | Yes | | |
| | No | | |
| Requested Canadian province or territory for applicable laws | | | |
| Bidder's Proposed Site or Premises Requiring Safeguard Measures and document safeguarding security level [Delete if N/A] If you are submitting a bid as a joint venture, please provide this information for each member of the joint venture. | Street Address with Unit/Apartment, if applicable | | |
| | City | | |
| | Province/Territory/State | | |
| | Postal Code/Zip Code | | |
| | Country | | |
| Security Clearance Level of Bidder <i>[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> | Clearance Level | | |
| | Date Granted | | |
| | Issuing Entity (PSPC, RCMP, etc.) | | |
| If you are submitting a bid as a joint venture, please provide this information for each member of the joint venture. | Legal name of entity to which clearance issued | | |
| Supply Chain Security Information The Bidders must provide: | The company names of all Joint Ventures, partners and owners; | | |
| | The company names of all shareholders; | | |
| | The company names of all the OEMs they will be working with; | | |
| | The company names of all the software publishers they will be working with; | | |
| | The company names of all the subcontractors they know ahead of time that they intend on working with. | | |
| Please indicate if you require alternate licensing terms for components in your solution. | | | |

| | |
|--|--|
| <p>On behalf of the bidder, by signing below, I confirm that I have read the entire solicitation, including the documents incorporated by reference into the solicitation, and I certify and agree that:</p> <ol style="list-style-type: none"> 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the solicitation; 2. The bid is valid for the period specified in the solicitation; 3. All the information provided in the bid is complete, true and accurate; 4. The bidder has read and complies with the obligations of the PSPC Code of Conduct for Procurement (http://www.tpsgc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html); and 5. The bidder agrees to be bound by all the terms and conditions of this solicitation, including the documents incorporated by reference into it. | |
| <p>Signature of Authorized Representative of Bidder</p> | |

ATTACHMENT 2 – FINANCIAL PROPOSAL FORM

The Financial Proposal Form (Attachment 2) is to be inserted at this point and forms part of this document.

ATTACHMENT 3 – TECHNICAL PROPOSAL FORM

The Technical Proposal Form (Attachment 3) is to be inserted at this point and forms part of this document.

ATTACHMENT 4 – EVALUATION CRITERIA

Stage 1 - Evaluation Criteria

Overview

The Stage 1 evaluation criteria are split into mandatory and rated criteria. Additionally, the criteria are categorized into one of six sections:

- Section 1: Alignment to Challenge
- Section 2: Supported Protocols
- Section 3: Security Features
- Section 4: Operational Features & External Tool Integration
- Section 5: Availability
- Section 6: Support Model

Sections 1 – 5 contain evaluation criteria for the technical Solution.

Section 6 contains evaluation criteria for the Support Model, which consists of services related to training and transition as well as ongoing operations and maintenance.

Using Attachment 3: Table 1 – List of experts, the bidder is requested to describe the work categories required to perform the resulting contract. For each of the work categories, the bidder is requested to list the roles, responsibilities and skills.

Using Attachment 3: Table 2 – Nature of Services, the bidder should describe the nature of the services that will be implemented to satisfy the Mandatory Support Requirements described under Stage 4 and Stage 5 of Annex A Statement of Work.

Stage 1 - Mandatory criteria

| ID | Criteria | Assessment | Pass/Fail or Point Range |
|-----------------------------------|--------------------------|--|--------------------------|
| Section 1: Alignment to Challenge | | | |
| M1.1 | Alignment to Challenge | <p>The Bidder must demonstrate how its proposed Solution addresses the challenge as defined in section 1.2 of Part 1 of this solicitation. This must include:</p> <ul style="list-style-type: none"> a) A description of the Event Broker capability and demonstrate how it will support ubiquitous asynchronous messaging across connected systems. b) How the proposed concept addresses at least one of the example issues defined in section 1.2. <p>Pass: The proposal clearly describes the proposed Solution’s event broker capability and how the proposed concept addresses at least one of the example issues defined in challenge section 1.2.</p> | Pass/Fail |
| Section 2: Supported Protocols | | | |
| M2.1 | Native REST/JSON Support | <p>The bidder must demonstrate that the proposed solution implements REST/JSON over HTTP(S) messaging without the need for 3rd party adapters, libraries, or additionally licensed components.</p> <p>Pass: The proposal demonstrates that the proposed solution implements REST/JSON over HTTP without the need for 3rd party adapters, libraries, or additionally licensed components.</p> | Pass/Fail |
| M2.2 | Native SOAP Support | <p>The bidder must demonstrate that the proposed solution implements SOAP over HTTP(S) messaging without the need for 3rd party adapters, libraries, or additionally licensed components.</p> <p>Pass: The proposal demonstrates that the proposed solution implements SOAP over HTTP without the need for 3rd party adapters, libraries, or additionally licensed components.</p> | Pass/Fail |
| M2.3 | Native AMQP Support | <p>The bidder must demonstrate that the proposed solution implements AMQP (Advanced Message Queueing Protocol) messaging without the need for 3rd party adapters, libraries, or additionally licensed components.</p> <p>Pass: The proposal demonstrates that the proposed solution implements AMQP without the need for 3rd party adapters, libraries, or additionally licensed components.</p> | Pass/Fail |

| ID | Criteria | Assessment | Pass/Fail or Point Range |
|--|---------------------------------|--|--------------------------|
| M2.4 | Native MQTT Support | <p>The bidder must demonstrate that the proposed solution provide MQTT (Message Queuing Telemetry Transport) messaging without the need for 3rd party adapters, libraries, or additionally licensed components.</p> <p>Pass: The proposal demonstrates that the proposed solution implements MQTT without the need for 3rd party adapters, libraries, or additionally licensed components.</p> | Pass/Fail |
| Section 3: Security Features | | | |
| M3.1 | Support for TLS 1.2 | <p>The bidder must demonstrate that the proposed solution implements Transport Layer Security (TLS) 1.2 channel encryption.</p> <p>Pass: The proposal demonstrates that the proposed solution implements TLS 1.2 channel encryption.</p> | Pass/Fail |
| Section 4: Operational Features & External Tool Integration | | | |
| M4.1 | Reliable messaging capabilities | <p>The bidder must demonstrate that the proposed solution provides reliable messaging capabilities, specifically:</p> <ol style="list-style-type: none"> 1) Persistent and durable topics and queues; 2) Message retries; 3) Dead letter queues; 4) Notification of delivery failures; and 5) Delivery receipts. <p>Pass: The proposal demonstrates that the proposed solution implements all 5 of the above stated functionality.</p> | Pass/Fail |
| M4.2 | Performance requirements | <p>The bidder must demonstrate that the proposed solution performs in accordance with the following:</p> <ol style="list-style-type: none"> 1) Processing a minimum of 10,000 transactions per second; and 2) Connected to 500 unique end points. <p>Pass: The proposal demonstrates that the proposed solution meets both of the above performance requirements.</p> | Pass/Fail |

| ID | Criteria | Assessment | Pass/Fail or Point Range |
|-------------------------|-----------------------------------|--|--------------------------|
| Section 5: Availability | | | |
| M5.1 | Availability | <p>The proposed solution must be available 99.9% of the time.</p> <p>Pass: The proposal demonstrates that the proposed solution supports 99.9% availability.</p> <p>Definition of Availability: <i>the probability that the Solution in the production environment will work as required when required during the agreed service time of 24 hours/7 days a week. It is calculated as the amount of working (operational) time divided by the total time across a certain review period. A planned maintenance that makes the solution unavailable is included in calculations regarding availability. For example, if the Solution is unavailable for 1-hour unexpectedly and has to be taken offline for maintenance for a planned 2 hours over a 30-day period:</i></p> <ul style="list-style-type: none"> ○ <i>717 hours / 720 hours = 99.6% availability.</i> | Pass/Fail |
| M5.2 | Recovery Time Objective | <p>The bidder must demonstrate that it will be capable of meeting the contractual requirement for a 1-hour Recovery Time Objective (RTO).</p> <p>Pass: The proposal demonstrates that the proposed solution supports a 1-hour Recovery Time Objective (RTO).</p> | Pass/Fail |
| M5.3 | Multi-site active-active failover | <p>The bidder must demonstrate that the Solution provides a multi-site and geo-distributed active-active failover.</p> <p>Pass: The proposal demonstrates that the proposed solution supports a multi-site and geo-distributed active-active failover architecture.</p> | Pass/Fail |
| M5.4 | On-premise deployment | <p>The proposed solution must be capable of being deployed to and operated from within an SSC-managed data centre.</p> <p>Pass: The proposal demonstrates that the proposed solution supports being deployed to and operated from within an SSC-managed data centre.</p> | Pass/Fail |
| M5.5 | Cloud deployment | <p>The bidder must demonstrate that the solution is capable of being deployed to and operated from a cloud-based infrastructure.</p> <p>Pass: The proposed solution supports being deployed to and operated from a cloud-based infrastructure.</p> | Pass/Fail |

Section 6: Support Model

| | | | |
|------|-------------------------|--|-----------|
| M6.1 | Availability of Support | <p>The bidder must provide the following services:</p> <ol style="list-style-type: none"> 1) 24/7 response to issues; 2) All system support activities above the operating system level layer (e.g., installation, patching, monitoring, restarts, system testing); 3) Capacity monitoring and making requests to SSC when additional infrastructure capacity is needed; 4) Provisioning queues and topics; 5) Provisioning of credentials and connection strings; 6) Onboarding of new message publishers and subscribers; and 7) Troubleshooting interfaces. <p>Pass: The bid demonstrates clearly the proposed support model (roles, responsibilities and skills of work categories and nature of services to be provided) defined in Attachment 3, taking into account, at a minimum, all 7 services listed above.</p> | Pass/Fail |
|------|-------------------------|--|-----------|

Stage 1 – Point Rated Criteria

| ID | Criteria | Assessment | Pass/Fail or Point Range |
|--------------------------------|-------------|--|--------------------------|
| Section 2: Supported Protocols | | | |
| R2.1 | JMS Support | <p>The bidder should demonstrate that the proposed solution implements JMS (Java Message Service).</p> <p>0 points: The proposal demonstrates that the proposed solution does not implement JMS.</p> <p>2 points: The proposal demonstrates that the proposed solution implements JMS via a 3rd party adapter, library, or additionally licensed component.</p> <p>4 points: The proposal demonstrates that the proposed solution implements JMS without the need for 3rd party adapters, libraries, or additionally licensed components.</p> | 0-4 points |
| R2.2 | MQ Support | <p>The bidder should demonstrate that the proposed solution implements MQ.</p> <p>0 points: The proposal demonstrates that the proposed solution does not implement MQ.</p> <p>2 points: The proposal demonstrates that the proposed solution implements MQ via a 3rd party adapter, library, or additionally licensed component.</p> <p>3 points: The proposal demonstrates that the proposed solution implements MQ without the need for 3rd party adapters, libraries, or additionally licensed components.</p> | 0-3 points |

Section 3: Security Features

| | | | |
|------|--------------------------------------|---|------------|
| R3.1 | Support message-level encryption for | <p>The proposed solution implements message-level encryption.</p> <p>0 points:</p> <p>The proposal demonstrates that the proposed solution is incompatible with encrypted payloads.</p> <p>1 point:</p> <p>The proposal demonstrates that the proposed solution allows for sending of encrypted payloads as long as the connected endpoints handle encryption and decryption separately.</p> <p>2 points:</p> <p>The proposal demonstrates that the proposed solution implements message-level encryption via 3rd party components, libraries, or additionally licensed components.</p> <p>3 points:</p> <p>The proposal demonstrates that the proposed solution implements message-level encryption without the need for 3rd party components, libraries, or additionally licensed components.</p> | 0-3 points |
|------|--------------------------------------|---|------------|

| | | | |
|------|-----------------------------|--|------------|
| R3.2 | Support for message signing | <p>The proposed solution should implement message signing.</p> <p>0 points:</p> <p>The proposal demonstrates that the proposed solution is incompatible with digital signature blocks in the message header and payload.</p> <p>1 point:</p> <p>The proposal demonstrates that the proposed solution allows for sending of digital signatures as long as the connected endpoints handle the signing and verification separately.</p> <p>2 points:</p> <p>The proposal demonstrates that the proposed solution provides support for message signing with or without 3rd party components, libraries, or additionally licensed components.</p> | 0-2 points |
|------|-----------------------------|--|------------|

| | | | |
|------|-----------------------------------|--|------------|
| R3.3 | Support for secure private routes | <p>The bidder should demonstrate that the proposed solution has the capability to secure private routes on pub-sub topics at the following levels:</p> <ol style="list-style-type: none"> 1) A topic or collection of topics and queues can have its own configuration workspace along with a delegated administrator. Access to this workspace is requested to be explicitly permitted. 2) A topic or collection of topics and queues can have its own network zone separate from the other topics and queues in the same environment. 3) A topic or collection of topics and queues can have its data, both in-memory and on persistence, protected from access by other processes running in the same environment. <p>0 points: The proposal demonstrates that the proposed solution meets none of these requirements.</p> <p>1 point: The proposal demonstrates that the proposed solution meets one of these requirements.</p> <p>2 points: The proposal demonstrates that the proposed solution meets 2 of these requirements.</p> <p>3 points: The proposal demonstrates that the proposed solution meets all 3 of these requirements.</p> | 0-3 points |
|------|-----------------------------------|--|------------|

Section 4: Operational Features & External Tool Integration

| | | | |
|------|------------------------------------|--|------------|
| R4.1 | APIs for operational functionality | <p>The proposed solution should provide Application Programming Interfaces (APIs) for operational functionality, at a minimum including:</p> <ol style="list-style-type: none"> 1) Provisioning credentials; 2) Binding to queues; and 3) Adding subscribers. <p>0 points: The proposal demonstrates that the proposed solution does not provide APIs which support at least all 3 of the above stated functionality.</p> <p>4 points: The proposal demonstrates that the proposed solution provides APIs that support at least all 3 of the above stated functionalities.</p> | 0-4 points |
| R4.2 | External audit server integration | <p>The proposed solution should be capable of configurable message auditing and integration with external audit servers.</p> <p>0 points: The proposal demonstrates that the proposed solution is not capable of configurable levels of message auditing and integration with external audit servers.</p> <p>1 point: The proposal demonstrates that the proposed solution is capable of configurable levels of message auditing <i>or</i> integration with external audit servers.</p> <p>2 points: The proposal demonstrates that the proposed solution is capable of configurable levels of message auditing <i>and</i> integration with external audit servers.</p> | 0-2 points |

| | | | |
|------|------------------------------------|---|------------|
| R4.3 | External log management mechanisms | <p>The proposed solution should be capable of external log management mechanisms.</p> <p>0 points: The proposal indicates that the proposed solution cannot integrate with external log management servers.</p> <p>2 points: The proposal indicates that the proposed solution can integrate with external log management servers.</p> | 0-2 points |
| R4.4 | DevOps tooling | <p>The proposed solution should integrate with DevOps automation tooling such as source control, CI/CD pipelines, dependency managers, test automation tools, and artifact management.</p> <p>0 points:</p> <p>The proposed solution does not support integration with DevOps automation tooling.</p> <p>1 point:</p> <p>The proposed solution supports integration with DevOps automation tooling via 3rd party components, libraries, or additionally licensed components.</p> <p>2 points:</p> <p>The proposed solution supports integration with DevOps automation tooling via custom scripts and additional plugins.</p> <p>3 points:</p> <p>The proposed solution supports integration with DevOps automation tooling via well-defined APIs.</p> | 0-3 points |

Section 6: Support Model

| | | | |
|------|----------|--|------------|
| R6.1 | Training | <p>The bidder’s training plan should address the following issues:</p> <ul style="list-style-type: none"> • <i>Formal courses and training path</i> • <i>Mentorship/coaching structure (e.g., pairing, shadowing, train-the-trainer)</i> • <i>Duration expected to become proficient</i> • <i>Availability of support and knowledge bases</i> • <i>Approach to verifying proficiency</i> <p>0 points: The proposed training plan does not address the stated elements to be covered.</p> <p>2 points: The proposed training plan partially addresses the stated elements to be covered.</p> <p>5 points: The proposed training plan fully addresses the stated elements to be covered.</p> | 0-5 points |
|------|----------|--|------------|

Stage 2 – Point-Rated Presentation Evaluation Criteria

Please refer to PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION for details about the presentation process.

| Point Rated Criteria | Description | Maximum Score |
|----------------------|---|---------------|
| S2.1 | <p>Innovativeness</p> <p>The bidder should demonstrate how the proposed Solution is innovative.</p> <p>Points will be given for a Solution that:</p> <ul style="list-style-type: none"> • <i>Employs new knowledge and/or technology</i> • <i>Renders valuable changes to existing knowledge and/or technology to address the challenge.</i> | 2 |
| S2.2 | <p>Security</p> <p>The bidder should demonstrate how the proposed Solution is secure.</p> <p>Points will be awarded for a Solution that is able to ensure secure and confidential transmission of information with adequate protection from malicious attacks and accidental exposure (e.g., cross-contamination).</p> | 4 |
| S2.3 | <p>Efficiency</p> <p>The bidder should demonstrate how the proposed Solution is efficient according to the following definition:</p> <p>Points will be awarded for a Solution that is able to support a high data throughput rate while requiring only a small amount of infrastructure.</p> <p>In this requirement:</p> <ul style="list-style-type: none"> • “high data throughput” means greater than 10,000 transactions per second. • “small amount of infrastructure” means no more than 4 virtual CPUs. | 2 |

| Point Rated Criteria | Description | Maximum Score |
|----------------------|--|---------------|
| S2.4 | <p>Scalability</p> <p>The bidder should demonstrate how the proposed Solution is scalable.</p> <p>Points will be awarded for a solution that can, with <i>minimal effort</i>:</p> <ul style="list-style-type: none"> • <i>Increase transaction throughput capacity</i> • <i>Onboard new endpoints, i.e. new publishers and subscribers</i> • <i>Connect to new network zones</i> <p>In this requirement:</p> <ul style="list-style-type: none"> • “minimal effort” means without changes to architecture or existing deployed integrations. | 3 |
| S2.5 | <p>Sustainability</p> <p>The bidder should demonstrate how the proposed Solution is sustainable.</p> <p>Points will be awarded for a Solution for which the bidder:</p> <ul style="list-style-type: none"> • <i>Demonstrates a long-term product roadmap.</i> • <i>Demonstrates a strong user community.</i> • <i>Demonstrates any other elements that demonstrate the bidder intends to continue to evolve and support the product</i> <p>In this requirement:</p> <ul style="list-style-type: none"> • “long-term” means: 5 years or more. | 2 |
| S2.6 | <p>Supportability</p> <p>The bidder should demonstrate how the proposed Solution is supportable:</p> <p><i>Points will be awarded for a solution that can be easily supported and operated by a small team.</i></p> <p>In this requirement:</p> <ul style="list-style-type: none"> • “small team” means two technical resources. | 4 |

| Point Rated Criteria | Description | Maximum Score |
|----------------------|---|---------------|
| S2.7 | <p>User-centricity</p> <p>The bidder should demonstrate how the proposed Solution is user-centric.</p> <p>Points will be awarded for a Solution for which the bidder demonstrates that:</p> <ul style="list-style-type: none"> • <i>The usability concerns of developers and system operators are factored into the Solution.</i> • <i>Any other elements that demonstrate user-centricity.</i> | 4 |

ATTACHMENT 5 – CERTIFICATION FORMS

Form 5.1 –OEM Certifications Form

| OEM Certification Form | |
|---|-------|
| This confirms that the original equipment manufacturer (OEM) identified below has authorized the bidder named below to provide and maintain its products under any contract resulting from a solicitation issued as part of the procurement process initiated further to the solicitation identified below. | |
| Name of OEM | _____ |
| Signature of authorized signatory of OEM | _____ |
| Print Name of authorized signatory of OEM | _____ |
| Print Title of authorized signatory of OEM | _____ |
| Address for authorized signatory of OEM | _____ |
| Telephone no. for authorized signatory of OEM | _____ |
| Fax no. for authorized signatory of OEM | _____ |
| Date signed | _____ |
| Solicitation Number | _____ |
| Name of Bidder | _____ |
| The definition of “OEM” for the purposes of this certification can be found in SSC’s Standard Instructions. | |
| This certification must be provided for each of the OEMs listed in the Proposal Submission Form. | |

Form 5.2- Software Publisher Certification Form

Software Publisher Certification Form

(to be used where the bidder itself is the Software Publisher)

The bidder certifies that it is the software publisher of all the following software products and components 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:

[bidders should add or remove lines as needed]

The definition of “Software Publisher” for the purposes of this certification can be found in SSC’s Standard Instructions.

This certification must be provided if the bidder will be using its own software as part of the Solution.

Form 5.3 – Software Publisher Authorization Form

Software Publisher Authorization Form

(to be used by the bidder if it 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 any contract resulting from the procurement process initiated further to the Invitation to Qualify 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 solicitation issued at a later stage of the procurement process 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 subsequent 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 | _____ |
| Invitation to Qualify Number | _____ |
| Name of Bidder | _____ |

This certification must be provided for each of the third party software publishers listed in the Proposal Submission Form.

Form 5.4 – Software Contributor Certification Form

Software Contributor Certification Form

(to be used where the Bidder is including Open Source Software products)

The Bidder certifies that it is a Contributor to all of the open source software products and components (“software products”) and that it has all the rights necessary to license them on a royalty-free basis to Canada. The Bidder confirms that no terms and conditions will apply to limit Canada’s use of the software products as intended by the resulting contract, and that the resulting contract will represent the entire agreement, including the license of all of the software products listed below. The Bidder undertakes to maintain its maintenance, support, warranty, liability and indemnity obligations to Canada as defined in the resulting contract for all included software products, despite any disclaimer otherwise associated with an individual software product.

The Bidder certification applies to the following software products:

Form 5.5 - Software Component Certification Form

Software Component Certification Form

(to be used where the Bidder is including unnamed or unidentified software products)

The Bidder certifies that it is a Distributor of all of the software products and components ("software components") not otherwise specifically identified in the **Software Publisher Certification Form** and **Software Publisher Authorization Form** and that it has all the rights necessary to license the software components on a royalty-free basis to Canada. The Bidder confirms that no terms and conditions will apply to limit Canada's use of the software components as intended by the resulting contract, and that the resulting contract will represent the entire agreement, including the license of all of the software components. The Bidder undertakes to maintain its maintenance, support, warranty, liability, and indemnity obligations to Canada as defined in the resulting contract for all included software components, despite any disclaimer otherwise associated with an individual software component.

Annex A - Statement of Work

1.1 Work

This Statement of Work describes the Work to be performed at Stages 3, 4 and 5 of the Contract (Stages 1 and 2 were completed prior to the award of this Contract).

1.2 Language of Work

Canada anticipates that the primary language for the Work will be English. The Contractor is not required to deliver documentation in French.

However, after Milestone 9 Solution Production Deployment, the Contractor must provide support services in both English and French, based on the choice of the User requesting support.

1.3 Contributions of the Government of Canada during Stages 4 and 5

All work performed by the Contractor for Stages 4 and 5 must be conducted on devices provided by the Government of Canada (e.g. laptops, desktops). All devices provided by the Government of Canada will remain the property of the Government of Canada and must be returned to Canada at the end of the Contract in good condition, subject only to normal wear and tear.

Work performed by the Contractor for Stage 4 and Stage 5 will be performed in provided seating at a Government of Canada office, currently located at 255 Albert St in Ottawa, Ontario. Refer to Location of Work sections provided for each stage for additional details.

1.4 Stage 3 – Solution Prototype

1.4.1 Location of Work

The work for Stage 3 will be conducted at the Contractor's facilities. However, for the task of supporting Canada's Prototype Testing (related to Milestone 3), the Contractor may be asked to participate in workshops with the option of teleconference or in-person meetings in Ottawa, Ontario or Gatineau, Quebec.

1.4.2 Stage 3 Work

The Contractor must provide a prototype of the solution in Stage 3 that must meet the mandatory requirements defined in the following subsection [*Note to Bidders: At the time of award, Canada will include all optional requirements for which the Contractor was awarded points for the point-rated criteria*]:

1.4.2.1 Stage 3 Mandatory Functional Requirements

The Contractor's prototype must perform the following functions:

- U1. Establish a queue and send direct messaging, i.e. one sender and one recipient.
 - a. Publish via queue and API (REST or SOAP).
 - b. Subscribe via queue and API (REST or SOAP).
- U2. Establish a topic and send messages to multiple subscribers, i.e. one sender and multiple subscribers.
 - a. Include a condition for subscribers based on a data element in the message, where only messages that meet the condition will be received.
- U3. Simulate a publisher failure. Troubleshoot and resolve the failure. Messages can be replayed.
- U4. Simulate a subscriber failure. Troubleshoot and resolve the failure.

1.4.2.2 Stage 3 Mandatory Non-Functional Requirements

The solution must be deployed to, installed, and configured by the Contractor on the Contractor's infrastructure.

The solution must be configured in a publically available environment (e.g. commercial cloud) and be accessible by the Government of Canada remotely to perform testing.

1.4.2.3 Decision-Making Framework for Choosing Solution to be Implemented

If Canada chooses to exercise Option 1 to proceed to Stage 4, Canada will use the following decision-making framework for selecting which contractor's solution will be implemented for Stage 4.

Canada will be seeking to test the mandatory functional requirements as well as the optional prototype capabilities each of the contractors committed to provide as part of the solution. The below framework outlines the types of capabilities Canada will be seeking to be demonstrated by the Solution prototype.

The choice of the solution to be implemented will be made on the basis of best fit and may be considered against other options for implementation (i.e., options other than the prototypes developed under this series of contracts). If Canada chooses to exercise Option 1, Canada will select the contractor that has delivered a Solution prototype that, in Canada's opinion, demonstrates the most benefits for the Government of Canada. The following factors will inform Canada's opinion regarding which solution demonstrates the most benefits for the Government of Canada:

Installation and setup procedure: how simple is the solution to install and set up?

The following aspects of the installation and setup process will be considered:

- *Time required to install a baseline environment;*
- *Out-of-box installation and configuration automation capabilities (e.g., scripts, profiles, templates);*
- *Ease of scaling out additional nodes and processing capacity;*
- *Quality and availability of documentation; and*
- *Number of configuration steps beyond the base installation before integration development can begin.*

Message publisher deployment: how can a message publisher be configured to the solution?

The following aspects of the deployment process will be considered:

- *Ease of deployment of any adapters/connectors/libraries on the publishing system;*
- *Ease of connecting/integrating the publishing system to the solution;*
- *Deployment automation capabilities (e.g., CI/CD support) and availability of APIs;*
- *Support for test automation;*
- *Flexibility of security configurations; and*
- *Ability to deploy new versions without downtime.*

Message subscriber deployment: how can a message subscriber be configured to the solution?

The following aspects of the deployment process will be considered:

- *Ease of deployment of any adapters/connectors/libraries on the subscribing system;*
- *Ease of connecting/integrating the subscribing system to an existing feed;*
- *Deployment automation capabilities (e.g., CI/CD support) and availability of APIs;*
- *Support for test automation and isolation of the subscriber from other subscribers during testing;*
- *Flexibility of security configurations; and*
- *Ability to deploy new subscribers without downtime.*

Monitoring and operations: how simple is the solution to monitor and operate?

The following aspects of the operational processes will be considered:

- *Patch installation and post-patch verification processes and tools;*
- *Intuitiveness and responsiveness of monitoring tools;*
- *Ability to integrate with external logging and auditing capabilities;*
- *Out-of-box log management capabilities;*
- *Ability to sandbox, test, deploy, and roll-back configuration changes without impact to data feeds;*
- *Support for delegated administration model whereby individual Departments/Agencies can administer their own queues/topics and onboard associated subscribers;*
- *Ability to set active alerts on interface level and system level failures; and*
- *Out-of-box operational reports.*

High availability: how does the solution recover from failures?

The following aspects of the high-availability capabilities will be considered:

- *Ability to contain subscriber level failures from impacting other subscribers;*
- *Ability to contain publisher failures from impacting other publishers;*
- *Tolerance of a single processing node failure without impacting message delivery;*
- *Recovery of messages during significant failures resulting in a system outage;*
- *Automatic restart of failed nodes/components;*
- *Ability to implement active site redundancy; and*
- *Data backup and recovery dependencies.*

Troubleshooting: how does the solution support end-to-end troubleshooting of failed integrations?

The following aspects of the troubleshooting process will be considered:

- *Ability to identify upstream and downstream failures;*
- *Ease of searching and navigating logs;*
- *Out-of-box capabilities to trace messages (e.g., correlation ID, message ID);*
- *Ability to replay failures;*
- *Ability to re-inject repaired messages;*
- *Export of log snippets; and*
- *Meaningful and easy to understand system error messages.*

Interface discovery: how does the solution support discovery of data interfaces?

The following aspects of creating discoverable interfaces will be considered:

- *Out-of-box developer portal capabilities (e.g., interface list, dev/test connection strings, repository of test cases and data, documentation repository); and*
- *API support for retrieving deployment meta-data (e.g., interface list, versions, deployment descriptions).*

Overall user experience: what is the overall user (developer and operator) experience during the execution of the various prototype use cases?

The following aspects will be considered:

- *Only minimum amounts of development/customization needed by users (developers);*
- *Quality of development documentation and availability of user community resources; and*
- *Flexibility of making changes throughout the prototype development processes.*

Other factors or benefits that would become available or known at Stage 3.

1.4.2.4 Stage 3 Milestone Summary

| Milestone | Delivery Date |
|--|--|
| Milestone 1: Solution Prototype Delivery | 40 business days from the date of Contract |
| Milestone 2: Installation Guide | 40 business days from the date of Contract |
| Milestone 3: Support Memo | 65 business days from the date of Contract |

In the case of a deliverable such as a document, the Delivery Date refers to the date at which this document is submitted. It does not account for the time for Canada for review and provide feedback or for the Contractor to make the required updates. Additional information is found within the Section 1.5.2.4 Stage 4 Milestone Details.

1.4.2.5 Stage 3 Milestone Details

a) Milestone 1: Solution Prototype Delivery

The Contractor must deliver the Solution prototype within the Contractor's environment but accessible remotely by the Government of Canada. The delivered Solution prototype must provide all functionality defined in the Stage 3 Mandatory Requirements.

The Contractor must provide access to the environment and Solution prototype for up to 30 users that will be testing the prototype. Canada will provide the list of users at least 10 business days prior to the Delivery Date.

b) Milestone 2: Installation Guide

The Contractor must deliver an installation guide to the Technical Authority that contains the steps taken to install the prototype solution in the Contractor's environment along with the parameters used by the Contractor used for the installation. This Installation Guide is to be delivered at the same time as the Solution prototype.

The Technical Authority will provide comments and feedback within 10 business days of receipt of the Installation Guide. The Contractor must update its Installation Guide to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days, if applicable.

c) Milestone 3: Support Memo

The Contractor must support Canada's effort to integrate with and test the Solution prototype. Testing will begin once the Solution prototype has been delivered (Milestone 1: Solution Prototype Delivery) and last up to 25 business days in duration.

Testing will include the functionality listed in the Stage 3 Mandatory Functional Requirements.

As part of the support, the Contractor must:

- Attend workshops scheduled by Canada to walk through the operation of the Solution prototype. These workshops can be attended by either remote teleconference and videoconference or in person at an office in either Ottawa, Ontario or Gatineau, Quebec. Attending in-person or remotely will be at the Contractor's discretion.
- Provide step-by-step documentation for executing the functionality described in the Stage 3 Mandatory Functional Requirements.
- Assist in troubleshooting any issues with the use of the Solution prototype.

After providing this support, the Contractor must provide a Support Memo to reflect that support within 5 working days of completing the support. This Support Memo must contain:

- A list of all workshops and support sessions attended;
- A list and description of all documentation provided in support for the testing; and
- A list of any defects/issues resolved during prototype testing.

The Technical Authority will provide comments and feedback within 10 business days of receipt of the Support Memo. The Contractor must update its Support Memo to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within 5 business days.

1.5 Option 1 - Stage 4 - Implementation of the Event Broker Solution

1.5.1 Stage 4 Location of Work

If Canada exercises Option 1, the Work for Stage 4 must be performed at the Government of Canada office located at 255 Albert Street, Ottawa, Ontario K1P 6A9.

However, the tasks related to providing operational support (Task 4.2) may be carried out remotely via a secure connection to Government of Canada networks using a Government of Canada accepted 2-factor authentication solution.

1.5.2 Stage 4 Work

The Contractor must provide a fully operational solution that meets the mandatory requirements below and includes all other features submitted as part of the Contractor’s proposal.

The solution must also retain all features and functionality of the Solution Prototype provided in Stage 3.

1.5.2.1 Stage 4 Mandatory Solution Requirements

The Reference ID links the requirement to mandatory pass/fail criteria during the solicitation Stage 1.

| Reference ID | Solution Requirement |
|--------------|---|
| M1.1 | The Solution must provide an Event Broker capability and support ubiquitous asynchronous messaging across connected systems. |
| M2.1 | The Solution must implement REST/JSON over HTTP(S) messaging without the need for 3 rd party adapters, libraries, or additionally licensed components. |
| M2.2 | The Solution must implement SOAP over HTTP(S) messaging without the need for 3 rd party adapters, libraries, or additionally licensed components. |
| M2.3 | The Solution must implement AMQP (Advanced Message Queueing Protocol) messaging without the need for 3 rd party adapters, libraries, or additionally licensed components. |
| M2.4 | The Solution must implement MQTT (Message Queueing Telemetry Transport) messaging without the need for 3 rd party adapters, libraries, or additionally licensed components. |
| M3.1 | The Solution must implement Transport Layer Security (TLS) 1.2 channel encryption. |
| M4.1 | The Solution must provide reliable messaging capabilities, specifically: persistent and durable topics and queues, message retries, dead letter queues, notification of delivery failures, and delivery receipts. |
| M4.2 | The Solution performs in accordance the following: processing a minimum of 10,000 transactions per second and connected to 500 unique end points. |

| Reference ID | Solution Requirement |
|--------------|--|
| M5.1 | The Solution must be available 99.9% of the time. (See below for the definition of availability) |
| M5.2 | The Solution must be capable of meeting the requirement for a 1-hour Recovery Time Objective (RTO). |
| M5.3 | The Solution must provide a multi-site and geo-distributed active-active failover. |
| M5.4 | The Solution must be capable of being deployed to and operated from within a Shared Services Canada (SSC)-managed data centre. |
| M5.5 | The Solution must support being deployed to and operated from a cloud-based infrastructure. |

1.5.2.2 Stage 4 Mandatory Support Requirements

The Contractor must provide ongoing support for the operation of the solution following its implementation (completion of Milestone 9: Solution Production Deployment). This ongoing support includes but is not limited to doing the following:

| Reference ID | Support Requirement |
|--------------|--|
| S1 | The Contractor must provide 24/7 availability for live troubleshooting of issues. |
| S2 | The Contractor must provide a 1-800 number to support the provision of technical support. |
| S3 | The Contractor must provide an email account allowing users to seek technical support in writing. |
| S5 | The Contractor must provide all system support activities above the operating system level layer. Examples include but are not limited to: installation, patching, monitoring, restarts, and system testing. |
| S6 | The Contractor must provide capacity monitoring and make requests to Shared Services Canada (SSC) when additional infrastructure capacity is needed. |
| S7 | The Contractor must provision queues and topics as requested by users. |
| S8 | The Contractor must provision credentials and connection strings. |
| S9 | The Contractor must support onboarding of new message publishers and subscribers. |
| S10 | The Contractor must support troubleshooting interfaces. |
| S11 | The Contractor must assure the availability of the solution as: <ul style="list-style-type: none"> • 99.9% over any calendar-month period of time |

| Reference ID | Support Requirement |
|--------------|--|
| S12 | The Contractor must provide support services in both English and French, based on the choice of the User requesting support. |

Definition of availability: the probability that the Solution in the production environment will work as required when required during the agreed service time of 24 hours/7 days a week. It is calculated as the amount of working (operational) time divided by the total time across a certain review period. A planned maintenance that makes the solution unavailable is included in calculations regarding availability. For example, if the Solution is unavailable for 1-hour unexpectedly and has to be taken offline for maintenance for a planned 2 hours over a 30-day period:

- $717 \text{ hours} / 720 \text{ hours} = 99.6\% \text{ availability.}$

1.5.2.3 Stage 4 Milestone Summary

| Milestone | Delivery Date* |
|---|---|
| Milestone 4: Implementation Plan | 20 business days from the date of exercise of Option 1 |
| Milestone 5: Solution Design | 30 business days from the date of exercise of Option 1 |
| Milestone 6: Test Strategy & Plan | 40 business days from the date of exercise of Option 1 |
| Milestone 7: Training Plan | End of Month 5 from the date of exercise of Option 1 |
| Milestone 8: Test Closure Memo | End of Month 6 from the date of exercise of Option 1 |
| Milestone 9: Solution Production Deployment | End of Month 7 from the date of exercise of Option 1 |
| Milestones 10-13: Monthly Operations Memos | End of Month 8, 9, 10, 11 from the date of exercise of Option 1 |
| Milestone 14: Training Materials | In accordance with Milestone 7: Training Plan |
| Milestone 15: Training and Transition Completed | End of Month 11 from the date of exercise of Option 1 |
| Milestone 16: Stage 4 Closure Memo | End of Month 12 from the date of exercise of Option 1 |

* In the case of a deliverable such as a document, the Delivery Date refers to the date at which this document is submitted. It does not account for the time for Canada for review and provide

feedback or for the Contractor to make the required updates. Additional information is found within the Section 1.5.2.4 Stage 4 Milestone Details.

1.5.2.4 Stage 4 Milestone Details

a) Milestone 4: Implementation Plan

The Contractor must outline its strategy for implementing the project in the Implementation Plan, including any iterative releases and functionality. The Implementation Plan must specify the delivery dates for all solution functionality, which must include all functionality described in the Contractor's proposal and all functionality provided with the Stage 3 Prototype.

The implementation plan must also include:

- i. Any proposed dependencies on the Government of Canada;
- ii. Any assumptions, risks, and associated mitigations for the implementation of the solution;
- iii. A stakeholder overview; and
- iv. The governance structure.

The Technical Authority will provide comments and feedback within ten business days of receipt of the Implementation Plan. The Contractor must update its Implementation Plan to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days.

b) Milestone 5: Solution Design

The Contractor must provide its solution design to support all of the required functionality identified in the Contract. The solution design must include:

- i. Deployment topology
- ii. Networking and connectivity design
- iii. Key configuration elements
- iv. Design for integrating with other Government of Canada integration capabilities
- v. Solution constraints
- vi. Security architecture, including auditing and logging capabilities
- vii. Required access levels that support a role-based access control (RBAC) security model

The Technical Authority will provide comments and feedback within ten business days of receipt of the Solution Design. The Contractor must update its Solution Design to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days.

c) Milestone 6: Test Strategy & Plan

The Contractor must provide its plan, which must consist of both test strategy and planning content.

The testing strategy must include:

- i. The approach for testing
- ii. A list of test phases (at least one phase must be user testing)
- iii. The scope of testing

- iv. Exit criteria for each test phase
- v. A strategy for test automation
- vi. The environments required for testing
- vii. A list and description of tools to be used for test planning, tracking, and execution
- viii. The test data strategy
- ix. Roles and responsibilities for testing
- x. Any dependencies for testing, such as Canada resource support
- xi. Definition of defect and issue severities

The test planning must include:

- i. Test cycles for each phase and their schedule
- ii. List of test cases, including the success criteria and functionality being tested by each test case

Canada encourages the use of automation for test planning, documentation, execution and reporting. The Contractor may propose that some of the mandatory elements of the strategy or planning be available for viewing within tools and the Contractor's reports. Canada will confirm which of these do not need to be provided in a separate document in response to such a proposal.

The Technical Authority will provide comments and feedback within ten business days of receipt of the Test Strategy & Plan. The Contractor must update its Test Strategy & Plan to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days.

d) Milestone 7: Training Plan

The Contractor must deliver a training plan that includes:

- i. The training strategy and approach, including delivery method (e.g. pairing, shadowing, train-the-trainer) and courses or subject areas
- ii. A list of stakeholder roles and participant roles
 - o Training is expected for no more than 30 participants. The number will be confirmed based on the types and nature of roles required for ongoing maintenance and support.
- iii. The training path and duration to become proficient for each role
- iv. The pre-requisites for participants
- v. Any constraints and assumptions
- vi. The approaches to verify proficiency
- vii. Defining the training resources, including the materials to be developed, environments, as well as other support and knowledge bases to be provided
- viii. A training schedule

The Technical Authority will provide comments and feedback within ten business days of receipt of the Training Plan. The Contractor must update its Training Plan to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days.

e) Milestone 8: Test Closure Memo

The Contractor must perform the tests in accordance with the approved Test Plan. The Contractor must deliver a Test Closure Memo within 10 working days of the completion of the last phase of testing. The Test Closure Memo must consist of:

- i. A summary of tests executed in each test cycle and phase.
 - This includes the total quantity of test cases, the quantity and percentage of test cases executed, and quantity and percentage of test cases passed.
 - A list of test cases not executed must be provided along with explanations for why they were not executed.
- ii. The quantity of defects and issues encountered in each cycle and quantity closed.
- iii. A description of each remaining outstanding issue or defect, including its severity, an action plan to resolve it, and workarounds (if applicable).
- iv. A summary of implementation plan or design updates required (if applicable).
- v. A description of how each exit criterion defined in the approved Test Strategy & Plan has been met.

Canada encourages the Contractor to examine automated testing and reporting capabilities.

The Technical Authority will provide comments and feedback within ten business days of receipt of the Test Closure Memo. The Contractor must update its Test Closure Memo to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days.

f) Milestone 9: Solution Production Deployment

The Contractor must install and configure the Solution for Canada's use in a production environment and in accordance with the solution design accepted by Canada.

The Contractor must receive written approval from the Government of Canada's Technical Authority to deploy the Solution into a production environment. The Contractor must complete all testing and receive acceptance of the Test Closure Memo before beginning the production deployment. Also prior to deploying to a production environment, the Contractor must receive a Government of Canada Authority to Operate. The Authority to Operate is Canada's approval to allow the solution to operate using a particular set of safeguards within a level of residual risk that Canada determines to be acceptable.

The Contractor must execute the cutover to the production environment in accordance with a cutover procedure defined by the Contractor but accepted by the Technical Authority. The Contractor is responsible for coordinating all parties required in the production deployment, e.g. Government of Canada resources supporting networking changes or testers lined up for functional checks.

The Solution must be available with all required user account access provisioned to allow for operations. It is expected that the Contractor will work with users in an iterative manner to make changes (e.g. configuration changes) as necessary.

The Solution must be in production for at least 10 business days without a critical severity defect for this milestone to be considered complete. For the purpose of this milestone, a critical severity defect is a failure that prevents the solution from being usable with no available workaround. This also includes any defect that would make the solution unfit for production usage, e.g. a security feature not functioning as expected.

g) Milestones 10-13: Monthly Operations Memos

The Contractor must provide monthly operational memos for all months after the solution has been deployed to production. These memos must include:

- i. A list of all operational incidents and problems encountered
- ii. A summary of solution availability, specifically the amount of time (in minutes) the system was down for planned or unplanned outages
- iii. A description of all onboarding progress of other departmental end points
- iv. A list Security Assessment and Authorization (SA&A) activities performed and status of any outstanding Authority To Operate (ATO) conditions;
- v. Operational organization chart, responsibilities for each role, and currently staffed resources in each position
- vi. A usage report for the solution that includes but is not limited to the quantity of transactions processed and the quantity of end points.

h) Milestone 14: Training Materials Completed

The Contractor must provide all training materials required to deliver training in accordance with the approved Training Plan.

This includes any documentation such as course content and reference manuals as well as any technical components such as applications for testing and training environment configurations.

Course content and reference manuals must be provided in English. The Government of Canada will be responsible for any required translation.

i) Milestone 15: Training and Transition Completed

Canada will notify the Contractor when it is to deliver Milestone 15. The rationale is that this involves training and transitioning to the Government of Canada operations team, which will only be staffed and available once it is no longer planned for the Contractor to manage ongoing operations and maintenance.

The Contractor must provide training to all participants in accordance with the Training Plan. Training is expected for no more than 30 participants. The number will be confirmed based on the types and nature of roles required for ongoing maintenance and support.

The Contractor must:

- i. Demonstrate that all planned participants have received the required training through the intended delivery method (e.g. shadowing, courses).
- ii. Outline that participants have followed the planned training path as defined in the Training Plan.

- iii. Evaluate proficiencies among training participants and demonstrate sufficient capability to take on operations.

The Contractor must also complete the transition to a Government of Canada team to operate the solution. The Contractor must:

- i. Provide all of the required access to the solution and supporting operational tools to the new Operations team members.
- ii. Provide access to any supporting knowledge bases and communities.
- iii. Demonstrate reporting capabilities used to generate metrics and reports for the Monthly Operational Memo milestones.

j) Milestone 16: Stage 4 Closure Memo

The Contractor must close out Stage 4 and provide a memo to indicate that all required closure activities have been performed. The Stage 4 Closure Memo must include:

- The Monthly Operational Memo for the last month of operations;
- Lessons Learned from the first months of operations and onboarding;
- Confirmation of all other Stage 4 milestones being completed and approved; and
- Confirmation that all data generated during the contract period associated with the Solution has been transferred to a designated Government of Canada data storage location defined by the Technical Authority.

The Technical Authority will provide comments and feedback within ten business days of receipt of the Stage 4 Closure Memo. The Contractor must update its Stage 4 Closure Memo to reflect the Technical Authority's comments and resubmit for approval within five business days. The Technical Authority will approve the final document within five business days.

1.5.2.5 Stage 4 Related Tasks

The Contractor must perform the below tasks in support of the defined milestones.

k) Task 4.1: Participate in weekly progress reviews

The Contractor must provide content for and participate in weekly progress review meetings by teleconference or in-person. These will run from Stage 4 launch to Stage 4 closure.

l) Task 4.2: Onboard and support users and operations

The Contractor must provide ongoing support for the operations of the solution following the solution implementation (see Milestone 9: Solution Production Deployment). This includes but is not limited to:

- i. 24/7 response to issues;
- ii. All system support activities above the operating system level layer (e.g., installation, patching, monitoring, restarts, system testing);
- iii. Capacity monitoring and making requests to Shared Services Canada (SSC) when additional infrastructure capacity is needed;
- iv. Provisioning queues and topics;
- v. Provisioning of credentials and connection strings;
- vi. Onboarding of new message publishers and subscribers; and

vii. Troubleshooting interfaces.

The Contractor must support user onboarding during this time, which includes provisioning of queues, topics, credentials, and assistance with troubleshooting as outlined above.

The Government of Canada will remain responsible for the applications that send data to the Solution and receive the messages from the Solution.

Additional details on the operational support requirements are covered in section 1.5.2.2 Stage 4 Mandatory Support Requirements.

m) Task 4.3: Support the security assessment:

The solution must receive Authority to Operate from Canada in order to be deployed in a production environment. Canada will perform the Security Assessment and Authorization (SA&A) processes. The Contractor must demonstrate secure application/systems development best practices, which may include:

- i. Providing requested documentation
- ii. Responding to questions
- iii. Supporting Canada with the execution of security tests
- iv. Making updates to resolve security issues encountered
- v. Implementing and assessing required security controls

The initial SA&A is expected must be completed prior to the solution implementation (see Milestone 9: Solution Production Deployment), but the Contractor must support follow-up for additional users onboarding and final Authority to Operate.

1.6 Options 2, 3, 4 and 5 – Stage 5 – Ongoing Operations and Maintenance

1.6.1 Stage 5 Location of Work

The Work for Stage 5 must be performed at the Government of Canada office located at 255 Albert Street, Ottawa, Ontario K1P 6A9.

The tasks related to providing operational support (Task 5.2) may also be carried out remotely via a secure connection to Government of Canada networks using a Government of Canada accepted 2-factor authentication solution.

1.6.2 Stage 5 Work

The Scope of Stage 5 is maintaining ongoing operations and maintenance for an additional one-year period for each option. This consists of meeting the below mandatory support requirements and performing the required tasks.

The Solution must retain all of its functionality and features from Stage 4 throughout Stage 5.

1.6.2.1 Stage 5 Mandatory Support Requirements

The Contractor must provide ongoing support for the operations of the solution in accordance with the below support requirements.

| Reference ID | Support Requirement |
|--------------|--|
| S1 | The Contractor must provide 24/7 availability for live troubleshooting of issues. |
| S2 | The Contractor must provide a 1-800 number to support the provision of technical support. |
| S3 | The Contractor must provide an email account allowing users to seek technical support in writing. |
| S5 | The Contractor must provide all system support activities above the operating system level layer. Examples include but are not limited to: installation, patching, monitoring, restarts, and system testing. |
| S6 | The Contractor must provide capacity monitoring and make requests to Shared Services Canada (SSC) when additional infrastructure capacity is needed. |
| S7 | The Contractor must provision queues and topics as requested by users. |
| S8 | The Contractor must provision credentials and connection strings. |
| S9 | The Contractor must support onboarding of new message publishers and subscribers. |
| S10 | The Contractor must support troubleshooting interfaces. |
| S11 | The Contractor must assure the availability of the solution as: <ul style="list-style-type: none"> • 99.9% over any calendar-month period of time |
| S12 | The Contractor must provide support services in both English and French, based on the choice of the User requesting support. |

1.6.2.2 Stage 5 Required Milestone

Milestone 15: Training and Transition Completed moves to the end of Month 11 from Stage 5 Launch. The rationale is that this involves training and transitioning to the Government of Canada operations team, which will only be staffed and available once it is no longer planned for the Contractor to manage ongoing operations and maintenance.

Please refer to the Milestone Details within Stage 4 for the detailed description of Milestone 15.

1.6.2.3 Stage 5 Required Tasks

a) Task 5.1: Participate in weekly progress reviews

The Contractor must provide content for and participate in weekly progress review meetings by teleconference or in-person. These will run from Stage 5 launch to Stage 5 closure.

b) Task 5.2: Onboard and support users and operations

The Contractor must provide ongoing support for the operations of the solution. This includes but is not limited to:

- i. 24/7 response to issues;
- ii. All system support activities above the operating system level layer (e.g., installation, patching, monitoring, restarts, system testing);
- iii. Capacity monitoring and making requests to Shared Services Canada (SSC) when additional infrastructure capacity is needed;
- iv. Provisioning queues and topics;
- v. Provisioning of credentials and connection strings;
- vi. Onboarding of new message publishers and subscribers; and
- vii. Troubleshooting interfaces.

The Contractor must support user onboarding during this time, which includes provisioning of queues, topics, credentials, and assistance with troubleshooting as outlined above.

The Government of Canada will remain responsible for the applications that send data to the Solution and receive the messages from the Solution.

Additional details on the operational support requirements are covered in section 1.6.2.1 Stage 5 Mandatory Support Requirements.

c) Task 5.3: Support the security assessment

The Contractor must support any follow-up for onboarding and additional users, if applicable, any support required related to conditions on the Authority to Operate that was granted in Stage 4.

In order to support these assessments, the Contractor must demonstrate secure application/systems development best practices, which may include:

- i. Providing requested documentation;
- ii. Responding to questions;
- iii. Supporting Canada with the execution of security tests;
- iv. Making updates to resolve security issues encountered; and
- v. Implementing and assessing required security controls

d) Task 5.4: Monthly Operational Memos

The Contractor must provide monthly operational memos at the end of each month. These memos must include:

- i. A list of all operational incidents and problems encountered;
- ii. A summary of solution availability, specifically the amount of time (in minutes) the system was down for planned or unplanned outages;
- iii. A description of all onboarding progress of other departmental end points;
- iv. A list Security Assessment and Authorization (SA&A) activities performed and status of any outstanding Authority To Operate (ATO) conditions;
- v. Operational organization chart, responsibilities for each role, and currently staffed resources in each position; and

- vi. A usage report for the solution that includes but is not limited to the quantity of transactions processed and the quantity of end points.

Annex B – Basis of Payment

A- Stage 3 Prototype Development, Evaluation of Prototypes and Selection of the Solution

During the period of the Contract, for Work relating to Stage 3 performed in accordance with the Contract, the Contractor will be paid as specified below.

1.0 Milestone Payments

Canada will make milestone payments in accordance with the following:

| Description | Firm, all-inclusive Milestone Prices |
|--|--------------------------------------|
| Milestone 1: Solution Prototype Delivery | \$ |
| Milestone 2: Installation Guide | \$ |
| Milestone 3: Support Memo | \$ |
| Total - Firm Price for Stage 3 | \$ |

B- Option 1 to Extend the Term of the Contract - Stage 4 – Implementation

This section applies only if Option 1 to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

2.1 Licensed Software and Subscription Services

| Description | Unit of Measure | Firm, all-inclusive Unit Prices | Quantity | Extended |
|--|---|---------------------------------|----------|-----------|
| Licensed Software and Subscription Services | (unit to be inserted at the time of the contract award) | \$ | | \$ |
| Licensed Software and Subscription Services Ceiling Price | | | | \$ |

2.2 Milestones

| Description | Firm, all-inclusive Milestone Prices |
|---|--|
| Milestone 4: Implementation Plan | \$ |
| Milestone 5: Solution Design | \$ |
| Milestone 6: Test Strategy & Plan | \$ |
| Milestone 7: Training Plan | \$ |
| Milestone 8: Test Closure Memo | \$ |
| Milestone 9: Solution Production Deployment | \$ |
| Milestone 14: Training Materials | |
| Milestone 15: Training and Transition Completed | |
| Milestone 16: Stage 4 Closure Memo | Must be at least 10% of the Total Ceiling Price for the Stage 4 |
| Sub-Total Implementation Milestones Firm Price | \$ |

2.3 Monthly Operations Memo

| Description | Unit of Measure | Firm, all-inclusive Unit Price | Quantity | Extended |
|---|-----------------|--------------------------------|----------|-----------|
| Milestones 10-13: Monthly Operations Memos | Per memo | \$ | 4 | \$ |
| Sub-Total Monthly Operations Memo Firm Price | | | | \$ |

Option 1 - Total Ceiling Price for the Stage 4: \$ (2.1 + 2.2 + 2.3) _____

C- Option 2 to Extend the Term of the Contract - Stage 5 – Operation and Maintenance

This section applies only if Option 2 to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work related to Stage 5 – Operation and Maintenance.

3.1 Licensed Software and Subscription Services

| Description | Unit of Measure | Firm, all-inclusive Unit Prices | Quantity | Extended |
|---|---|---------------------------------|----------|----------|
| Licensed Software and Subscription Services | (unit to be inserted at the time of the contract award) | \$ | | \$ |
| Licensed Software and Subscription Services Ceiling Prices | | | | \$ |

3.2 Labour

The Contractor will be paid firm all-inclusive rates, up to a ceiling amount, as follows:

| Category of Work | A - Estimated Level of Effort (Hours) | B - Firm, all-inclusive hourly rate | Extended Prices (A x B) |
|---|---------------------------------------|-------------------------------------|-------------------------|
| | | \$ | \$ |
| | | \$ | \$ |
| | | \$ | \$ |
| | | \$ | \$ |
| [add additional categories as applicable] | | \$ | \$ |
| Ceiling Labour Price- Stage 5 | | | \$ |

Option 2 - Total Ceiling Price for Stage 5: \$ (3.1+ 3.2) _____

If Options 3, 4, or 5 are exercised, the labour rates will be updated in accordance with 6.8.3.

Annex C – Security Requirements Checklist (SRCL)

Attached as a separate document