

Technical Evaluation Plan

for

**DND/CAF Calibration Programme
In-Service Support (ISS) Contract**

for

The Department of National Defence

Annex G – Technical Evaluation Plan

TABLE OF CONTENTS

LIST OF ATTACHMENTS	3
1 INTRODUCTION	4
1.1 Overview of Technical Evaluation	4
2 MANDATORY TECHNICAL CRITERIA	5
2.1 Summary of Mandatory Technical Criteria	5
2.2 Requirements for Mandatory Technical Criteria	5
2.3 SOW Compliancy Matrix	8
3 RATED TECHNICAL CRITERIA	10
3.1 Summary of Rated Technical Criteria	10
3.2 Requirements for Rated Technical Criteria	11
3.3 Contractor MIS Demonstration Assessment	20

Annex G – Technical Evaluation Plan

LIST OF ATTACHMENTS

Attachment 1 – Statement of Work (SOW) Compliancy Matrix

MS Excel Spreadsheet with file name:
" W8486-184754_G1-EvalTech "

Attachment 2 – TMDE Capabilities Matrix

MS Excel Spreadsheet with file name:
" W8486-184754_G2-TMDE-EEMD_Cap "

Annex G – Technical Evaluation Plan

1 INTRODUCTION

1.1 Overview of Technical Evaluation

- 1.1.1 Bidders must provide the necessary documentation to support compliance with the requirements, including draft plans, completed forms, copies of certifications, service descriptions, facility descriptions, corporate brochures and/or other relevant technical documentation describing the facilities and services offered and demonstrating compliancy. Each mandatory technical criterion should be addressed separately and in the order presented below. Where references are required, the provided information may be verified with the Bidder's reference to confirm the accuracy of the information provided.
- 1.1.2 In accordance with SACC ID 2003 (2018-05-22), "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. [Standard Instructions - Goods or Services - Competitive Requirements \(2018-05-22\) 2003](#).
- 1.1.3 For criteria that require the Bidder to meet a specified value for prior contracts, projects and services, the required value identified in the criterion description is in Canadian dollars and exclusive of taxes.
- 1.1.4 Where applicable, proposed resources must meet the education requirements detailed in the evaluation criteria. The proposed resources must have obtained the required level of education from a recognized Canadian university, college or high school, or the equivalent as established by a Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the [Canadian Information Centre for International Credentials web site](#).
- 1.1.5 Experience of proposed resources must be demonstrated and be directly related to the category. Bidders should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained. Experience gained during formal education will not be considered work experience. All requirements for work experience will be obtained in a legitimate work environment as opposed to an educational setting. The month(s) of experience listed for a project/activity whose time frame overlaps that of another referenced project, will only be counted once.
- 1.1.6 Canada reserves the right to conduct reference checks to verify the accuracy of the information provided. Should the reference(s) not confirm the required qualifications or claims of experience, then the related response will be assessed as non-compliant.
- 1.1.7 The technical evaluation will consist of Mandatory Technical Criteria and Rated Technical Criteria. Mandatory Technical Criteria will be assessed on a simple pass/fail basis. Bids that fail to meet any of the Mandatory Technical Criteria will

Annex G – Technical Evaluation Plan

be considered non-responsive. Only bids that meet the mandatory criteria will be subject to point rating against the Rated Technical Criteria.

2 MANDATORY TECHNICAL CRITERIA

2.1 Summary of Mandatory Technical Criteria

2.1.1 The Mandatory Technical Criteria include the criteria listed in Table 1 and described in Table 2 along with instructions to Bidders for responding to the criteria.

Table 1 – List of Mandatory Technical Criteria	
No.	Mandatory Technical Criteria
M1	ISO/IEC 17025 Certification
M2	Bidder Experience – Technical Services Contracts
M3	Bidder Experience – Calibration Services
M4	Calibration Work Allocation
M5	Contractor Calibration Programme Manager
M6	Contractor Service Manager
M7	Statement of Work (SOW) Compliancy Matrix
M8	Program Management Plan (PMP) Submission
M9	Contractor Annual Operating Plan (AOP) Submission
M10	Integrated Logistics Support (ILS) Plan Submission
M11	Information Management (IM) Plan Submission
M12	Quality Assurance (QA) Plan Submission

2.2 Requirements for Mandatory Technical Criteria

2.2.1 The Mandatory Technical Criteria will be evaluated on a pass/fail basis. The required supporting evidence must be provided to support an assessment of pass.

Table 2 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
M1	ISO/IEC 17025 Certification The Bidder must have a valid ISO/IEC 17025:2005 or ISO/IEC 17025:2017 certification at the time of Bid submission.	The Bidder must provide a copy of their ISO/IEC 17025 certification with their bid.

Annex G – Technical Evaluation Plan

Table 2 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
M2	<p>Bidder Experience – Technical Services Contracts</p> <p>The Bidder must have performed a minimum of three (3) multi-year technical services contracts in support of existing equipment of at least \$5 million Canadian total contract value for each cited contract (excluding taxes).</p> <p>OR</p> <p>The Bidder must have performed a minimum of two (2) multi-year technical services contracts in support of existing equipment of at least \$10 million Canadian total contract value for each cited contract (excluding taxes).</p> <p>Cited contracts must have been active within the past five (5) years from the date of publication of the RFP. Cited contracts may be completed contracts or active contracts.</p> <p>Technical services include equipment calibration, engineering, repair, overhaul and/or life cycle management services.</p>	<p>The Bidder must submit with their proposal, the following information for each contract:</p> <ol style="list-style-type: none"> Ref. # (reference to a contract) Contract Title Start Date (month/year) End Date (month/year) Customer contact information, which should include organization name, organization address, contact name, contact telephone number, and contact e-mail address Description of technical services <p>If additional contracts are cited to demonstrate compliance with this criterion, then all cited contracts will be considered in the event that one of the cited contracts is assessed as being non-compliant.</p>
M3	<p>Bidder's Experience – Calibration Services</p> <p>The Bidder must have performed calibration services of \$4 million Canadian (excluding taxes) or more per year for the past three (3) years from the date of publication of the RFP.</p> <p>Calibration services for external customers and for internal inter-organizational customers will be acceptable for meeting the requirements of this criterion. Calibrations must have been performed in a facility that was ISO/IEC 17025 certified.</p>	<p>The Bidder must submit with their proposal, a description of the calibration services performed with a breakdown of customer type (as defined by the Bidder) that clearly demonstrates that the total calibration services provided in each of the past three (3) years was \$4 million Canadian (excluding taxes) or more per year.</p> <p>The Bidder must provide an attestation letter, signed by the Bidder's Chief Financial Officer or another company officer holding a valid Chartered Professional Accountant designation (or other national equivalent), verifying the accuracy of the information provided.</p>
M4	<p>Calibration Work Allocation</p> <p>A minimum of 80% of the calibrations of test measurement and diagnostic equipment (TMDE) must be performed by the Prime Contractor and not by subcontractors.</p>	<p>The Bidder must complete the "Work Allocation" column in the MS Excel spreadsheet template in Attachment 2 with the filename: "W8486-184754_G2-TMDE-EEMD_Cap". For each TMDE line item, the Bidder must indicate who will perform the calibration of the item by entering "Prime Contractor" or "Subcontractor" for the specified</p>

Annex G – Technical Evaluation Plan

Table 2 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
		item. The percentage of total items in the MIL Compliancy Matrix that have been assigned to the Prime Contractor for calibration must be 80% or greater. Fractional numbers will be rounded up to the nearest whole number.
M5	<p>Contractor Calibration Programme Manager</p> <p>The Bidder's Contractor Calibration Programme Manager must meet the following minimum requirements:</p> <ol style="list-style-type: none"> University degree in business, engineering or science. Ten (10) years of experience as the Account Manager or Project Manager for multi-year technical services project(s) valued at \$5 million Canadian (excluding taxes) or greater. Five (5) years of experience within the past eight (8) years (as of RFP publication) as the Account Manager or Project Manager for multi-year technical services project(s) valued at \$5 million Canadian (excluding taxes) or greater. Two (2) years of experience as the Account Manager or Project Manager for calibration services project(s) valued at \$1 million Canadian (excluding taxes) or greater. 	<p>The Bidder must provide a copy of the résumé for the proposed Contractor Calibration Programme Manager.</p> <p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ol style="list-style-type: none"> Ref. # (reference to a project or activity listed in the résumé) Start Date (month/year) End Date (month/year) Duration (months) (not including overlapping experience with concurrent projects/activities) Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement)
M6	<p>Contractor Service Manager</p> <p>The Bidder's proposed Contractor Service Manager must meet the minimum requirements specified for the role in Appendix 11 of the SOW:</p> <ol style="list-style-type: none"> University degree or College diploma in engineering technology or science. Ten (10) years of experience as the Technical Services Manager, Project Manager or Deputy Project Manager for multi-year technical services project(s) valued at \$2 million Canadian (excluding taxes) or greater. Five (5) years of experience within the past eight (8) years (as of RFP publication) as the Technical Services Manager, Project Manager or Deputy Project Manager for multi-year technical 	<p>The Bidder must provide a copy of the résumé for the proposed Contractor Service Manager.</p> <p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ol style="list-style-type: none"> Ref. # (reference to a project or activity listed in the résumé) Start Date (month/year) End Date (month/year) Duration (months) (not including overlapping experience with concurrent projects/activities) Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement)

Annex G – Technical Evaluation Plan

Table 2 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
	<p>services project(s) valued at \$2 million Canadian (excluding taxes) or greater.</p> <p>d. Five (5) years of experience within the past ten (10) years (as of RFP publication) as the Manager or Deputy Manager of an ISO/IEC 17025 accredited calibration laboratory.</p>	
M7	<p>Statement of Work (SOW) Compliancy Matrix</p> <p>Bidders must provide a response in all Bidder Response cells in the SOW Compliancy Matrix.</p> <p>A response of “Compliant” must be provided for all requirements where a Statement of Compliance is specified for the response.</p> <p>Supporting evidence must be provided for specified requirements where indicated in the SOW Compliance Matrix template. The supporting evidence must be sufficient to demonstrate compliance with the requirement.</p>	The Bidder must provide a completed SOW Compliancy Matrix.
M8	Program Management Plan (PMP) Submission	The Bidder must submit a PMP with the proposal that responds to the requirements specified in CDRL/DID 100.001.
M9	Contractor Annual Operating Plan (AOP) Submission	The Bidder must submit a Contractor AOP with the proposal that responds to the requirements specified in CDRL/DID 200.001.
M10	Integrated Logistics Support (ILS) Plan Submission	The Bidder must submit an ILS Plan with the proposal that responds to the requirements specified in CDRL/DID 300.001.
M11	Information Management (IM) Plan Submission	The Bidder must submit an IM Plan with the proposal that responds to the requirements specified in CDRL/DID 300.002.
M12	Quality Assurance (QA) Plan Submission	The Bidder must submit a QA Plan with the proposal that responds to the requirements specified in CDRL/DID 300.003.

2.3 SOW Compliancy Matrix

2.3.1 Bidders must respond to the requirements specified in the SOW Compliancy Matrix in the MS Excel file named “W8486-184754_G1-EvalTech” accordance with the instructions provided therein. The Bidder’s response must be made in the MS Excel template with paper and electronic copies submitted with the Bid. The paper copy will take precedence over the electronic copy in the event of any

Annex G – Technical Evaluation Plan

discrepancies. In the event of printing errors where the full text of a cell is not displayed on the printed copy, the full information in the corresponding cell in the MS Excel response will be considered.

- 2.3.2 Each line and paragraph of the SOW is presented in the SOW Compliance Matrix and designated with a requirement type. Bidders must provide a response based on the requirement type (Table 3) and additional instructions where indicated in the matrix.

Table 3 – SOW Compliance Matrix Bidder Response Requirements	
SOW Designation	Bidder Response Required
Title	No response required from the Bidder.
Information (INFO)	<p>Bidder to respond “Accepted”.</p> <p>A response of “Accepted” means that the Bidder has read and understands the information being presented and accepts any assumptions or constraints that the information may include.</p>
Statement of Compliance (SOC)	<p>Bidder to respond “Compliant”.</p> <p>A “Compliant” response means that the Bidder complies with the requirement at the time of bid submission or for service delivery requirements, the Bidder commits to complying with the requirement at the time of service delivery. Supporting evidence is not required for the proposal.</p>
Statement of Compliance with Supporting Evidence (SOC-E)	<p>Bidder to respond “Compliant”.</p> <p>A “Compliant” response means that the Bidder complies with the requirement at the time of bid submission or for service delivery requirements, the Bidder commits to complying with the requirement at the time of service delivery. Supporting evidence is not required for the proposal.</p> <p>Bidder must provide supporting evidence to demonstrate how the Bidder will comply with the requirement.</p>

- 2.3.3 Additional instructions are provided in the SOW Compliancy Matrix where supporting evidence is required to substantiate a claim of compliance. Supporting evidence may include a written description of how the requirement is met or will be met, as well as references to supporting documentation. The page number should be provided when referring to supporting documentation to facilitate the evaluators’ efforts in finding the referenced information.

Annex G – Technical Evaluation Plan

3 RATED TECHNICAL CRITERIA

3.1 Summary of Rated Technical Criteria

3.1.1 The Rated Technical Criteria include the criteria listed in Table 4 and described in Table 5, along with Bidder response instructions and evaluation guidelines.

Table 4 – Summary of Rated Technical Criteria		
No.	Rated Technical Criteria	Points
R1	ISO/IEC 17025:2017 or ISO/IEC 9001:2015 Certification	3
R2	TMDE Calibration Accreditations	20
R3	TMDE Calibration Experience	20
R4	Bidder Experience – Government Technical Services Contracts	5
R5	KPI-2 Turnaround Time Commitment – Non-Urgent	8
R6	KPI-2 Turnaround Time Commitment – Urgent	4
R7	Contractor MIS Demonstration	15
R8	Contractor Calibration Programme Manager	3
R9	Contractor Service Manager	3
R10	DRIMS Technician – Goods Movement	1
R11	DRIMS Technician – Work Order Management	1
R12	Program Management Plan Completeness	10
R13	Information Management (IM) Plan Completeness	5
R14	Integrated Logistics Support (ILS) Plan Completeness	1
R15	Quality Assurance (QA) Plan Completeness	1
	Maximum Points Attainable for Rated Criteria	100

Annex G – Technical Evaluation Plan

3.2 Requirements for Rated Technical Criteria

3.2.1 The Rated Technical Criteria will be evaluated in accordance with the scoring guidelines indicated below.

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R1	<p>ISO/IEC 17025:2017 Certification</p> <p>At the time of Bid submission, the Bidder should have:</p> <p>a. a valid ISO/IEC 17025:2017 certification</p> <p>OR</p> <p>b. a valid ISO/IEC 9001:2015 certification</p>	<p>The Bidder should provide a copy of their:</p> <p>a. ISO/IEC 17025:2017 certificate</p> <p>OR</p> <p>b. ISO/IEC 9001:2015 certificate</p>	<p>3 points: Valid ISO/IEC 17025:2017 certificate provided</p> <p>1 point: Valid ISO/IEC 9001:2015 certificate provided</p> <p>0 points: No certificates provided</p> <p>Note: A Bidder who holds both certifications will be awarded 3 points only. No additional points will be awarded for holding both certifications.</p>
R2	<p>TMDE Calibration Accreditations</p> <p>The Bidder will be assessed on the number of currently valid accreditations that have been issued to the Bidder for the TMDE line items in the Master Item List (MIL) Capabilities Matrix (Attachment 2) that are applicable to Canada. The TMDE item accreditation must have been issued by:</p> <p>a. the Calibration Laboratory Assessment Service (CLAS) of the National Research Council (NRC) of Canada, or</p> <p>b. an equivalent national Accreditation agency such as the American Association for Laboratory Accreditation (AALA or A2LA), or</p>	<p>The Bidder should complete the “Accreditations” column in the MS Excel spreadsheet template in Attachment 2 with the filename: “W8486-184754_G2-TMDE-EEMD_Cap”.</p>	<p>The percentage of total items in the MIL Compliancy Matrix for which the Bidder has been issued a calibration accreditation that is applicable to Canada will be multiplied by 20 to determine the number of points to be awarded for this criterion. Fractional numbers will be rounded up to the nearest whole number.</p> <p>A quantity of ten (10) items will be randomly selected from those that the Bidder identifies as meeting this requirement. The Bidder will then be instructed to provide copies of the accreditations for the selected items.</p> <p><i>If the Bidder is unable to provide a copy of any claimed accreditations within the</i></p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	<p>c. by the American National Standards Institute (ANSI) National Accreditation Board (ANAB).</p> <p>The accreditation must be applicable to Canada and must be valid at the time of bid submission.</p>		<p><i>time period specified in the notice, then the Bid will be scored as zero (0) for this criterion.</i></p> <p>If the Bidder has indicated that it has fewer than 10 TMDE item accreditations, then copies of the accreditations for all items will be required and should be submitted with the bid.</p>
R3	<p>TMDE Calibration Experience</p> <p>The Bidder will be assessed on the number TMDE line items in the MIL Capabilities Matrix (Attachment 2) that the Bidder has performed a successful calibration within the past three (3) years as of the date of RFP publication.</p>	<p>The Bidder should complete the “Calibrations Completed” column in the MS Excel spreadsheet template in Attachment 2 with the filename: “W8486-184754_G2-TMDE-EEMD_Cap”.</p>	<p>The percentage of total items in the MIL Compliancy Matrix for which the Bidder has performed a successful calibration within the past three (3) years will be multiplied by 20 to determine the number of points to be awarded for this criterion. Fractional numbers will be rounded up to the nearest whole number.</p> <p>A quantity of ten (10) items will be randomly selected from those that the Bidder identifies as meeting this requirement. The Bidder will then be instructed to provide copies of the calibration reports or calibration certificates for the selected items (customer name and location may be redacted).</p> <p><i>If the Bidder is unable to provide a copy of the calibration report or calibration certificate for any item that it has claimed meets the requirements of this criterion, within the time period specified in the notice, then the Bid will be scored as zero (0) for this criterion.</i></p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
			If the Bidder has indicated that it has fewer than 10 TMDE items previously calibrated, then the requested information above should be submitted with the bid for each item.
R4	<p>Bidder Experience – Government Technical Services Contracts</p> <p>The Bidder should have performed multiple multi-year technical services contracts for government customers in support of existing equipment of at least \$5 million Canadian total contract value for each cited contract (excluding taxes).</p> <p>Cited contracts must have been active within the past eight (8) years from the date of publication of the RFP. Cited contracts may be completed contracts or active contracts.</p> <p>Technical services include equipment calibration, engineering, repair, overhaul and/or life cycle management services.</p>	<p>The Bidder should submit with their proposal, the following information for each contract:</p> <ul style="list-style-type: none"> a. Ref. # (reference to a project or activity) b. Contract Title c. Start Date (month/year) d. End Date (month/year) e. Government customer contact information, which should include organization name, organization address, contact name, contact telephone number, and contact e-mail address f. Description of technical services 	1 point per contract that meets the requirement, up to a maximum of 5 points
R5	<p>Target Turnaround Time Commitment – Internal Non-Urgent Calibrations</p> <p>Target Turnaround Time (TAT) for Internal non-urgent calibrations is specified in the Performance Management Framework in Annex J to the RFP under Key Performance Indicator (KPI-2.1.1) as 10 business days. Bidders will be assessed on their willingness to commit to a faster Target TAT for KPI-2.1.1, starting in Year 2 of the</p>	<p>The Bidder should provide a Statement of Commitment for the Target Turnaround Time for KPI-2.1.1 for Internal Non-Urgent Calibration requirements.</p>	<p>___ points: Bidder commits to a Target Turnaround Time for KPI-2.1.1 for Internal Non-Urgent Calibration requirements of _____ :</p> <p>8 points: 6 business days 6 points: 7 business days 4 points: 8 business days 2 points: 9 business days 0 points: more than 9 business days</p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	Contract. The Target TAT for KPI-2.1.1 will be adjusted in the Contract to the successful Bidder's commitment made in response to this criterion.		0 points: No commitment made Responses that are not whole numbers will be rounded up, e.g. a response of 8.5 business days will be evaluated as a response of 9 business days.
R6	<p>Target Turnaround Time Commitment – Internal Urgent Calibrations</p> <p>Bidders will be assessed on their willingness to commit to a Target TAT for Internal Urgent Calibration requirements that will be added to KPI-2.1.3 as part of the Contract, starting in Year 2 of the Contract. The Target TAT for KPI-2.1.3 will be adjusted in the Contract to the successful Bidder's commitment made in response to this criterion.</p>	The Bidder should provide a Statement of Commitment for the Target Turnaround Time for KPI-2.1.3 for Internal Urgent Calibration requirements.	<p>___ points: Bidder commits to a Target Turnaround Time for KPI-2.1.3 for Internal Urgent Calibration requirements of _____ :</p> <p>4 points: 1 calendar day 2 points: 2 calendar days 0 points: more than 2 calendar days 0 points: No commitment made</p> <p>Responses that are not whole numbers of calendar days will be rounded up, e.g. a response of 36 hours or 1.5 calendar days will be evaluated as a response of 2 calendar days.</p>
R7	<p>Contractor MIS Demonstration</p> <p>The Bidder should provide a demonstration of the capabilities of the proposed Contractor MIS that responds to the assessment factors specified in the Table 6 presented in Section 3.3 below.</p> <p>Demonstration of capability may be achieved through an interactive product, videos, screen shots, descriptive text, system brochures, slide deck presentations or a combination thereof.</p>	<p>The Bidder should provide a demonstration of the capabilities of the proposed Contractor MIS on CD/DVD/USB media with the proposal at the time of bid submission.</p> <p>The Contractor MIS demonstration will be assessed on existing capability compared to a planned capability that does not currently exist. If the capability does not currently exist, then the Bidder must describe how it will be implemented in time for the conduct of the work in order to achieve the associated points.</p>	<p>0 points will be awarded if the Contractor MIS Demonstration is not provided at bid submission. Bidders will not be afforded extra time to prepare the Contractor MIS Demonstration.</p> <p>The Total Demo Points awarded for the responses to the requirements specified in Table 6 – Contractor MIS Demonstration Requirements will be normalized to a score out of 15 points for inclusion in the Rated technical criteria. The calculated points will be rounded up to the nearest whole number. For example is the Bidder</p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	Note: The final RFP may include a requirement for Bidders to provide an on site demonstration of the Contractor MIS at a location to be specified in the National Capital Region.		achieves a score of 50% of the total available CMIS Demonstration Points, then the Bid will be assigned a score of 8 points for this criterion (50% x 15 = 7.5, rounded up to nearest whole number = 8 points).
R8	<p>Contractor Calibration Programme Manager</p> <p>The experience of the Bidder’s Contractor Calibration Programme Manager will be assessed for the number of years of experience as the Account Manager or Project Manager for multi-year technical services project(s) valued at \$5 million Canadian (excluding taxes) or greater.</p>	<p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ol style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) d. Duration (months) (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement) 	<p>3 points: more than 20 years 2 points: more than 16 years 1 points: more than 12 years 0 points: 12 years or less</p>
R9	<p>Contractor Service Manager</p> <p>The experience of the Bidder’s proposed Contractor Service Manager will be assessed for the number of years of experience as the Technical Services Manager for a calibration services contract and/or as the Manager or Deputy Manager of an ISO/IEC 17025 accredited calibration laboratory.</p>	<p>The Bidder must provide a copy of the résumé for the proposed Contractor Service Manager.</p> <p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ol style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) 	<p>3 points: more than 12 years 2 points: more than 9 years 1 points: more than 6 years 0 points: 6 years or less</p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
		b. Start Date (month/year) c. End Date (month/year) d. Duration (months) (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement)	
R10	<p>DRMIS Technician – Goods Movement</p> <p>The Bidder’s proposed resource should meet all of the following requirements:</p> <ul style="list-style-type: none"> a. Secondary school diploma or an acceptable combination of education, training and experience. b. Minimum of three (3) years of relevant experience in goods movement administration. c. Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system. d. Minimum of two (2) years of experience performing data entry in DRMIS. <p>A university degree or college diploma will be acceptable in lieu of a secondary school diploma. Note that prior DRMIS experience is not a mandatory requirement for the resource performing this role.</p>	<p>The Bidder should provide a copy of the résumé for the proposed DRMIS Technician – Goods Movement. The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ul style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) d. Months (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/ activity specifically relates to the experience requirement) 	<p>1 point: Proposed resource meets all requirements</p> <p>0 points: No response or proposed resource does not meet all requirements</p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	The two DRMIS roles must be performed by different resources in accordance with the system accountability rules.		
R11	<p>DRMIS Technician – Work Order Management</p> <p>The Bidder’s proposed resource should meet all of the following requirements:</p> <ul style="list-style-type: none"> a. Secondary school diploma or an acceptable combination of education, training and experience. b. Minimum of three (3) years of relevant experience in work order administration. c. Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system. d. Minimum of two (2) years of experience performing data entry in DRMIS. <p>A university degree or college diploma will be acceptable in lieu of a secondary school diploma. Note that prior DRMIS experience is not a mandatory requirement for the resource performing this role.</p> <p>The two DRMIS roles must be performed by different resources in accordance with the system accountability rules.</p>	<p>The Bidder should provide a copy of the résumé for the proposed DRMIS Technician – Goods Movement. The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ul style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) d. Months (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/ activity specifically relates to the experience requirement) 	<p>1 point: Proposed resource meets all requirements</p> <p>0 points: No response or proposed resource does not meet all requirements</p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R12	<p>Program Management Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 100.001.</p>	<p>The Bidder should submit a fully completed Program Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 100.001.</p>	<p>___ points: A detailed response describing how the Bidder meets the requirements is provided for ___% of the requirements.</p> <p>10 points: 100% of the requirements 9 points: 90% of the requirements 8 points: 80% of the requirements 7 points: 70% of the requirements 6 points: 60% of the requirements 5 points: 50% of the requirements 4 points: 40% of the requirements 0 points: less than 40% of the requirements</p>
R13	<p>Information Management (IM) Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.002.</p>	<p>The Bidder should submit a fully completed Program Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.002.</p>	<p>___ points: A detailed response describing how the Bidder meets the requirements is provided for ___% of the requirements.</p> <p>5 points: 100% of the requirements 4 points: 80% of the requirements 3 points: 60% of the requirements 2 points: 50% of the requirements 1 points: 40% of the requirements 0 points: less than 40% of the requirements</p>
R14	<p>Integrated Logistics Support (ILS) Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.001.</p>	<p>The Bidder should submit a fully completed Program Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.001.</p>	<p>1 point: A detailed response describing how the Bidder meets the requirements is provided for 80% or more of the requirements.</p> <p>0 points: A detailed response describing how the Bidder meets the requirements is provided for less than 80% of the requirements</p>

Annex G – Technical Evaluation Plan

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R15	<p>Quality Assurance (QA) Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.003.</p>	<p>The Bidder should submit a fully completed Program Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.003.</p>	<p>1 point: A detailed response describing how the Bidder meets the requirements is provided for 80% or more of the requirements.</p> <p>0 points: A detailed response describing how the Bidder meets the requirements is provided for less than 80% of the requirements</p>

Annex G – Technical Evaluation Plan

3.3 Contractor MIS Demonstration Assessment

- 3.3.1 The Bidder's demonstration of the capabilities of the proposed Contractor Management Information System (CMIS) will be evaluated against the requirement assessment factors described below and in accordance with the corresponding scoring guidelines.
- 3.3.2 The term "demo points" is used for the CMIS Demonstration scoring to distinguish the detailed scoring system used here from the points scoring system for the other rated technical criteria. The Total Demo Points awarded for the CMIS Demonstration will be applied to Technical Rate Criterion R7 as described in Section 3.2.1 above.
- 3.3.3 A score of 0 demo points will be awarded if the assessment factor is not addressed in the CMIS Demonstration, or if the requirement is not clearly demonstrated. A claim that a capability exists or will exist, without substantiating the claim through the demonstration, will result in the assessment factor being assessed with a score of 0 demo points.
- 3.3.4 A score of 1 demo point will be awarded if the capability does not currently exist, but the Bidder has clearly described how the capability will be achieved in time for the performance of the work under the Contract.
- 3.3.5 A score of 2 demo points will be awarded if the Bidder clearly demonstrates that capability of their proposed CMIS currently exists and has been used operationally since before the date of RFP publication. The Bidder should identify the year that the capability was first implemented for operational use in their CMIS.
- 3.3.6 A score of 3 demo points will be awarded if a claim of existing capability and prior operational use is supported by letters of attestation from customers or references from external observers (contact information required) who will attest to the operational status of the capability.

Annex G – Technical Evaluation Plan

Table 6 – Contractor MIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-1	Has the ability to provide CMIS at DND locations: <ul style="list-style-type: none"> - Quality Engineering Test Establishment, Gatineau, Quebec; - 4 Wing Cold Lake – 1 Air Maintenance Squadron, Cold Lake, Alberta; - Fleet Maintenance Facility Cape Breton, Esquimalt, British Columbia; and - Fleet Maintenance Facility Cape Scott, Halifax, Nova Scotia 	Describe how the system will be implemented across multiple customer locations
R7-2	Must be compliant with ISO/IEC 17025 – General Requirements for the Competence of Testing and Calibration Laboratories.	Describe how the CMIS is ISO/IEC 17025 compliant, how it measures to ensure compliancy, or provide a certificate of compliance
R7-3	Must be operable on MS Windows or accessible by a secure web based interface.	Describe operating system and user accessibility
	Must have ability to record the following data for R7-4 to R7-40:	Demonstrate how data for each of the specified fields will be entered into the CMIS
R7-4	Instrument Description: Equipment Master Record (EMR)	
R7-5	Instrument Description: Name	
R7-6	Instrument Description: NATO Stock Number (NSN)	
R7-7	Instrument Description: Make	
R7-8	Instrument Description: Model	
R7-9	Instrument Description: Hardware option	
R7-10	Instrument Description: Software option	
R7-11	Instrument Description: Firmware revision	
R7-12	Instrument Description: Software	
R7-13	Instrument Description: Vendor	
R7-14	Instrument Description: Bar code number	
R7-15	Customer Identification: Equipment owner and address: (Plant and Storage Location (SLOC))	
R7-16	Asset tracking for: Receipt	
R7-17	Asset tracking for: Purchase	
R7-18	Asset tracking for: Movement and control throughout calibration services process	
R7-19	Asset tracking for: Disposal	
R7-20	Calibration services information for: Recall Notices	
R7-21	Calibration services information for: Calibration Interval Period	
R7-22	Calibration services information for: Work Order Number	
R7-23	Calibration services information for: Work Order Status	
R7-24	Calibration services information for: Instrument Status	
R7-25	Calibration services information for: Date(s) of testing or calibration	
R7-26	Calibration services information for: User entering the data	
R7-27	Calibration services information for: Calibration Technician's Name	
R7-28	Calibration services information for: Location where the calibration was performed. If the calibration is performed on site, the location must be provided.	

Annex G – Technical Evaluation Plan

Table 6 – Contractor MIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-29	Calibration services information for: Calibration methodology: Identification of the method used and any sampling plan or method which is relevant to the data.	
R7-30	Calibration services information for: Calibration measuring points	
R7-31	Calibration services information for: Calibration Results with before and after calibration data	
R7-32	Calibration services information for: Uncertainty of measurement: A note of any deviations from a standard method and any environmental conditions which may bear upon the results	
R7-33	Calibration services information for: The test or calibration results with units	
R7-34	Calibration services information for: Calibration Due Date	
R7-35	Calibration services information for: Releasing Authority: The name, position and signature or other identification of the person accepting responsibility for the report and the report's date of issue	
R7-36	Calibration services information for: Attachments including certificates issued	
R7-37	Calibration services information for: Standard(s) utilized – Standard identifier	
R7-38	Calibration services information for: Standard(s) utilized – Standard name	
R7-39	Calibration services information for: Standard(s) utilized – Last calibration date at the time of standard use	
R7-40	Calibration services information for: Standard(s) utilized – Calibration due date at the time of standard use	
R7-41	The CMIS must show electronic traceability of unbroken chain of evidence leading to a central metrology laboratory holding the national standards for all measurements as required at: Annex A, para 5.4 Maintenance of Calibration Equipment and Standards	
R7-42	The Contractor MIS must support multiple calibration interval types as described at Annex A, para 3.8.4.	
R7-43	An automated variable or sliding calibration interval adjustment should be available within the Contractor MIS.	Methodology is fully automated.
R7-44	An automated variable or sliding calibration interval adjustment should be available within the Contractor MIS.	Calibration interval adjustment allows for increase and decrease in interval period
R7-45	The methodology for any calibration interval adjustments must be clearly documented in accordance with ISO 17025.	
R7-46	Technical Library accessible through the CMIS with a search/filter capability.	
R7-47	DND can upload documents to the Technical Library through the CMIS.	
R7-48	Provides standard reports to support a Performance Management Framework.	
R7-49	Provides standard reports, including: Quality Assurance Program.	

Annex G – Technical Evaluation Plan

Table 6 – Contractor MIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-50	Provides standard reports, including: Calibration Certificate and Test Data Sheet as at Appendix 13. (This report must be recorded in DRMIS and CMIS).	
R7-51	Provides standard reports, including: Out of Tolerance Report (OTR) as described at Annex A, para 5.6.	
R7-52	Provides standard reports, including: Vetted Vendor List.	
R7-53	The Contractor MIS must include a reporting tool to create customized reports.	
R7-54	The reporting system must have a selection of filtering criteria.	Has interactive reporting tool
R7-55	The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.	Has user/customer dashboard
R7-56	The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.	Allows for filter parameters
R7-57	The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.	Allows for various views based on user and/or user type
R7-58	The Contractor MIS must be capable of exporting all data to MS Excel (.xls).	
R7-59	The Contractor must allow read-write access of the CMIS and its database to the PA and designated DND representatives on a continuing basis.	
R7-60	The Contractor must provide a storage and backup plan for all DND data, including monthly off site storage, throughout the contract duration.	
R7-61	Contractors should have the ability to interact with a technology that is compatible with the SAP Process Orchestration (PO) module for future interaction with DRMIS	
R7-62	The Contractor MIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has capability of automated ingest of data
R7-63	The Contractor MIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has interface with MetCal
R7-64	The Contractor MIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has interface with SurCal
R7-65	The Contractor MIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has interface with OEM software
R7-66	Document records must be maintained for 5 years or three calibration intervals, whichever is longer, unless a specific request for longer retention is made by the customer.	

Annex G – Technical Evaluation Plan

Table 6 – Contractor MIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-67	The contractor must maintain an audit trail of all transactions compliant with ISO 17025.	
R7-68	The Contractor must train calibration centre personnel and programme management staff on the use of the Contractor MIS.	Company has complete training package for CMIS

R8 - Contractor MIS Demonstration Score Normalization Process:

Total Number of Assessment Factors	A	68
Maximum Demo Points per Assessment Factor	B	3
Maximum Total Demo Points Possible:	$C = A \times B$	204

Example Calculation of Points for R8:

Total Demo Points Awarded to Bidder	D	115
Total Demo Points Percentage of Maximum Total Demo Points	$E = D \div C$	56%
Total Points Possible for R8 - Contractor MIS Demonstration	F	15
Raw Score Awarded for R8	$G = E \times F$	8.4559
	$H = G$	
Total Points Awarded for R8 - Raw Score	(roundup)	9