



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St.\11, rue Laurier

Gatineau

K1A 0S5

Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

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

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

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

Comments - Commentaires

This solicitation contains Security Requirements

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Business Transformation and Systems Integration
Service/Division de transformation des opérations et
d'intégrat

Special Procurement Initiative Dir

Dir. des initiatives spéciales

d'approvisionnement

Terrasses de la Chaudière 4th Floo

10 Wellington Street

Gatineau

Québec

Title - Sujet HR-to-Pay Env Innovation Challenges	
Solicitation No. - N° de l'invitation EN920-190988/I	Date 2019-01-22
Client Reference No. - N° de référence du client 20190988	
GETS Reference No. - N° de référence de SEAG PW-\$\$XE-681-34543	
File No. - N° de dossier 681xe.EN920-190988	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-02-04	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Ouellette(682xe), Kristen	Buyer Id - Id de l'acheteur 681xe
Telephone No. - N° de téléphone (613) 402--874 (5)	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

REQUEST FOR PROPOSAL (RFP)

EN920-190988/I

STREAM 1:

ROBOTIC PROCESS AUTOMATION

(RPA)

PHOENIX PAY STABILIZATION CHALLENGE

**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT CONTIENT DES
EXIGENCES RELATIVES À LA SÉCURITÉ**

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Solicitation No. - N° de l'offre
EN920-190988/I
N° de réf. du client - Client Ref. No.
EN920-190988

N° de la modif - Amd. No.
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

List of Annexes to the Resulting Contract:

Annex A Statement of Work

Appendix A to Annex A – Transaction Volumetric in the CMT
Appendix B to Annex A – Processes Requiring Manual Intervention
Appendix C to Annex A – Task Authorization Form
Appendix D to Annex A – Certifications at the TA Stage

Annex B Basis of Payment

Annex C Security Requirements Check List

List of Attachments to the RFP:

Attachment 1 Technical Evaluation Criteria
Attachment 2 Phase I Exit Evaluation Criteria

Bidder Forms Included:

Form 1 - Bid Submission Form
Form 2 - OEM Certification Form
Form 3 - Software Publisher Certification Form
Form 4 - Software Publisher Authorization Form
Form 5 - Declaration Form
Form 6 - List of Names Form

REQUEST FOR PROPOSAL

ROBOTIC PROCESS AUTOMATION (RPA)

**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT CONTIENT DES
EXIGENCES RELATIVES À LA SÉCURITÉ**

PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

1.2 Summary

- (a) This RFP is being issued to firms who qualified by submitting a response to the Invitation to Qualify (ITQ) **EN920-190988/G**, under Stream 1, Request Automation. Only those firms who were deemed Qualified Respondents under the corresponding stream as a result of the ITQ process, will be eligible to submit a bid and participate in this RFP. This RFP is not open to bidders, other than those who were deemed compliant, Qualified Bidders, under the ITQ process.
- (b) This bid solicitation is being issued to satisfy the requirement of Public Services and Procurement Canada (PSPC) (the "**Client**") for Robotic Process Automation (RPA) software. PSPC has a requirement for Contractor(s) to implement RPA within the Miramichi Pay Centre, and potentially within the PSPC satellite office environment, to automate various pay processes being done manually. It is intended to result in the award of two separate Task Authorization-based contracts, with the option to extend one of the contracts. In addition to this, Canada reserves the right to exercise an option to procure the software solution user licenses, by further extending the term of the contract.

- (c) PWGSC intends to establish Task Authorization (TA) based Contracts with the top two recommended bidders through this procurement process. PSPC will use the contracts as procurement vehicles for the provision of the initial requirement under Phase 1 – Proof of Concept/Prototype and for Phase II – Implementation of the Solution. It is the intent that an initial TA will be issued to both contractors for Phase I – Prototype/Proof of Concept requirements as detailed in Annex A – Statement of Work, for an initial period of 2 months. Canada reserves the right to extend the term of the initial TA period in order to ensure all the requirements are met and to issue more than two, 2-month contracts during the proof of concept phase, should any of the selected bidders be unable to complete the requirements under Phase I.
- (d) At the end of Phase I, both contractors will be required to submit their Phase I Exit Evaluation Criteria response, found at Attachment 2. The best overall response submitted will be issued a subsequent TA for Phase II – Implementation / Production requirements over a 6-month period. Should the recommended contractor not be in a position to complete the TA fully, or is unable to achieve the desired end result, the other contract holder will be provided the opportunity to fulfill the requirement, as per the terms and the pricing submitted in their Phase I Exit Criteria response.
- (e) Upon completion of Phase II, Canada reserves the right to exercise the option to issue a TA for the purpose of procuring the software provided in the solution of either Contractor, according to pricing Table 3, from Annex B - Basis of Payment, as submitted with the Bid.
- (f) PSPC is the Initial Client that will use the RPA solution, including all modules (the "Software Solution"). However, this bid solicitation will also allow Canada to make the Software Solution available to any department or Crown corporation (as those terms are defined in the Financial Administration Act) or any other party for which the Department of Public Works and Government Services is authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "**Client**"). Although Canada may make the Software Solution available to any or all the Clients, this bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.
- (g) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organizational security screening or security clauses, Bidders should refer to the Industrial and Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (h) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force, and the Agreement on Internal Trade (AIT).

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 3 of Section 01, Integrity Provisions - Bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:

3. List of Names

- a) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting an arrangement under the Request for Supply Arrangement (RFSa).
- b) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
- (e) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - (i) Delete: 60 days
Insert: 240 days

2.2 Submission of Bids

- (a) Bids must be submitted to Public Works and Government Services Canada PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation;
- (b) **or** electronically to the email address below:
TPSGC.PAApprovalRHalaPAYE-APHRtoPAYProcurement.PWGSC@tpsgc-pwgsc.gc.ca
- (c) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

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

which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

(b) Definitions

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

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

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

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

(c) Former Public Servant in Receipt of a Pension

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

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

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

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

(d) Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

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

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

2.4 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 8 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

- (a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.
- (b) Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. (*Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.*)

2.6 Volumetric Data

The Appendices to the SOW include data that have been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the RPA solution will be consistent with this data. It is provided purely for information purposes.

2.7 Improvement of Requirement during Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least five days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

(a) Epost Connect Bid Submission

If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 Standard Instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

(b) Canada requests that Bidders provide their bid in separate sections as follows:

- (i) Section I: Technical Bid
- (ii) Section II: Financial Bid
- (iii) Section III: Certifications
- (iv) Section IV: Electronic Payment of Invoices - Bid

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

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

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

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

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

3.2 Section I: Technical Bid

- (a) In their technical bid, Bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work.
- (b) The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria

under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Implementation Plan:** The Bidder must include an implementation plan, which demonstrates that it meets all the mandatory requirements for implementation described in the SOW.
- (iii) **List of Proposed Software:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed Software Solution.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid for all three Pricing Tables, and in accordance with the Basis of Payment found at Annex B. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in the pricing tables. For Pricing Table 3, Bidders can add price breaks for User licences, if applicable.
- (b) **Exchange Rate Fluctuation**
 - (i) C3011T (2013-11-06), Exchange Rate Fluctuation.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option to extend the Contract Period. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder. The identification and inclusion of all travel and training, as per the SOW, and all associated costs must be included.

3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required under any portion of this solicitation as a part of their bid.

3.5 Section IV - Electronic Payment of Invoices - Bid

Canada requests that bidders:

- (a) Select Option 1 or, as applicable, Option 2 below; and
- (b) Include the selected option in Section II of their bid.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Option 1:

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

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N° de réf. du client - Client Ref. No.
EN920-190988

N° de la modif - Amd. No.
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

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

Option 2:

- ☐ The Bidder does not accept to be paid by Electronic Payment Instruments.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.2 Evaluations for Phase I - Proof of Concept /Prototype Requirement

- (a) **Technical Evaluation – Mandatory Criteria:**
 - (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
 - (ii) The mandatory technical criteria for Phase I, due at Bid Closing, are described in Attachment 1.
 - (iii) Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered.
- (b) **Financial Evaluation Phase I:**

- (i) Phase I – Proof of Concept/Prototype financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Table 1, found in Annex B, duly completed by the bidders.
- (ii) Bidders are also requested to submit a completed Pricing Table 2 and Pricing Table 3, found in Annex B, with their bid.
- (iii) SACC Manual Clause A0220T (2014-06-26), Evaluation of Price.
- (iv) The 2 lowest-cost, technically compliant bidders will be recommended for contract award.

4.3 Evaluations for Phase II - Implementation/Production

(a) **Technical Evaluation – Phase I Exit Evaluation Criteria - Mandatory:**

- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory technical criteria for Phase II, due at the completion of Phase I deliverables, are described in Attachment 2.

(b) **Technical Evaluation – Phase I Exit Evaluation Criteria - Rated:**

- (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
- (ii) The point-rated technical criteria for Phase II, due at the completion of Phase I deliverables, are described in Attachment 2.

(c) **Financial Evaluation Phase II:**

- (i) Phase II – Implementation / Production financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Table 2, Found in Annex B, duly completed by the bidders.
- (ii) SACC Manual Clause A0220T (2014-06-26), Evaluation of Price.
- (iii) The contractor with a technically compliant, highest-combined weighting of cases closed and 6-month bid price, will be recommended for Phase II.

4.4 Consideration of Software Purchase Option

- (a) Upon completion of Phase II, Canada reserves the right to exercise the option to procure Software User Licences from the contractor, in accordance with their Pricing Table 3, found in Annex B, due at bid closing.

4.5 Basis of Selection – Phase I – Proof of Concept / Prototype Requirement

- (a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive.

- (b) The top two responsive bids, with the lowest evaluated price, will be recommended for award of a 2-month contract to complete Phase I work.
- (c) If more than one bidder is ranked either first, second or third because of identical overall bid and pricing, then the names of all such ranked Bidders will be placed in a hat and the winners will be the first two names drawn from it. All first and second ranked Bidders will be invited to witness the event.
- (d) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

4.6 Basis of Selection – Phase II – Implementation / Production Requirement

- (a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive.
- (b) The Contractor must complete the Phase I work requirements as described in Annex A, and submit a duly completed Attachment 2 – Phase I Exit Criteria, for both the mandatory and rated criteria.
- (c) The Contractor must have submitted their Pricing Table 2, found at Annex B, at bid closing.
- (d) The compliant Phase II submissions will be scored as follows:
 - (i) The contractor with the highest number of cases closed will be allotted full 70 technical points. The second contractor will have their number of cases closed pro-rated against the first contractor, to result in their technical points.
 - (ii) The contractor with the lowest Phase II Bid Price will be allotted full 30 price points. The second contractor will have their Bid Price pro-rated against the first contractor, to result in their price points.
 - (iii) The contractor with the highest TOTAL SCORE, will be recommended for the option to extend their contract to perform the 6-month Phase II Implementation / Production work.

Example Weighted Scoring Result:

Contractor	Phase II Bid Price	# of Cases Closed in Phase I	Price Points (30%)	Technical Points (70%)	TOTAL SCORE
Contractor A	\$40,000	6000	30	60	90
Contractor B	\$50,000	7000	24	70	94

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with Bid

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

(a) Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of Section 01 of the Standard Instructions 2003, the Bidder must provide with its bid, the completed Declaration Form, included at Form 5, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

(a) Integrity Provisions – List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently Directors of the Bidder, by including a completed Form 6.

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

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

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

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

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

Solicitation No. - N° de l'offre
EN920-190988/I
N° de réf. du client - Client Ref. No.
EN920-190988

N° de la modif - Amd. No.
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

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

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

(a) At the date of bid closing, the following conditions must be met:

- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
- (iii) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (iv) the Bidder must provide the address(es) of proposed site (s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

Address

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

City, Province, Territory / State

Postal Code / Zip Code

Country

- (b) For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Insurance Requirements

- (a) SACC Manual Clause G1007T (2016-01-28), Insurance Requirements.

PART 7 - RESULTING CONTRACT CLAUSES

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ

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

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the goods and services, described in the Contract, including the Statement of Work in accordance with, and at the prices set out in, the Contract.

This includes:

- (i) granting the license to use the Licensed Software described in the Contract;
- (ii) providing the Software Documentation;
- (iii) providing maintenance and support for the Licensed Software during the Software Support Period;
- (iv) providing professional services, as and when requested by Canada; and
- (v) providing training, as and when requested by Canada;

to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

- (b) **Client:** The initial Client is Public Services and Procurement Canada. However, the Contracting Authority can add additional Clients from time to time, which may include any department or Crown corporation as described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Project Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:
- (i) any reference to a "**deliverable**" or "**deliverables**" includes the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred);
 - (ii) the proof of concept/prototype;

- (iii) the implementation plan as defined in the Scope of Work; and
- (iv) the training requirements as defined in the Scope of Work.

7.2 Optional Goods and/or Services

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

7.3 Task Authorization

- (a) Task Authorizations: The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) When the first requirement to perform a task is identified under Phase I – Proof of Concept/Prototype Requirement, a draft TA will first be sent to both contractors. Both contractors will be required to provide the requirements set out under Phase I as detailed in Annex A – Scope of Work.
- (c) Future Task Authorizations: It is anticipated that, following the completion and delivery of all deliverables under Phase I, Canada may, at its own discretion, issue a second TA for Phase II – Implementation/Production requirements, as detailed in the Annex A – Scope of Work, following the evaluation of the Implementation Plan proposed for Phase II.

7.4 Inspection and Acceptance

- (a) The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.5 Standard Clauses and Conditions

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

(a) General Conditions:

- (i) 2035 (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract with the following replacements:

Section 17 - Interest on Overdue Accounts, of 2035 (2018-06-21) General Conditions - Higher Complexity - Services - will not apply to payments made by credit cards.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software;
- (ii) 4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
- (iii) 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information; and
- (iv) 4008 (2008-12-12), Supplemental General Conditions - Personal Information;

apply to and form part of the Contract.

7.6 Security Requirement

The following security requirements apply and forms part of the Contract.

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

7.7 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
 - (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends two months, plus six months later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Optional Goods or Services:**
 - (i) The Contractor grants to Canada the irrevocable option to amend the contract to include the procurement of the software solution end user licenses, in accordance

with the contractor's proposal. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment. The option to procure the software may only be exercised by the Contracting Authority through a contract amendment or through a separate contract.

- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least ten calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.8 Delivery Date

Under Phase I of the requirement as detailed in the Statement of Work, all the deliverables must be received two months after the start of Phase I, following the signature of the initial Task Authorization and following the onboarding period and where it is determined that Phase I begins.

Should Canada exercise the option to proceed with Phase II, the contractor, if selected to provide the requirements of Phase II, shall deliver the requirements no later than six months following the onboarding period and where it is determined that Phase II – Implementation begins.

Should Canada exercise the option to procure the software solution user licences, the contractor shall deliver the requirement no later than the time period specified by the Technical Authority in the TA.

7.9 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Kristen Ouellette
Title: Supply Team Leader
Public Works and Government Services Canada
Acquisitions Program
Services and Technology Acquisition Management Directorate (STAMS)
Address: 10 Wellington Street, 4th floor
Gatineau, Quebec K1A 0S5
Telephone: 613-402-8745
E-mail address: Kristen.ouellette@tpsgc-pwgsc.gc.ca

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

(b) Technical Authority

The Technical Authority for the Contract is: *(to be provided at contract award)*

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
Facsimile: _____

E-mail address: _____

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

Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
Facsimile: _____
E-mail address: _____

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

(c) **Contractor's Representative**

The Contractor Representative for this contract is: *(Contractor to provide this information)*

Name: _____

Telephone Number: _____

7.10 Proactive Disclosure of Contracts with Former Public Servants

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

7.11 Payment

(a) **Basis of Payment**

- (i) Canada will pay the Contractor the firm, all-inclusive fixed price as set out in Annex B, (FOB destination), including all customs duties and any applicable taxes. This applies to each Pricing Table included in Annex B. The firm, all-inclusive fixed price must include the costs for the Licensed Software, the associated Software Maintenance and Product Support for the duration of the contract, all Professional Services required for the performance of the work and all the training services required as specified in the Statement of Work, all as described in Annex A – Statement of Work.
- (ii) All travel outside the NCR is expected to be included in the firm, all-inclusive fixed price. One trip to Miramichi, New Brunswick is expected during Phase I for a period of approximately 2 weeks.
- (iii) **Competitive Award:** The Contractor acknowledges that the Contracts have been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

(b) Limitation of Expenditure

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority.
- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) Method of Payment - Single Payment

- (i) H1000C (2008-05-12), Single Payment.

(d) Method of Payment - Multiple Payments

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

(e) Discretionary Audit

- (i) C0705C (2010-01-11), Discretionary Audit.

(f) No Responsibility to Pay for Work not Performed due to Closure of Government Offices

- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
- (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.12 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

- (c) The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

7.13 Certifications

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

7.14 Federal Contractors Program for Employment Equity - Default by Contractor

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

7.15 Applicable Laws

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

7.16 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
 - (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software;
 - (ii) 4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
 - (iii) 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information;
 - (iv) 4008 (2008-12-12), Supplemental General Conditions - Personal Information;
- (c) General Conditions 2035 (2018-06-21);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment
- (f) Annex C, Security Requirements Check List;

- (g) the Contractor's bid dated _____, (as clarified on _____ "or" as amended on _____), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.17 Foreign Nationals (Canadian Contractor)

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

7.18 Insurance Requirements

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

7.19 Limitation of Liability - Information Management/Information Technology

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

(b) **First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:

- (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
- (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

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

(c) Third Party Claims:

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

7.20 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 code 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	User License
Number of Users Licensed	_____ <i>[insert the original number of Users licensed. An option to acquire additional licenses is set out below, if applicable]</i>
Option to Purchase Licenses for Additional Users	The Contractor grants to Canada the irrevocable option to purchase licenses for additional Users at the price set out in Annex B on the same terms and conditions as the initial User licenses granted under the Contract <i>[including for additional Clients within the scope of the Contract]</i> . This option may be exercised at any time during the Contract Period, as many times as Canada chooses. This option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Language of Licensed Software	The Licensed Software must be delivered in English, but can be used to program French language pages and / or functions.
Installation Site	Government of Canada furnished stand-alone workstations, as required.
Media on which Licensed Software must be Delivered	Contractor must deliver the Licensed Software on Canada's choice of media.
Term of License	Duration of Contract.

- (b) **On-going Maintenance of Software Code:** The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e., the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for at least 2 years from the date the Contract is awarded. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide upgrades to the Licensed Software as part of the Software Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation *[if there are any ongoing obligations after that notice is given, set them out here]*.

7.21 Licensed Software Maintenance and Support

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

Software Support Period	Software Support period is the entire Contract Period.
Software Support Period when Additional Licenses added during Contract Period	For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
Option to Extend Software Support Period	The Contractor grants to Canada the irrevocable option(s) to extend the Software Support Period by ____ additional 12-month periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in Annex B. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Hours for Providing Support Services	The Contractor's personnel must be available during normal working hours, 8 hours per day, at the site where the Licensed Programs are installed, Monday through Friday, exclusive of statutory holidays observed by Canada at the site where the service is required. After-hours work may be required, only upon Government of Canada approval.
Contractor must provide On-site Support Services	Yes, as required to complete the work, at Contractor's expense.
Contractor must install Software Error corrections and Maintenance Releases and upgrades	Yes, as required to complete the work, at Contractor's expense.
Contractor must keep track of software releases for the purpose of configuration control	Yes, as required to complete the work, at Contractor's expense.
Website	In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet.
Language of Support Services	The Support Services must be provided in both French and English, based on the choice of the User requesting support.

7.22 Training

- (a) **Providing Training:** The Contractor must provide training as described in the SOW and as included in their On-Site Training Curriculum documents, as submitted with their bid.

(b) Providing Software Training:

- (i) The Contractor must provide training on the software products that form part of the Software Solution on an "as-and-when-requested" basis during the Contract Period, as per the SOW.
- (ii) The training, including both the instruction and the course materials, must be provided in both official languages, on demand by the Technical Authority, as described in the SOW.
- (iii) Before providing any training, at least 20 working days in advance of the first training session, the Contractor must submit the course syllabus and schedule, the training materials, and the names and qualifications of the instructors to the Technical Authority for approval. Canada reserves the right to comment on the draft training plan and the Contractor will then have 5 additional working days to resubmit the plan to the Technical Authority.

7.23 Safeguarding Electronic Media

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

7.24 Reporting Requirements

The Contractor must provide reports to the Technical Authority or the Contracting Authority, upon request, per the SOW.

7.25 Representations and Warranties

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

7.26 Access to Canada's Property and Facilities

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

7.27 Government Property

Canada agrees to supply the Contractor with the items required to perform the work, as indicated in the SOW. The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

7.28 Implementation

- (a) **Finalization of Draft Implementation Plan:** Within 10 working days of the Contract being awarded, Canada will provide any comments it has regarding the draft implementation plan submitted by the Contractor as part of its bid. The Contractor must update the implementation plan to reflect Canada's comments within 5 working days and resubmit it to Canada for approval.
- (b) **Implementation of Professional Services:** If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Project Authority that it is ready and able to carry out the Work. The transition must be complete by no later than 2 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.29 Transition Services at End of Contract Period

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

7.30 Termination for Convenience

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

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

except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

7.31 Identification Protocol Responsibilities

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

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

BIDDER FORMS

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

Form 1									
BID SUBMISSION FORM									
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?</p> <p>Yes _____ No _____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>								
<p>Canadian Content Certification</p> <p>As described in the solicitation, bids with at least 80% Canadian content are being given a preference.</p> <p><i>[For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]</i></p>	<p>On behalf of the Bidder, by signing below, I confirm that <i>[check the box that applies]</i>:</p> <table border="1"> <tr> <td>At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)</td> <td></td> </tr> <tr> <td>Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)</td> <td></td> </tr> </table>	At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)		Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)					
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Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)									
<p>Hardware:</p> <p><i>(Contracting Authority should only insert when Supplemental General Conditions 4001 have been inserted in Part 7).</i></p>	<table border="1"> <tr> <td>Toll-Free Telephone Number for maintenance services:</td> <td></td> </tr> <tr> <td>Website for maintenance services:</td> <td></td> </tr> </table>	Toll-Free Telephone Number for maintenance services:		Website for maintenance services:					
Toll-Free Telephone Number for maintenance services:									
Website for maintenance services:									
<p>Licensed Software Maintenance and Support:</p> <p><i>(Contracting Authority should only insert when supplemental General Conditions 4004 has been inserted in Part 7).</i></p>	<table border="1"> <tr> <td>Toll-free Telephone Access:</td> <td></td> </tr> <tr> <td>Toll-Free Fax Access:</td> <td></td> </tr> <tr> <td>E-Mail Access:</td> <td></td> </tr> <tr> <td>Website address for web support:</td> <td></td> </tr> </table>	Toll-free Telephone Access:		Toll-Free Fax Access:		E-Mail Access:		Website address for web support:	
Toll-free Telephone Access:									
Toll-Free Fax Access:									
E-Mail Access:									
Website address for web support:									
<p>Security Clearance Level of Bidder</p> <p>[include both the level and the date it was granted]</p> <p>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</p>									
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; This bid is valid for the period requested in the bid solicitation; All the information provided in the bid is complete, true and accurate; and If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 									

Solicitation No. - N° de l'offre
EN920-190988/I
N° de réf. du client - Client Ref. No.
EN920-190988

N° de la modif - Amd. No.
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

Form 1	
BID SUBMISSION FORM	
Signature of Authorized Representative of Bidder	<hr/>

Solicitation No. - N° de l'offre
EN920-190988/I
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Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

Form 2
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 the bid 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 _____

Solicitation No. - N° de l'offre
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EN920-190988

N° de la modif - Amd. No.
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681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

Form 3
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 that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada pursuant to the terms set out in the resulting contract:

[Bidders should add or remove lines as needed]

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

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

This authorization applies to the following software products:

[Bidders should add or remove lines as needed]

Name of Software Publisher (SP) _____

Signature of authorized signatory of SP _____

Print Name of authorized signatory of SP _____

Print Title of authorized signatory of SP _____

Address for authorized signatory of SP _____

Telephone no. for authorized signatory of SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

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

Additional Comment

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

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

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

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EN920-190988

N° de la modif - Amd. No.
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681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

Form 6
List of Names Form

In accordance with Part 5, Article 5.2 a) – Integrity Provision – List of Names, please complete the Form 6 below.

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

ANNEX A
Statement of Work (SOW)

for
STREAM 1:
ROBOTIC PROCESS AUTOMATION
(RPA)

REQUEST FOR PROPOSAL (RFP)
EN920-190988/I

PHOENIX PAY STABILIZATION CHALLENGE

ANNEX A

STATEMENT OF WORK

ROBOTIC PROCESS AUTOMATION

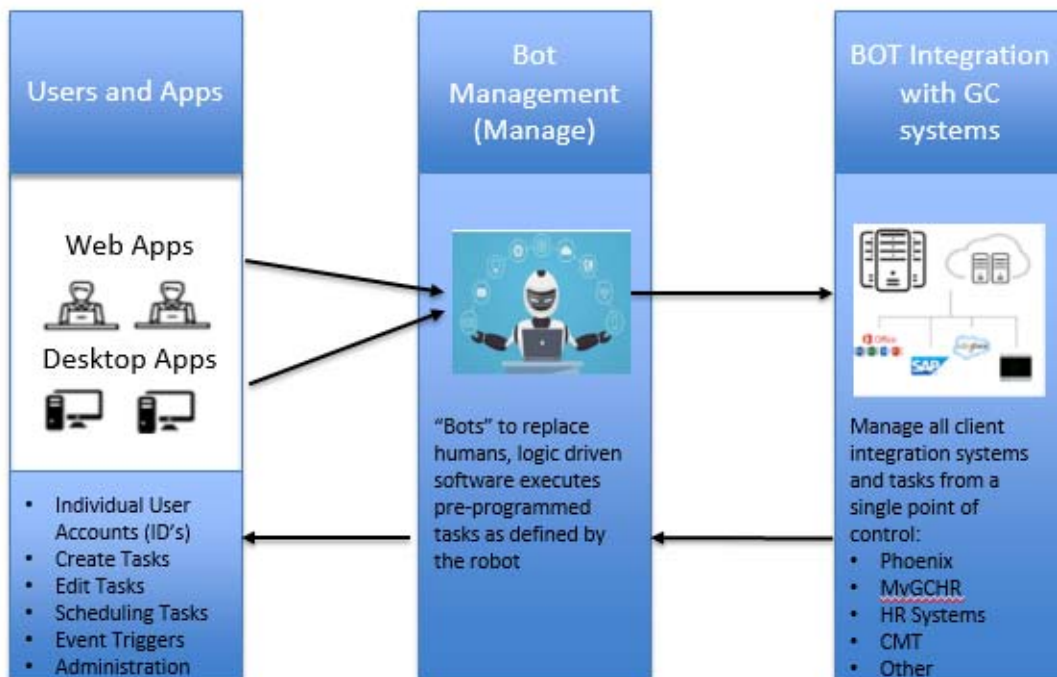
1. Objective

Public Services and Procurement Canada (PSPC) has a requirement for Contractor(s) to implement robotic process automation (RPA) within the Miramichi Pay Centre, and potentially within the PSPC satellite office environment, to automate various pay processes being done manually. Throughout the multiple phases of the contract, the Contractor will be specifically required to:

- Assess the viability of automating various pay processes.
- Prioritize processes for automation based on a combination of the degree of difficulty.
- Identify processes that can be automated that are currently manual.
- Create a phased plan to do the automation.
- Substantiate the value in changing the processes.

The intent of this contract is to identify automation processes and make system improvements utilizing the automation in order to result in a measurable impact on Pay Centre operations.

Improvements through Automation:



2. Background

In August 2010, the Government of Canada embarked on a multi-year initiative to replace the aging payroll system used to pay approximately 300,000 Government of Canada employees. This initiative, called the Transformation of Pay Administration Initiative, consisted of two separate but equally important, related projects: the Pay Modernization Project and the Pay Consolidation Project.

The Pay Modernization Project replaced the 40 year old Regional Pay System with a PeopleSoft based modern payroll system, an application that eventually came to be called Phoenix. Phoenix went live in February 2016 following a 5-year development cycle.

The Pay Consolidation Project consolidated the compensation function, which resided within each Government of Canada department, under Public Services and Procurement Canada and within a single location in Miramichi, New Brunswick. Today, 44 departments representing approximately 200,000 civil servants are provided with compensation services based out of the Miramichi Pay Centre and satellite pay offices across the country.

The Government of Canada's compensation processes and the Phoenix pay system have faced challenges that have resulted in a backlog of compensation transactions. There are on-going government-wide initiatives to address the backlog queue and stabilize pay operations.

Currently, the Government of Canada is examining all aspects of the HR-to-Pay environment, including a review of all systems and processes involved in the end to end chain, with a view to lowering the queue of outstanding transactions awaiting processing which will lead to a stabilized pay operation. As part of its HR-to-Pay integrated project, the Government of Canada is intending to implement robotic process automation to ease the level of manual work that currently exists in the Pay Centre and satellite office environments.

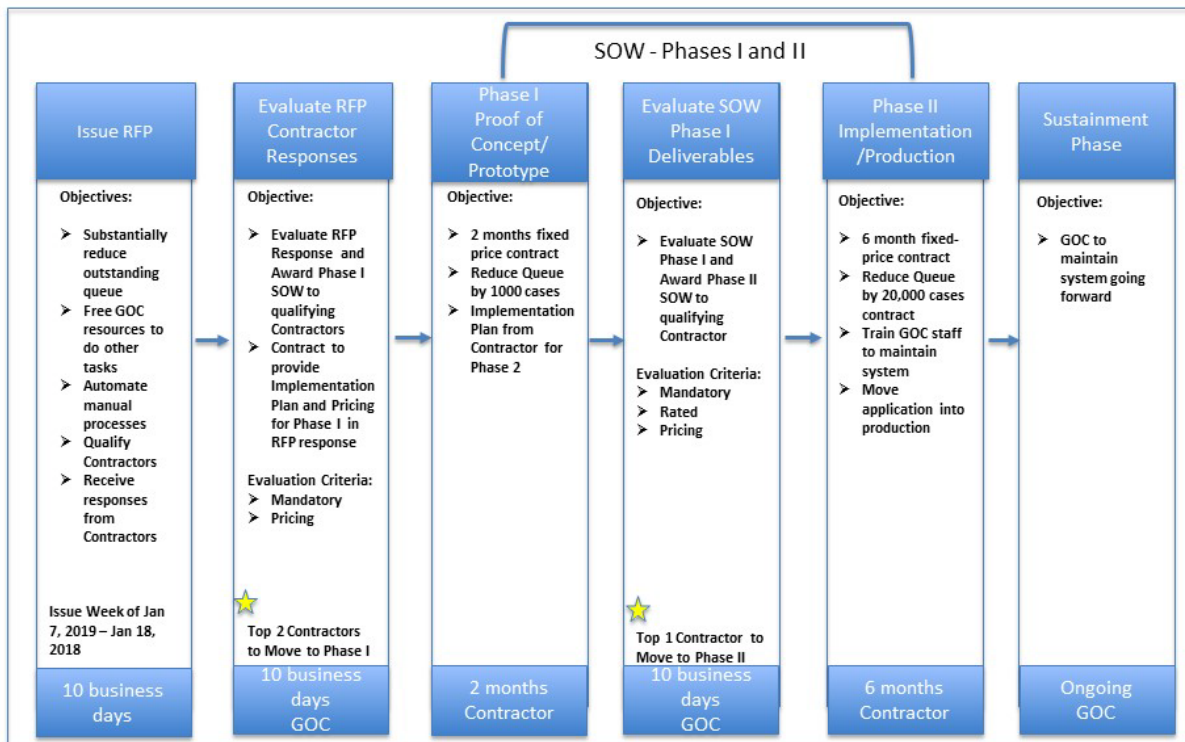
See [Appendix A](#) for more background information.

3. Phased Approach

The Government of Canada envisions that this Request for Proposal (RFP) may result in multiple Contractors being afforded the opportunity to demonstrate the viability of their robotic automation software using a multi-phased approach, consisting of an approximate 2-month, proof of concept/prototype Phase I and an implementation/production Phase II.

Each phase will require Contractors to demonstrate increased product capabilities, ultimately leading to delivering value to the Government of Canada in the form of reduced operating costs attributed to automated, repetitive processes.

The diagram below outlines the phased approach from issuing the RFP through to Contract Award.



Summary of each phase:

3.1 Issue RFP

The RFP is issued to those firms who qualified during the Invitation to Qualify (ITQ) process, for the Request Automation stream, under solicitation EN920-190988/G.

Qualified Respondents may submit a bid to the RFP, by providing a response to all mandatory and rated requirements and provide an implementation plan for Phase I - Proof of Concept/Prototype Statement of Work (SOW). The implementation plan for Phase I contains timeline, resources, and fixed pricing for 2-month's work.

See [Appendix B](#) to find the public information on the number and types of processes that can be automated in the HR-to-Pay ecosystem.

3.2 Evaluate RFP Responses

The responses to this RFP are evaluated based on mandatory and pricing. The top two (2) Bidders who meet the evaluation criteria and have the highest score based on price, will be recommended for contract award and subsequently assigned a task authorization to participate in Phase I. See 3.2 RFP Requirements and Evaluation Criteria.

3.3 Phase I - Proof of Concept/Prototype

Contractors then participate in the 2-month Phase I - Proof of Concept/Prototype, with the aim to meet or exceed the requirement to reduce the queue by at least 1,000 cases; this is

outlined in the Contractor's implementation plan submitted as part of the RFP response. For more details, see 3.3 a) Phase I - Proof of Concept/Prototype.

The Contractor will need to demonstrate that the proposed solution can interact with both English and French pages.

See [Appendix B](#) to find the public information on the number and types of processes that can be automated in the HR-to-Pay ecosystem.

3.4 Evaluate SOW Phase I Deliverables

The Contractor's Phase I deliverables, including the closing of a minimum of 1000 cases, are evaluated and included as the results of Phase I Exit Criteria, due at the conclusion of Phase I. The Contractor with the highest score moves to Phase II. For more details, see 3.3 a) Phase I - Proof of Concept/Prototype.

3.5 Phase II - Implementation/Production

The top scoring Contractor will be assigned a task authorization to deliver the 6-month Phase II requirements. The goal is to reduce the queue by a minimum of 20,000 cases. The Contractor is required to train Government of Canada staff to maintain the system. For more details, see 3.3 b) Phase II - Implementation/Production.

3.6 Sustainment Phase

Government of Canada employees take over maintenance of the system.

3.7 Option to Purchase Software User Licences

Canada reserves the right to procure Software User Licences from the contractor at the conclusion of Phase II.

4. RFP Requirements and Evaluation Criteria

PSPC will evaluate all RFP responses and then award two contracts for Phase I - Proof of Concept/Prototype, followed by an expansion of scope for Phase II. Details outlining activities and deliverables for each Phase are outlined below.

Bidders must respond to all mandatory and rated criteria, found in **Attachment 1**, as well as provide an Implementation Plan for Phase I (Proof of Concept/Prototype), as indicated at criteria #10. The top 2 bidders will continue to Contract Award of Phase I. The results of Phase I Exit Criteria will be used to score the deliverables to determine which Contractor will continue to Phase II. This will allow the Government of Canada to confirm that the Contractor has the ability to deliver or exceed the results as per the Proposal.

4.1 Phased Requirements and Evaluation Criteria

a) Phase I - Proof of Concept/Prototype

- i) During Phase I of the project, the Contractor must deliver the following:
 - Provide Proof of Concept framework, environment, and artifacts.

- Install the Contractor's software on a Government of Canada furnished stand-alone workstation and demonstrate the ability to function on Government of Canada furnished software.
 - Deliver a Prototype solution that eliminates a minimum of 1,000 cases.
 - Provide a Proof of Concept that solutions can interact with both English and French pages.
- ii) **Exit Criteria for Phase I:** To be eligible for Phase II, the following Phase I Exit Criteria must be met:
- A minimum of 1,000 cases must be closed.
 - Provide a Final Report outlining results and lessons learned over the 2-month period.
 - Provide the final Implementation Plan for Phase II that indicates time, cost, risks, how large or small the changes will be, and the potential impact of these changes on the current state.
- iii) **Technical Issues:** All technical issues must be resolved in Phase I and must be included in the initial Contract, as there will be no additional funds to resolve them.
- iv) **Exit Criteria:** The Phase I Exit Criteria table is located in **Attachment 2**. Contractors must complete the Mandatory and Rated Criteria found in Attachment 2, for successful exit from Phase I to Phase II. The Exit Criteria must be submitted upon completion of Phase I deliverables, per the end date included in the task authorization. Once the Phase I Exit criteria are evaluated, the top-ranked Contractor will move on to Phase II.

b) Phase II - Implementation/Production

Only the top scoring Contractor proceeds to Phase II. The Contractor is expected to expand the scope to reduce the queue by at least 20,000 cases. Work in this phase takes place in a development environment, and then cut over and run in the production environment. On completion, the system is managed by Government of Canada employees. During the transition phase, the Contractor ensures that the release management process is fully documented, validated, and authorized for release.

- i) During Phase II of the project, the Contractor is expected to perform the following activities:
- Reduce the queue by a minimum of 20,000 cases; the Contractor must meet or exceed the implementation plan provided in Phase I.
 - Test using a Sprint/Agile approach to determine fast results in a short time, with the established business requirements.
 - Train Government of Canada staff to maintain the system.
- ii) During Phase II of the project, the Contractor is expected to deliver the following:
- Human Resource (HR) and / or Pay processes, automated, tested, and in production; results in a queue reduction of a minimum of 20,000 cases.
 - Testing completed, documented, validated, and audited; includes looking at the System Integration Testing (SIT) and negative testing of the solution.

- A final report with quantitative and measurable data impact on the Pay Centre; submitted at the final stage of the process, along with a Sustainment plan.
- On-site training delivered to all identified Government of Canada staff in both Official Languages as specified by the Technical Authority.
- A high level system architecture document describing the proposed solution must be provided.
- Documentation including both a Run Book and a Build Book outlining how to run and install the software must be provided.

iii) During Phase II of the project, the Contractor must ensure the following:

The proposed solution environments (development, test and production) must:

- Be able to run on different networks that are separated by a firewall.
- Be composed of the same operating system.
- Be able to run within a virtual machine environment.

5. Project Assumptions and Constraints

PSPC's objective is to make substantial improvements in the outstanding queue by the end of Calendar year 2019. All work associated with this SOW, including the solution recommendation by the Contractor and implementation by the Crown and the Contractor as appropriate, must be completed no later than 2019.

5.1 Assumptions

Assumptions are the responsibility of the Contractor and PSPC. This SOW is based on the following key assumptions:

- A person day is defined as one (1) person working up to eight (8) hours a day.
- Services will be performed primarily at the PSPC designated facilities, but can be provided remotely or at other mutually agreed upon locations.
- Deviations and/or modifications that arise during the proposed project will be managed in writing through the Technical Authority and Contracting Authority, and agreed by the Contractor.
- The Contractor will provide the Services under this SOW during normal business hours except holidays. If necessary, PSPC will provide after-hours access to facilities to Contractor's resources, only with Government of Canada approval.
- The Contractor will provide all specific hardware and software configuration requirements to PSPC for installation on the Government of Canada environment prior to starting work.
- The SOW will be split into two phases: Phase I - Proof of Concept/Prototype and Phase II - Implementation Production. In order to advance from Phase I to Phase II, the Contractor must produce a final report with the findings and proof of solution.
- Contractor resources are responsible for having their own security clearances, will not share ID cards, and are responsible for keeping their credentials private.

- Contractor resources will keep all PSPC information and documents private and safeguarded throughout the contract.
- The Contractor will assign a Technical Project Manager to work alongside the PSPC Technical Authority.
- The Contractor will provide a weekly status report to the Technical Authority outlining key weekly accomplishments, activities planned for the following weeks, and any key issues, constraints, and risks.
- The Contractor and PSPC will review the scope and deliverable expectations before work begins in order to assure a common understanding by both parties.
- The Contractor will answer all issues or questions raised by PSPC staff within two business days.
- The Contractor's software must have a certification to provide training. The Contractor is responsible for all unit testing and SIT.
- PSPC is responsible for the coordination of User Acceptance Testing (UAT) with technical guidance and assistance from the Contractor's resources.

5.2 PSPC Obligations

- PSPC is responsible for the day-to-day management of the project and the project work schedule.
- The Government of Canada will not require the Contractor to use or access any hardware or software programs residing in Canada's IT environment(s), unless Canada has first obtained the necessary rights, including software licence rights, to allow such use or access.
- The Government of Canada duty is to provide all Contractors and resources performing services at the Government of Canada sites with a reasonably safe and healthy workplace environment.

6. Method and Source of Acceptance

All deliverables and services rendered under any contract are subject to inspection by the Technical Authority. If any deliverable is not to the satisfaction of the Technical Authority, as submitted, the Technical Authority has the right to reject it or require correction before payment is authorized.

7. Ownership of Intellectual Property

It is expected that there will be no intellectual property created as a result of the contract. In the event there is intellectual property created, the Crown will own Copyright.

8. Technical Authority

The Technical authority will ensure that the contract is delivered on time, on budget, and of an acceptable quality.

The name and contact information of the Technical Authority will be released at the time of contract award.

9. Project Management Support and Weekly Status Reporting

As part of this activity, the Contractor will assist the Technical Authority:

- Holding weekly project status meetings between Contractor and PSPC resources with prepared agendas, records of decisions, and reviews of previous meeting minutes.
- Identifying, tracking, and assisting in resolving known issues and risks as encountered throughout the engagement.

10. Responsibilities

All work will be carried out in close consultation with the Technical Authority.

The Technical Authority will:

- Inform the Contractor of any activity that may affect the project deliverables or deadlines.
- Provide access to Departmental networks.
- Provide regular feedback to the Contractor on emerging issues or concerns.
- Ensure availability of staff with whom the Contractor may need to consult.
- Access to appropriate guidelines (PSPC guidelines and templates, if applicable).
- Provide comments on draft reports, in a prompt manner upon receipt of the report.
- Schedule teleconferences, if required.
- Provide applicable documentation.
- Provide other assistance or support.

The Contractor will:

- Communicate promptly with the Technical Authority regarding any issue beyond the Contractor's control that may hinder the Contractor or its resources ability to complete the tasks and deliver the deliverables outlined in this SOW.
- Assist the Technical Authority and resources in resolving issues that may arise during the performance of the work.
- Keep all documents and proprietary information confidential.
- Meet all tasks, deliverables, and milestones.
- Return all materials belonging to PSPC upon completion of the contract.
- Submit all written reports on hard copy, upon request and electronically using Microsoft Word, or other format as specified by the Technical Authority.
- Attend meetings with industry, if required.
- Participate in teleconferences, as required.
- Maintain security clearance for the duration of the contract, per the contract terms.
- Prepare and maintain all documentation in a secure area.
- Attend meetings at the PSPC site, if required.

11. Work Location

The work will be conducted on-site at various PSPC locations in the National Capital Region (NCR). Resources may be required to travel between PSPC and client department offices within the NCR. Canada will not reimburse the Contractor for any travel and living expenses associated with resources who must commute between the NCR and their place of residence (i.e. outside the NCR), or for any expenses associated with commuting within the NCR.

If the contract stipulates that travel outside the NCR is required to support the delivery of the work, travel must be preauthorized by Canada.

12. Language Requirements

All deliverables must be submitted in English and, when ready for production, they must be in both official languages of English and French. As specified by the Technical Authority, Bilingual resources must be provided by the Contractor when required.

13. Providing Software Training

The Contractor must provide on-site training on the software products that form part of the Software Solution, on demand by the Technical Authority during the Contract Period in both Official Languages. The Contractor must provide other training as required to complete the deliverables specified in the SOW.

14. Security Requirements

In order to undertake the work, the Contractor will need to demonstrate that they meet the security requirements in advance of contract award. Find more information on the Treasury Board of Canada Secretariat (TBS) website at:

http://www.tbs-sct.Government of Canada.ca/pubs_pol/gospubs/forms/330-23e.pdf

Contractors/Sub-Contractors are required to meet the Government of Canada's Security Policy for collecting, controlling, storing, and transporting sensitive information up to the Protected B level on behalf of PSPC. Before forwarding any Protected-level information, the PSPC Technical Authority will first ensure that the Contractor/Sub-Contractor has been security screened to the Reliability Status security level (formerly Enhanced Reliability).

15. Travel

All travel outside the NCR is expected to be included in the proposal. One trip to Miramichi, NB is expected during Phase I for a period of approximately 2 weeks.

APPENDIX A to ANNEX A

TRANSACTION VOLUMETRIC IN THE CMT

The Pay Centre CMT requires investigation and potential manual processing to determine an increase or decrease in pay, the addition or subtraction of a benefit or allowance, the onboarding or off boarding of an employee, etc.

The primary methods for creating tickets in CMT are:

- Through worklist functionality in Phoenix.
- An employee, manager, or HR initiates a Pay Action Request, which is sent to facilities in Matane, Quebec, and imaged and uploaded to CMT.
- As the result of a compensation agent creating a ticket for processing based on current activity they are performing.
- A Call Centre agent creates a pre-case ticket, which is then evaluated by the Pay Centre or Client Service Bureau to determine whether a true pay issue ticket (CMT Case) is required for resolution, if one does not already exist.

When an employee or manager fills out a Phoenix feedback form, the resulting pre-case is then evaluated by the Pay Centre or Client Service Bureau to determine whether a true pay issue ticket (CMT Case) is required for resolution, if one does not already exist. For example, through a bulk case creation process used for special projects such as the Collective Agreement Implementation.

These CMT tickets represent the manual work performed by the Compensation Advisor community and are the scope of this SOW as potential candidates for RPA.

APPENDIX B to ANNEX A

PROCESSES REQUIRING MANUAL INTERVENTION

Find Pay Processes Roles and Responsibilities information at:

<https://www.tpsGovernment of Canada-pwgsc.Government of Canada.ca/remuneration-compensation/services-pay-pay-services/paye-centre-pay/roles-resp/index-eng.html>

(a) High impact HR transactions

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
1	Acting Pay - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source	<p>Pay Action Request Form (PWGSC 446-5) and one of the following:</p> <ul style="list-style-type: none"> • Letter of Offer • PWGSC 262 form • Email from Expresslane / Fast Track Staffing • Departmental Acting Form will be required for Salary exceptions such as: Merit Increase, Salary Based on Education, Ab Initio, Translators, Judges, Governor in Council, Minister's staff, Lieutenant Governors, Ranges and Steps, Fixed Amounts and Salary Protection • Entitlements that cannot be derived from Human Resources Management System (HRMS) data 		Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
2	Benefits (Voluntary)	Employee	<p>Pay Action Request Form (PWGSC 446-5) and Applicable Benefit Program Forms such as:</p> <ul style="list-style-type: none"> • PSMIP Plan • DCP • Major Medical and Provincial Medical 	<p>Pay Action Request Form (PWGSC 446-5) and Employee Application Form (TBS-006491) for PSHCP when one of the following applies:</p> <ul style="list-style-type: none"> • When one of the employee's dependents becomes an employee of the public service and receives their own coverage • When you want to add a dependent who used to work for the Public Service and who used to have their own PSHCP coverage • When you want to switch from Supplementary to comprehensive coverage • When you want to switch from comprehensive to Supplementary coverage • While on unpaid leave 	N
3	Debt to Crown	S. 34 Manager approval; sent by S. 34 Manager or Finance through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Request to collect Debt to Crown		Y
4	Promotion - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source	<p>Pay Action Request Form (PWGSC 446-5) and one or more of the following:</p> <ul style="list-style-type: none"> • Letter of Offer may be required for salary exception or entitlements such as: Merit Increase, Salary Based on Education, Ab Initio, Translators, Judges, Governor in Council, 		Y

No	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
			Minister's staff, Lieutenant Governors, Ranges and Steps, Fixed Amounts and Salary Protection <ul style="list-style-type: none"> Entitlements that cannot be derived from HRMS data 		
5	Recovery of Overpayments	S. 34 Manager approval; sent by S. 34 Manager or Finance through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Approved Financial Hardship Claim and Repayment Schedule		Y
6	Termination	HR Delegated Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and the following: <ul style="list-style-type: none"> Letter of resignation/retirement/notice of departure from employee Letter of Acceptance from a Manager, including the date and reason for Termination 		Y
7	Transfer Out	HR Delegated Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Notice of Departure, including the date and reason for Termination (including acceptance from Manager)		Y
8	Transfer-In - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source		Pay Action Request Form (PWGSC 446-5) and one or more of the following: * <ul style="list-style-type: none"> Letter of Offer may be required if exception or entitlements such as: Merit Increase, Salary Based on Education, Ab Initio, Translators, Judges, Governor in Council, Minister's staff, Lieutenant Governors, Ranges 	Y

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EN920-190988

N° de la modif. - Amd. No.
681xe
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No. / N° VME - FMS

No	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
.				<div>and Steps, Fixed Amounts and Salary Protection</div> <ul style="list-style-type: none">• Entitlements that cannot be derived from HRMS data• TD1 Form• Provincial Tax Form• Employee Questionnaire	

(b) Other HR transactions

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
9	Cheque - Cash Payments	Employee	Pay Action Request Form (PWGSC 446-5) and Cash payment (cheque, money order)		N
10	Cheque - Lost/Stolen Cheques	Employee	Pay Action Request Form (PWGSC 446-5) and PWGSC 535/PWGSC 536 and PWGSC 540		N
11	Classification Conversion	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-6) and Notification of Conversion for all employees impacted (Bulk)		Y
12	Deductions	Employee	Pay Action Request Form (PWGSC 446-5) and Deduction information forms that cannot be entered into Employee Self-Service. Examples include: <ul style="list-style-type: none"> • Additional Tax Form • Charitable Donations • Parking 		N
13	Deductions - Change to Tax Data / Additional Tax	Employee	Pay Action Request Form (PWGSC 446-5) and Additional Tax Forms (TD1, provincial tax form, etc.)		N
14	Deductions - One-Time Tax Exemption	Employee	Pay Action Request Form (PWGSC 446-5), and Letter of Authority from CRA or MRQ		N
15	Deductions - Union Dues	TBS approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Affidavit - Objection on Grounds of Conscience to Union Dues Check-Off		Y
16	Demotion	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Letter of Offer		Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
17	Denial of Increment	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Authoritative Document		Y
18	Deployment - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source		Pay Action Request Form (PWGSC 446-5) and one or more of the following: <ul style="list-style-type: none"> Letter of Offer may be required for salary exceptions or entitlements such as: Merit Increase, Salary Based on Education, Ab Initio, Translators, Judges, Governor in Council, Minister's staff, Lieutenant Governors, Ranges and Steps, Fixed Amounts and Salary Protection Entitlements that cannot be derived from HRMS data 	Y
19	Direct Deposit - Exceptions only	Employee		Pay Action Request Form (PWGSC 446-5) and Authoritative Document, in cases when an employee cannot change their direct deposit information online through Phoenix self-service	N
20	Emergency Salary Advance (Recovery)	Finance through Trusted Source	Pay Action Request Form (PWGSC 446-5) and GC80-1 Form		Y
21	Emergency Salary Advance (Request)	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and ESA Request		Y
22	Entitlements - Membership Fees	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Request for reimbursement of membership fees		Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
23	Entitlements - Performance Pay	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Performance Pay Spreadsheet		Y
24	Entitlements (Non Automated Allowances)	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and the relevant Entitlements form for any entitlement that cannot be derived from HR data. Examples include: <ul style="list-style-type: none"> Isolated Post Allowance Dangerous Goods Allowance Environment Allowance Car Allowance Rent Allowance 		Y
25	Extra Duty Pay (Compensatory Leave)	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Extra Duty Pay Form (GC 179)		Y
26	Extra Duty Pay (Submitted 6 months after EDP earned or later)	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Extra Duty Pay Form (GC 179)		Y
27	Garnishments / Set-Offs	Department of Justice Compensation Sector	Notice of Garnishment (sent by DOJ) Notice of Set-off (CRA)		N
28	Grievance Support	HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Authoritative Documentation		Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
29	Hire - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source	<p>Pay Action Request Form (PWGSC 446-5) and Letter of Offer is always required for students and may be required if special benefits and / or entitlements are required. Examples include the following:</p> <ul style="list-style-type: none"> • Rate below minimum • Appointed above minimum and below maximum but not in a rate in the range • Appointed above maximum • Appointed above minimum • Entitlements that cannot be derived from HRMS data. 		Y
30	Hire - Standard	S.34 Manager approval; sent by HR through Trusted Source	<p>Pay Action Request Form (PWGSC 446-5) and the following:</p> <ul style="list-style-type: none"> • Direct Deposit Form • Employee Questionnaire • TD1 Form • Provincial Tax Form 		Y
31	Leave - Workers Compensation	S. 34 / HR Delegated Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Approved WCB Claim Form		Y
32	Liquidate Leave (Mandatory) (GC HRMS Departments Only)	S.34 Manager through Trusted Source	<p>PeopleSoft Report (in Excel format) or Excel spreadsheet to the Public Service Pay Centre (Pay Centre) Business Support Services Group (BSSG) (soutiencentredepaye.paycentresupport@tpsgc-pwgsc.gc.ca) through a Trusted Source</p>		Y
33	Liquidate Leave (Voluntary) (GC)	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Leave Cash Out Request (Single)		Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
	HRMS Departments Only)				
34	Leave without pay (LWOP) greater than 5 days	S. 34 / HR Delegated Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Leave Without Pay Form based on the type of leave requested such as: <ul style="list-style-type: none"> • Application form for Pre-Retirement Leave (TBS 325-9E) • Application for Self-Funded Leave (TBS 330-109) • Leave Application Form (GC 178) or Departmental Equivalent • LIA Application Form (TBS 325-10) 		Y
35	LWOP less than or equal to 5 days - late (submitted greater than 6 months of LWOP being taken)	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Leave Application Form (GC 178) or Departmental Equivalent		Y
36	Reclassification	S.34 Manager, accredited classification specialist, or equivalent approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Letter of Offer		Y
37	Return from LWOP - Rehab	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Notice of approval and return from work under rehab program or Notice of completion of rehab program		Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
38	Rehire - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source		Pay Action Request Form (PWGSC 446-5) and one or more of the following: <ul style="list-style-type: none"> Letter of Offer may be required if special benefits and/or entitlements are required Rate below minimum Appointed above minimum and below maximum but not in a rate in the range Appointed above maximum Appointed above minimum Entitlements that cannot be derived from HRMS data Employee Questionnaire 	Y
39	Rehire - Standard	S.34 Manager approval; sent by HR through Trusted Source Pay	Pay Action Request Form (PWGSC 446-5) and the following: <ul style="list-style-type: none"> TD1 Form Provincial Tax Form 		Y
40	Return from LWOP	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Notice of Return from LWOP		Y
41	Review of Pay File	HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Request for review of employee pay file		Y
42	Salary Maintenance for Executives	S.34 Manager approval; sent by HR through Trusted Source	Pay Action Request Form (PWGSC 446-5) and Letter of Offer		Y
43	Secondment/Assignment/Interchange - Exceptions only	S.34 Manager approval; sent by HR through Trusted Source		Pay Action Request Form (PWGSC 446-5) and Secondment/ Assignment/ Interchange Agreement may be	Y

No.	Pay Event	Sender	Mandatory Documents	Documents Required for Exceptions	Trusted Source Required
				required if there is a different work location or bargaining unit	
44	Timesheets (submitted 6 months after time worked or later)	S.34 Manager through Trusted Source	Pay Action Request Form (PWGSC 446-5) and TIM Schedule of Hours Worked (PWGSC 1392-1) or equivalent		Y

APPENDIX C TO ANNEX A

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

Solicitation No. - N° de l'offre
EN920-190988/I
N° de réf. du client - Client Ref. No.
EN920-190988

N° de la modif - Amd. No.
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

TASK AUTHORIZATION (TA) FORM	
Name, Title and Signature of Individual Authorized to sign on behalf of the Contractor (type or print) _____	Signature: _____ Date: _____
Approval – Signing Authority	
Signatures (Client) Name, Title and Signature of Individual Authorized to sign: Project Authority: _____ Date: _____	Signatures (PWGSC) Contracting Authority 1: _____ Date: _____
¹ Signature required for TA valued at \$250,000 or more, Applicable Taxes included.	
You are requested to sell to her Majesty the Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out thereof.	

APPENDIX D TO ANNEX A
CERTIFICATIONS AT THE TA STAGE

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

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

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

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

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

Print name of authorized individual & sign above

Date

3. CERTIFICATION OF STATUS OF PERSONNEL

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

Print name of authorized individual & sign above

Date

4. **CERTIFICATION OF LANGUAGE - *[English or Bilingual or French]***

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are

[Option 1 - Unilingual English] fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

[Option 2 - Bilingual] fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

[Option 3 - Unilingual French] fluent in French. The individual(s) proposed must be able to communicate orally and in writing in French without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

ANNEX B

BASIS OF PAYMENT

for

STREAM 1:

ROBOTIC PROCESS AUTOMATION (RPA)

EN920-190988/I

PHOENIX PAY STABILIZATION CHALLENGE

Solicitation No. - N° de l'offre
EN920-190988/I
N° de réf. du client - Client Ref. No.
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N° de la modif - Amd. No.
File No. - N° du dossier
681xe.EN920-190988/I

Id de l'acheteur - Buyer ID
681xe
N° CCC / CCC No./ N° VME - FMS

ANNEX B

BASIS OF PAYMENT

The Bidder must complete each Pricing Table and include it with its financial bid.

Bidders are instructed to bid firm prices and include all costs, including the total cost of any travel and living expenses that may be incurred for the Work to be done, delivered or provided.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm lot price, in accordance with the Pricing Tables below, as specified in the authorized TA. Customs duties are included and applicable taxes are extra.

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

Pricing Table 1 – Due at Bid Closing

Phase I - Prototype/Proof of Concept	Firm Lot Price	Applicable Taxes	TOTAL BID PRICE
2-months work	\$	\$	\$

Pricing Table 2 – Due at Bid Closing

Phase II – Implementation of the Solution	Firm Lot Price	Applicable Taxes	TOTAL BID PRICE
6-months work	\$	\$	\$

Pricing Table 3 – Due at Bid Closing

Software User Licences (<i>Bidder to insert price points if applicable</i>)	Firm Lot Price	Applicable Taxes	TOTAL BID PRICE
	\$	\$	\$
	\$	\$	\$
	\$	\$	\$



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN920-190988

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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



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PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Bakhshi, Samaneh	Senior Advisor to the DG	<i>S. Bakhshi</i>
Telephone No. - N° de téléphone 613-614-8115	Facsimile No. - N° de télécopieur 819-956-1648	E-mail address - Adresse courriel Samaneh.Bakhshi@tpsgc-pwgsc.gc.ca
		Date 2019/01/14

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Fleury, Jean-Michel	SO	
Telephone No. - N° de téléphone 819-839-9758	Facsimile No. - N° de télécopieur -	E-mail address - Adresse courriel jean-michel.fleury@tpsgc-pwgsc.gc.ca
		Date

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? ☐ No / Non ☐ Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Kristen Duellette	Contracting Authority	<i>Kristen Duellette</i>
Telephone No. - N° de téléphone 613-402-8745	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel kristen.duellette@tpsgc-pwgsc.gc.ca
		Date 2019/01/21

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
		Farrell, Anik
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

Digitally signed by Farrell, Anik
Date: 2019.01.17 09:07:06
-05'00'

Attachment 1
Technical Evaluation Criteria
for

STREAM 1:
ROBOTIC PROCESS AUTOMATION (RPA)
EN920-190988/I

PHOENIX PAY STABILIZATION CHALLENGE

ATTACHMENT 1

Technical Evaluation Criteria

Mandatory Criteria:

No.	Function	Subsystem	Mandatory Requirements	Rating	Evaluation Proof	Contractor Response
1	General	System Installation	<p>The software must have the ability to be fully functional in a Microsoft Windows environments with all the following components installed on-site, and no additional middleware or infrastructure services to work with:</p> <ul style="list-style-type: none">• Windows 7/10• Microsoft Office 2010/2013• Remote Access Entrust PKI• Adobe Reader• Entrust 9.3• Microsoft System Center Configuration Manager (SCCM)• Microsoft Active Directory• Windows File/Print Server• Oracle PeopleSoft 8.9/9.1/9.2• IBM Rational Suite	Pass / Not Compliant	Certification from the Contractor attesting to these functionalities.	<i>Bidders must indicate where in their bid the proof or response details can be found, for each criteria.</i>

No.	Function	Subsystem	Mandatory Requirements	Rating	Evaluation Proof	Contractor Response
2	General	Management	<p>The software must provide the following modules with no additional programming:</p> <ul style="list-style-type: none"> Incident and problem management functions to initiate, route, track and manage incidents and create and link different incident types. Request management functions to log, track and report on user requests, create and assign tasks and subtasks and manage user and contact information. 	Pass / Not Compliant	Certification from the software vendor attesting to this functionality.	
3	General	Reporting	<p>The software must provide customizable Reports and Dashboards to provide:</p> <ul style="list-style-type: none"> A summary on incidents, problems and assets. 	Pass / Not Compliant	A sample report in any format, Word, Excel and or PDF.	

No.	Function	Subsystem	Mandatory Requirements	Rating	Evaluation Proof	Contractor Response
4	General	Reporting and Data Integrity	<p>Audit Review, Analysis and Reporting:</p> <ul style="list-style-type: none">• The software must provide the capability to centrally review and analyze audit records from multiple components within the system; <p>and</p> <ul style="list-style-type: none">• The software must ensure data integrity and consistency across the end-to-end system and prevent the corruption, orphaning or loss of information; <p>and</p> <ul style="list-style-type: none">• The proposed solution must generate a log entry for every event that includes at least a date, timestamp, event type and message.	Pass / Not Compliant	Certification from the software vendor attesting to these functionalities.	

No.	Function	Subsystem	Mandatory Requirements	Rating	Evaluation Proof	Contractor Response
5	General	System Installation	The software must have a curriculum, training and IT Service Management (ITSM) courses either through the software vendor or the Contractor.	Pass / Not Compliant	Certification from the software vendor or the Contractor attesting to these requirements.	
6	General	Training	The Contractor must have the ability and resources to provide on-site training to Crown administrators and operators.	Pass / Not Compliant	A copy of the Contractor's on-site training curriculum.	
7	General	Information Technology Environment	The Contractor must confirm if their solution will support working environments, including development, test and production.	Pass / Not Compliant	Certification from the software vendor attesting to this functionality.	

No.	Function	Subsystem	Mandatory Requirements	Rating	Evaluation Proof	Contractor Response
8	Administration and Security	Operations Management and Administration	The solution's operations management and administration must provide administrators and operators with a configurable email notification system of errors and events.	Pass / Not Compliant	Certification from the software vendor attesting to this functionality.	
9	Administration and Security	Operations Management and Administration (Accounts, Authorization, Access Controls)	The proposed solution's operations management and administration subsystem must be able to: <ul style="list-style-type: none"> • Add; • Update; • Disable; and • Delete; for client accounts, groups, group memberships including the granting of permissions and services.	Pass / Not Compliant	Certification from the software vendor attesting to this functionality.	

No.	Function	Subsystem	Mandatory Requirements	Rating	Evaluation Proof	Contractor Response
10	General	Project Management	<p>The Contractor must provide an Implementation Plan for Phase I containing a timeline, planned resources and a completed Price Table 1 from Annex B for the fixed price 2-month contract.</p> <p>See Appendix B to Annex A, for the public information on the number and types of processes that can be automated in the HR-to-Pay ecosystem.</p>	Pass / Not Compliant	<p>Implementation Plan provided must show:</p> <ul style="list-style-type: none"> # of cases targeted (minimum 1000 cases) # of processes targeted # of resources assigned Completion timeline within 2 months 	
11	Policy	Information Management	<p>The Contractor's proposed solution must meet the Government of Canada's Policy on Information Management: http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=12742 </p>	Pass / Not Compliant	<p>Certification from the Contractor that the proposed solution meets this policy.</p>	
12	Policy	Security	<p>The Contractor's proposed solution must meet the Government of Canada's Operational Security Standard: Management of Information Technology Security (MITS): http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328 </p>	Pass / Not Compliant	<p>Certification from the Contractor that the proposed solution meets this policy.</p>	

ATTACHMENT 2

Phase I Exit Evaluation Criteria

for

STREAM 1:

ROBOTIC PROCESS AUTOMATION (RPA)

EN920-190988/I

PHOENIX PAY STABILIZATION CHALLENGE

ATTACHMENT 2

Phase I Exit Evaluation Criteria

Mandatory Criteria:

No.	Function	Subsystem	Mandatory Requirement	Rating	Evaluation Proof	Contractor Response
X-1	General	Project Management	The Implementation Plan for Phase II must contain a timeline, planned resources and a completed Pricing Table 2 from Annex B for the fixed-price 6-month contract. See Appendix B to Annex A for the public information on the number and types of processes that can be automated in the HR-to-Pay ecosystem.	Pass / Not Compliant	Implementation Plan provided must show: <ul style="list-style-type: none">• # of cases targeted (minimum 20,000 cases)• # of processes targeted• # of resources assigned• Completion timeline within 6 months	

Rated Criteria:

No.	Function	Subsystem	Rated Requirement	Rating	Evaluation Criteria	Contractor Response
X-2	General	Accuracy	The proposed solution must demonstrate how many cases it can close. Minimum 1,000 cases in 2 months.	1 point per case	To be validated through: The final report from Phase I and the Proof of Concept	