



**SHARED SERVICES CANADA**  
**Invitation to Qualify**  
**for the Procurement Process for the**  
**Offender Computing and Technology (OCaT) Initiative**  
**for The Correctional Service of Canada**

Invitation to Qualify No.	2BS-9-80034	Date	May 27, 2019
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Closing Date and Time	June 17, 2019 at 14:00 h		
Time Zone	Eastern Daylight Time (EDT)		
Destination of Goods/Services	Not applicable – Pre-Qualification Process Only		
Email Address for Submitting your Response by the Closing Date	Betty-Jane.Horton@canada.ca		

# SHARED SERVICES CANADA

## Invitation to Qualify for the Procurement Process for the Offender Computing and Technology (OCaT) Initiative

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## Invitation to Qualify for the Procurement Process for the Offender Computing and Technology (OCaT) Initiative

### 1. General Information

#### 1.1 Introduction

- a) **Phase 1 of Procurement Process:** This Invitation to Qualify (ITQ) is the first phase of a procurement process by Shared Services Canada (SSC) for the Offender Computing Technology (OCaT) Initiative (the “**Project**”). Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become “**Qualified Respondents**” for any later phases of the procurement process. Only Qualified Respondents will be permitted to bid on any subsequent solicitation issued as part of the procurement process.
- b) **Further Evaluation of Qualified Respondents:** Even though certain suppliers may be pre-qualified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Respondent at any time during the procurement process.
- c) **ITQ is not a Bid Solicitation:** This ITQ process is not a solicitation of bids or tenders. No contract will be awarded as a result of the activities during the ITQ phase. Canada reserves the right to cancel any of the preliminary requirements included as part of the Project at any time during the ITQ phase or any other phase of the procurement process. Given that the ITQ process may be partially or completely cancelled by Canada, it may not result in any of the subsequent procurement processes described in this document. Respondents and Qualified Respondents may withdraw from the procurement process at any time. Therefore, suppliers who submit a response can choose not to bid on any subsequent solicitation.
- d) SSC is running a pilot project involving a Pre-Response Compliance Check Process. Details are provided in Part 2.

#### 1.2 Overview of the Project

a) **Overview of Project:**

The Correctional Service of Canada (CSC) has the mandate to prepare offenders for release while exercising certain controls to protect the public. The digitization of services, government, and society as a whole presents two countering realities in the delivery of CSC’s mandate: on the one hand, the recognition that an offender’s reintegration would benefit from the use of digital tools and channels; on the other hand, the crucial need to control and in some cases, block access to the digital world.

CSC must balance the need to provide offender access to digital technologies and access to enable successful integration while still ensuring the safety and security of the public, victims, staff and offenders. CSC cannot provide offenders with unfettered access to a digital environment and must find a solution that provides the required levels of monitoring and control.

Currently, an offender's opportunities to interact with technology in CSC institutions include:

- Restricted access to computers for their work, program or legal needs, including personal activities. (No Internet connectivity).
- Video visitation services
- CSC is piloting a digital education environment for offenders to access online course content and integrate technology support in education programs.
- A list of nationally approved software programs that support education programs is available for CSC owned offender-accessible computers.

For security reasons, computers are not linked to the CSC's security systems, external networks, or the Internet.

Up until now, the rate of digitization of the environment meant that technology would supplement rather than help facilitate CSC's reintegration and rehabilitation mandate. CSC has reached the point where its environment is digitized to such a degree that the absence of technology in CSC's services limits the organization's capacity to make use of progressive and current resources to more fully support offender reintegration and rehabilitation efforts. This being the case, CSC seeks to achieve the following:

**Expected Outcomes arising from the performance of the resulting contract(s)**

- Digitally enable a set of services to offenders including information services, offender forms, and education
- Provide video visitation services for offenders
- Introduce email as a service to offenders
- Provide offenders with appropriate digital content.
- Provide offenders with gated internet access.

**b) Scope of Anticipated Procurement:**

- i) **Potential Client Users:** This ITQ is being issued by SSC. It is intended that the contracts resulting from any subsequent solicitation would be used by SSC to provide shared services to Correctional Service Canada. This procurement process will not preclude SSC from using another method of supply for any of its clients with the same or similar needs, unless a subsequent solicitation for this Project expressly indicates otherwise.
  - ii) **Number of Contracts:** SSC is currently contemplating the award of multiple contracts.
  - iii) **Term of Contract(s):** SSC is using a challenged based method of procurement as is described below. The challenge based approach may result in the award of multiple contracts to develop onsite prototypes of the proposed solutions, the ability to extend the prototype and the option to implement the solution and provide associated support services. The resulting contract(s) may be for an indefinite period.
- c) **National Security Exception:** Canada has invoked the National Security Exception in respect of this requirement and, as a result, none of the trade agreements apply to this procurement.
  - d) **Data Sovereignty:** The new service will have to comply with the Treasury Board Secretariat (TBS) Direction for Electronic Data Residency that states:

All Protected B, Protected C and classified GC electronic data must have continuous positive control in a GC approved computing facility located within the geographic boundaries of Canada or within the remises of a GC department located abroad, such as a diplomatic or consular mission. This statement does not restrict the delivery of IT services requiring the storage and / or transmittal of Protected B, Protected C and classified GC electronic data by another sovereign entity (e.g. government) or commercial supplier based on country of origin.

### 1.3 Overview of Anticipated Procurement Process

This ITQ is the first phase in the procurement process for the Project. Although the procurement process remains subject to change (and even to cancellation, in accordance with SSC's Standard Instructions), Canada currently anticipates that the procurement process will be conducted in the following phases:

- a) **ITQ Phase:** This ITQ will be used to qualify Respondents to participate in any subsequent phases of the procurement process.
- b) **Review and Refine Requirements (RRR) Phase:** The RRR process with the Qualified Respondents will follow the ITQ phase. The objective of the RRR phase is to obtain feedback from Qualified Respondents on Canada's preliminary requirements for the Project. It is intended to be a collaborative process and may involve interactions such as workshops, site-visits, one-on-one sessions, and written questions and answers. Canada will consider the feedback provided by Qualified Respondents when refining the requirements and preparing its procurement documents for the Project. Further details regarding the RRR phase will be provided to those Respondents who qualify as a result of this ITQ phase.
- c) **Challenged Based Solicitation (CBS):** The CBS process with the Qualified Respondents will follow. The qualified respondents under this ITQ will be invited to participate to a challenge based solicitation process (CBS). It is expected the CBS process will be comprised of 5 steps:
  - Step: 1 - Site Visit
  - Step: 2 - Presentation
  - Step: 3 - Prototypes Contracts
  - Step: 4 - Deployment
  - Step: 5 - Maintenance and support

As the Qualified Respondent (QR) will be invited to provide input about the procurement process, it is possible that the steps described above be amended in the CBS document.

Under the CBS, SSC will describe the global problem as well as specific problems. QR's will be invited to make a presentation of their proposed solution and explain how it could resolved the identified problems. Multiple bidders could sign a contract to develop an on-site prototype of their proposed solutions. The contract could include the ability to extend the prototype and the option to further implement the solution and provide associated support services.

The scope and the resulting obligations of the contractor will be included in the resulting CBS document. The CBS may also include provisions regarding socio-economic benefits.

#### **Incremental deployment**

Multiple contractors that demonstrate their solution under step 2 could be invited to deploy their solution to institutions for an approximate period of a six months.

The selected contractors must provide and deploy a solution that addresses the identified problems.

The contractors will also measure and report on usage in order to assess the effectiveness of these services, the feasibility of full-scale deployment, and policy implications.

That assessment should enable CSC to:

- Gain insight into the benefits and impacts of leveraging technology in reintegration and rehabilitation services
- Gain the ability to assess satisfaction with offender services using a systematic and unbiased approach
- Gain the ability to capture vital information to chart an informed path forward by:
  - Determine the feasibility of deploying a full-scale solution including identifying policy and IT implications
  - Provide insight into the overall investment required to scale the service for all offenders, which will be required for accurate costing and planning going forward.

If the initial deployments are successful, the Contractors may be invited to deploy their solutions on additional sites. For more information on CSC's profile, see: <https://www.csc-scc.gc.ca/institutions/001002-0001-eng.shtml>.

- d) **SCSI Assessment:** Qualified Respondents who choose to bid on any resulting solicitation will be required to submit "Supply Chain Security Information" (SCSI) for assessment by Canada in relation to supply chain integrity. Further details regarding the SCSI Assessment will be provided to Qualified Respondents at a later stage.

## 2. Instructions for Respondents

### 2.1 Standard Instructions, Clauses and Conditions

- a) SSC's Standard Instructions for Procurement Documents No. 1.0 ("**SSC's Standard Instructions**") are incorporated by reference into and form part of the ITQ as though they were expressly set out here in full. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails. SSC's Standard Instructions can be found at Annex – B.
- b) All other instructions, clauses and conditions identified in this document or any of its attachments by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada. These instructions, clauses and conditions are incorporated by reference and they form part of this document as though they were expressly set out here in full.
- c) If there is a conflict between the provisions of this document and any documents that are incorporated into it by reference as set out above, this document prevails.
- d) By submitting a response, the Respondent is confirming that it agrees to be bound by all the instructions, clauses and conditions of the ITQ.

## 2.2 Questions and Comments

Questions and comments about this ITQ can be submitted in accordance with the Section of SSC's Standard Instructions entitled "**Communications**". However, instead of the deadline specified in those Standard Instructions, the deadline for submitting questions is 7 days.

If Canada does not respond by the date and times indicated, Canada will extend the closing date by the same duration as the delay(s).

## 2.3 Submission of Only One Response

- a) A Respondent can be an individual, a sole proprietorship, a corporation, a partnership, or a joint venture.
- b) Each Respondent (including related entities) will be permitted to qualify only once. If a Respondent or any related entities participate in more than one response (participating means being part of the Respondent, not being a subcontractor), Canada will provide those Respondents with 2 working days to identify the single response to be considered by Canada. Failure to meet this deadline may result in all the affected responses being disqualified or in Canada choosing, in its discretion, which of the responses to evaluate.
- c) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is an individual, corporation, partnership, etc.) an entity will be considered to be "related" to a Respondent if:
  - i) they are the same legal entity as the Respondent (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - ii) the entity and the Respondent are "related persons" or "affiliated persons" according to the Canada *Income Tax Act*;
  - iii) the entity and the Respondent have now or in the two years before the ITQ closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
  - iv) the entity and the Respondent otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- d) A Respondent may act as a subcontractor to another Respondent. However, subcontractors may not be permitted to participate in the Review and Refine Requirements phase with the Qualified Respondent for whom they will be doing subcontracting work.
- e) Any individual, sole proprietorship, corporation, or partnership that is a Respondent as part of a joint venture cannot submit another response on its own or as part of another joint venture.

Example 1: Supplier A does not itself have all the experience required by the ITQ. However, Supplier B has the experience that Supplier A lacks. If Supplier A and Supplier B decide to team up to submit a response together as a joint venture, both entities are together considered the Respondent. Neither Supplier A nor Supplier B can team up with another supplier to submit a separate response, because each is already part of a Respondent.

Example 2: Supplier X is a Respondent. Supplier X's subsidiary, Supplier Y, decides to team up with Supplier Z to submit a response as a joint venture. Suppliers Y and Z, as well as Supplier X, will all be asked to determine which one of the two responses will be considered

by Canada. Both responses cannot be submitted, because Supplier Y is related to Supplier X as an affiliate.

- f) By submitting a response, the Respondent is certifying that it does not consider itself to be related to any other Respondent.

## 2.4 Security Clearance Requirement

- a) A Respondent is not required to have security clearance in order to become a QR. Security clearance and other security requirements will be identified at a later stage of the procurement process.

Respondents (including any subcontractors, if applicable) that are not registered in the Industrial Security Program (ISP) of PSPC's Canadian Industrial Security Directorate (CISD) for Designated Organization Screening (DOS) or Facility Security Clearance (FSC) should ask to be registered in the ISP as this will be required at a later stage of the requirement. To start the process please contact:

Steve Perron  
Senior Procurement Officer  
Correctional Service Canada  
Government of Canada  
340 Laurier Avenue West  
Ottawa, ON K1A 0P9  
Tel. 613-992-6509  
[steve.perron@csc-scc.gc.ca](mailto:steve.perron@csc-scc.gc.ca)

## 2.5 Procurement Modernization – Pre-Response Compliance Check Process

- *SSC is providing respondents the opportunity to submit a preliminary version of their response to the technical mandatory requirements for review by SSC prior to response closing. Participation by respondents is optional.*
- *This initiative is intended to increase the diversity of suppliers who respond, in particular businesses owned or led by Canadians from under-represented groups, such as women, Indigenous Peoples, persons with disabilities, and visible minorities, who may have less experience submitting responses. It is intended to increase the accessibility of the procurement system to such groups and increase the capacity of these groups to participate in the system now and in the future by providing them with feedback during the procurement process that can be used by respondents to improve the quality of their responses. The process is available to all respondents.*
- *This initiative is also intended to support the goal of best value for Canada, by increasing the number of responses eligible for placement on the list of Qualified Respondents.*
- *As SSC will be evaluating the success of the pilot, respondents are encouraged to submit their comments regarding this process. Respondents may submit their questions and comments to the Contracting Authority. Canada may also request that respondents complete a survey regarding their experience.*
- *This initiative is a version of SSC's Pre-Response Compliance Check Process which has been adapted for use in this Invitation to Qualify document.*

- a) **Respondents are invited to submit a Pre-Response:** Canada invites respondents to submit the following:
- i) draft technical responses/draft responses to the mandatory technical requirements



This is referred to as a “**Pre-Response**”. The submission of a Pre-Response by any Respondent is optional and is not a pre-condition to submitting a response on the closing date. Canada will not return Pre-Responses to respondents, but will treat Pre-Responses the same way it treats responses, in accordance with Section 1.8(j) of SSC’s Standard Instructions.

- b) **How to submit a Pre-Response:** A Respondent may submit a Pre-Response in one of two ways:
- i) by email to the Contracting Authority. When a Pre-Response is received by email, the Contracting Authority will send an email acknowledgement back to the Respondent. If the Respondent does not receive an email acknowledgement, the Respondent is encouraged to follow-up by telephone with the Contracting Authority; or
- c) **A Pre-Response will only be reviewed if submitted by the Pre-Response Deadline:** Canada will review only Pre-Responses submitted by no later than June 4, 2019, 11:59PM (EST) (the “**Pre-Response Deadline**”). Canada will, to the extent reasonably possible, review Pre-Responses in the order in which they are submitted, but may also group review several Pre-Responses concurrently. This means that a Respondent that submits a Pre-Response earlier may receive Canada’s feedback sooner than another Respondent submitting a Pre-Response on a later date. Canada will review only one Pre-Response from each Respondent (i.e., after receiving feedback, the Respondent cannot submit a new version of its Pre-Response for review). If the closing date is extended after the Pre-Response Deadline has passed, the Pre-Response Deadline will not be extended by Canada (i.e., the Pre-Response Deadline can only be extended before it has passed).
- d) **Canada will provide Feedback on Pre-Responses:** The Contracting Authority will provide confidential feedback to each Respondent that has submitted a Pre-Response by the Pre-Response Deadline. Canada will normally provide that feedback by email and the Respondent is deemed to have received Canada’s feedback at the time it is sent by Canada. Canada is not responsible for any technical delays in the receipt by the Respondent of its feedback.
- e) **Nature of Canada’s Feedback where No Deficiencies identified:** If Canada does not note any deficiencies during its review of a Pre-Response, Canada will provide the relevant Respondent with a “nil” response.
- f) **Nature of Canada’s Feedback where Deficiencies identified:** If Canada notes deficiencies during its review of a Pre-Response, Canada will provide written feedback to the Respondent indicating any mandatory requirements that Canada has noted:
- i) have not been addressed at all;
  - ii) have not been sufficiently addressed; and
  - iii) are addressed in such a way that the Pre-Response would be declared non-compliant if submitted on the closing date.

While Canada will note the reason the Pre-Response is deficient, Canada will not indicate to the Respondent how the deficiency can be corrected. For example, the feedback might consist of statements such as the following:

- *The OEM certification appears to have been signed by a representative of the Respondent rather than the OEM.*
- *The Pre-Response did not demonstrate that the Respondent has 3 years of experience on the Pre-Response closing date.*

- *The Pre-Response did not demonstrate that proposed equipment meets the specifications set out in Annex B.*
- *The Pre-Response did not demonstrate that the Respondent has an existing portal for placing service orders.*

Once Canada has indicated that a specific mandatory requirement has not been met, Canada is not required to breakdown each way in which the Respondent has failed to meet the mandatory requirement. Canada will also not respond to questions about the feedback. If Canada determines that a Pre-Response is substantially deficient (i.e., there are more than 5 deficiencies identified), Canada reserves the right not to conduct a full review, in which case Canada will identify to the Respondent only those deficiencies noted by Canada before it ceased its review. In addressing Canada's feedback, respondents should ensure that the elements of the response remain consistent following any changes made.

- g) **Timing for Providing Feedback:** The time it takes for Canada to provide the feedback will depend on the number of Pre-Responses received and their quality. Canada does not commit to provide its feedback within a specific amount of time. If Canada has not provided feedback with respect to the Pre-Responses at least 5 FGWDs before the scheduled closing date, the closing date will be extended so that the last Respondent to receive its confidential feedback has 5 full FGWDs (the day of receipt of the feedback is not counted) to finalize its response prior to the closing date. For example, Canada sends the feedback to the last Respondent on Monday at 10am. . Assuming there are no holidays during this period, the Respondent will have Tuesday, Wednesday, Thursday, Friday, and the following Monday to refine its response. The closing date will be no earlier than the following Tuesday.
- h) **Respondent Solely Responsible for Submitting Compliant Response at Closing:** Even if Canada provides feedback regarding a Pre-Response, the Respondent is solely responsible for ensuring that its response submitted on the closing date is accurate, consistent, complete and fully compliant. Canada does not guarantee that it will identify every deficiency during its review of the Pre-Response. By submitting a Pre-Response, the Respondent is agreeing that Canada's review is only preliminary and that Canada will not be responsible in any way for failing to identify any omission, deficiency or non-compliance during its review of the Pre-Response.

### 3. Preparing and Submitting a Response

#### 3.1 General Instructions

SSC's Standard Instructions include instructions with respect to responses, which apply in addition to those described in this document.

#### 3.2 Language for Future Communications

Each Respondent is requested to identify, in its Response Submission Form, which of Canada's two official languages it chooses to use for future communications with Canada regarding this ITQ and any subsequent phases of the procurement process.

#### 3.3 Content of Response

A complete response to this ITQ consists of all of the following:

- a) **Response Submission Form (Requested at ITQ Closing):** Respondents are requested to include the Response Submission Form with their responses. It provides a common form in which Respondents can provide information required for evaluation, such as a contact name,

the Respondent's Procurement Business Number, the language for future communications with Canada about this procurement process, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information requested by the Response Submission Form is incomplete or requires correction, Canada will provide the Respondent with an opportunity to provide the additional information or make the correction. Providing the information when requested during the evaluation period is mandatory.

- b) **Specific Responses to the Qualification Requirements at Annex A (Mandatory at ITQ Closing):** The response must include all the information required by Annex A.

### 3.4 Electronic Submission of Response

- a) **Email Submission of Response:** Subject to Subsection (j), Respondents must submit their responses by email in accordance with this Section by the date and time of closing to the email address identified on the cover page of this document as the "Email Address for Response Submission".
- b) **Format of Email Attachments:** The approved formats for email attachments are any combination of:
  - i) PDF attachments; and
  - ii) documents that can be opened with either Microsoft Word or Microsoft Excel.Respondents that submit attachments in other formats do so at their own risk.
- c) **Email Size:** Respondents should ensure that they submit their response in multiple emails if any single email, including attachments, will exceed 15 MB. Except as expressly provided below, only emails that are received at the Email Address for Response Submission by the closing date and time will be considered part of the response.
- d) **Email Title:** Respondents are requested to include the ITQ No. identified on the cover page of this document in the "subject" line of each email forming part of the response.
- e) **Time of Receipt:** All emails received at the Email Address for Response Submission showing a "received" time before the response closing date and time will be considered timely. In the case of a dispute regarding the time at which an email arrived at SSC, the time at which the response is received by SSC will be determined:
  - i) by the delivery time stamp received by the Respondent if the Respondent has turned on Delivery Status Notification for the sent email in accordance with RFC 1891 established by the Internet Engineering Steering Group (SMTP Service Extension for Delivery Status Notification); or
  - ii) in accordance with the date and time stamp on the SMTP headers showing the time of first arrival on a server used to provide the Government of Canada with email services, if the Respondent has not turned on Delivery Status Notification for the sent email.
- f) **Availability of Contracting Authority:** During the two hours leading up to the closing date and time, an SSC representative will monitor the Email Address for Response Submission and will be available by telephone at the Contracting Authority's telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the Respondent is experiencing difficulties transmitting the email to the Email Address for Response Submission, the Respondent should contact SSC immediately at the Contracting Authority's coordinates provided on the cover page of this document.

- g) **Email Acknowledgement of Receipt by SSC:** On the closing date, an SSC representative will send an email acknowledging receipt of each response (and each email forming part of that response, if multiple emails are received) that was received by the closing date and time at SSC's Email Address for Response Submission.
- h) **Delayed Email Bids:** SSC will accept an email response received in the first 24 hours after the closing date and time only if the Respondent can demonstrate that any delay in delivering the email to the SSC Email Address for Response Submission is due to Canada's systems. Responses received by email more than 24 hours after the closing date and time will not be accepted under any circumstances. As a result, Respondents who have tried to submit a response, but have not received an email acknowledging receipt from SSC shortly thereafter should contact the Contracting Authority so that they can determine whether or not the response arrived at the SSC Email Address for Response Submission on time.
- i) **Responsibility for Technical Problems:** Canada will not be responsible for:
- i) any technical problems experienced by the Respondent in submitting its response, including emails that fail to arrive because they exceed the maximum email size of 15 MB or that are rejected or quarantined because they contain malware or other code that is screened out by SSC's security services; or
  - ii) any technical problems that prevent SSC from opening the attachments to the email(s). For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated accordingly. Respondents will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.
- j) **Hand-Delivered Responses:** All Respondents must attempt to submit their responses electronically. However, SSC will accept a hand-delivered response (as a back-up in addition to the email response), in which case the following applies:
- i) The hand-delivered response can be:
    - (A) a soft copy on CD-ROM, or DVD;
    - (B) a hard copy (i.e., printed on paper); or
    - (C) a combination of soft and hard copies,provided that any pricing tables that were provided by SSC to be completed by the Respondents are submitted as a soft copy.
  - ii) The hand-delivered response must be delivered by a representative of the Respondent in person or by a courier. SSC will not accept any bids delivered by regular mail.
  - iii) The hand-delivered response must be received by an SSC representative before the closing date and time at the address shown on the cover page of this document (or an alternate location arranged with the Contracting Authority in writing).
  - iv) SSC will only accept a hand-delivered copy of the response if the Respondent has coordinated delivery of that response with the Contracting Authority. As indicated above, an SSC representative will be available at the Contracting Authority's telephone number during the two hours before the closing date and time, including for the purpose of coordinating the receipt of hand-delivered responses (the Contracting Authority may also agree, at SSC's discretion, to be available at another time before the closing date and time to receive the response).

- v) The only circumstances in which SSC will accept a hand-delivered response after the closing date and time is if the Respondent can show that the SSC representative was unavailable to receive the hand-delivered response at the coordinated time, or that no SSC representative was available at the Contracting Authority's telephone number (and no SSC representative responded to voicemail messages left at that telephone number) during the two hours leading up to the closing date and time.
- vi) SSC will consult the hand-delivered response only if there are problems with all or a portion of the response submitted by email by the closing date and time or if no email response is received by the closing date and time. If SSC consults the hand-delivered response, it will prevail over the electronically submitted response.

## **4. Process for Evaluating Responses**

### **4.1 Evaluation of Respondent Qualifications**

Canada will evaluate whether each response satisfies all the mandatory requirements described in this ITQ (including information that this ITQ indicates is required, but the ITQ specifically states that it may be submitted upon request after the closing date). The provisions of SSC's Standard Instructions that relate to evaluation also apply. A response must comply with all the requirements of the ITQ in order to be declared compliant.

### **4.2 Basis of Qualification**

- a) Each Respondent whose response meets all the requirements of this ITQ will become a Qualified Respondent for the next stage of the procurement process.
- b) Canada reserves the right to re-evaluate the qualification of any Qualified Respondent at any time during the procurement process. For example, if a particular security clearance is a requirement of this ITQ and the Respondent's security clearance changes or lapses, so that the Respondent no longer meets the requirements of this ITQ, Canada may disqualify that Qualified Respondent. Similarly, if new information comes to the attention of Canada that calls into question any of the Qualified Respondent's qualifications under this ITQ, Canada may re-evaluate that Qualified Respondent. If Canada re-evaluates the qualification of any Qualified Respondent, Canada may request further information and, if the Qualified Respondent fails to provide it within 5 working days (or a longer period provided by the Contracting Authority), Canada may disqualify the Qualified Respondent.
- c) Unsuccessful Respondents will not be given another opportunity to participate or be re-evaluated for the subsequent phases of the procurement process, unless Canada determines in its sole discretion to conduct a second qualification round.
- d) All Respondents will be notified in writing regarding whether or not they have qualified.

### **4.3 ITQ Phase Second Qualification Round**

- a) Canada reserves the right, in its sole discretion, to conduct a second qualification round among the unsuccessful Respondents if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Respondents.
- b) If Canada determines that unsuccessful Respondents will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Respondents on the same day regarding the reasons they were unsuccessful during the first qualification round.

- c) Any Respondent who does not qualify as a result of any second qualification round conducted by Canada will not be given another opportunity to participate or be re-evaluated for any subsequent phases of this procurement process.

## ANNEX A – QUALIFICATION REQUIREMENTS

To be considered responsive, a response must meet all of the following mandatory qualification criteria. Respondents not meeting all of these mandatory requirements will be given no further consideration. Consequently, respondents are encouraged to supply as much information as necessary to demonstrate clearly that the mandatory requirements have been met.

<b>M1 – Experience as an e-services provider</b>
<p>The Respondent must have a minimum of three (3) cumulative years of experience delivering at least one of the following services:</p> <ol style="list-style-type: none"><li>1. Secure messaging service capable of intercepting, filtering, blocking attachments and limiting size and contacts</li><li>2. Secure video visitation services; corrections grade, capable of covert monitoring, covert recording, and vetting of participants</li><li>3. Limited/gated access to the Internet</li><li>4. A Point of Sale (POS) function that allows CSC to manage and transact sales to the general inmate population.</li></ol> <p>The services must have been delivered in a correctional environment for inmates. Respondents must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"><li>a. Name of the client organization(s) and contact information;</li><li>b. Start and end dates of the projects;</li><li>c. Nature and scope of the services provided;</li><li>d. A reference that can confirm the experience.</li></ol>
<p><b>Response:</b></p>

\*Correctional environment for inmates in which offenders are incarcerated are defined as state or provincial jails, youth corrections facilities, remand centres, and/or federal correctional facilities.

**M2 – Experience providing monitoring and control on the use of video visitation or messaging**

If the Respondent has indicated under M1 that they deliver **either secure messaging services or video visitation services, or both**, the Respondent must have a minimum of three (3) cumulative years of experience within ten (10) years prior to the ITQ Closing Date in which they provided monitoring, control and reporting to a granular level (i.e. by inmate, institution, province/state, region, a group or subset of all institutions, national/all institutions) on use of either of these services or both, in a correctional environment\* for inmates.

Respondents must provide the following details as to how the stated experience was obtained:

- a. Name of the client organization(s) and contact information;
- b. Start and end dates of the projects;
- c. Nature and scope of the services provided;
- d. A reference that can confirm the experience.

**Response:**

\*Correctional environment for inmates in which offenders are incarcerated are defined as state or provincial jails, youth corrections facilities, remand centres, and/or federal correctional facilities.



**Annex B – Standard Instructions for Procurement Documents**

**(see attachment)**

## FORM 1 – RESPONSE SUBMISSION FORM

Invitation to Qualify No. 2BS-9-80034 Response Submission Form			
Respondent's full legal name  <i>In the case of a joint venture, please identify all members.</i>			
Authorized Representative of Respondent for evaluation purposes (e.g., clarifications)	Name		
	Title		
	Address		
	Telephone #		
	Fax #		
	Email		
Respondent's Procurement Business Number (PBN)  <i>Please see SSC's Standard Instructions. Please make sure that your PBN matches the legal name under which you have submitted your response. If it does not, the Respondent will be determined based on the legal name provided, not based on the PBN, and the Respondent will be required to submit the PBN that matches the legal name of the Respondent.</i>			
Former Public Servants  <i>Please see the Section of SSC's Standard Instructions entitled "Former Public Servants" for more information.</i>  <i>If you are submitting a response as a joint venture, please provide this information for each member of the joint venture.</i>	Is the Respondent a Former Public Servant in receipt of a pension as defined in SSC's Standard Instructions? <b>If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant"</b>	Yes	
		No	
	Is the Respondent a Former Public Servant who received a lump sum payment under the terms of the work force adjustment directive? <b>If yes, provide the information required by the Section in SSC's Standard Instructions entitled "Former Public Servant"</b>	Yes	
		No	
Requested Canadian province or territory for applicable laws			
Security Clearance Level of Bidder  <i>Please ensure that the security clearance matches the legal name of the Respondent. If it does not, the security clearance is not valid for the Respondent.</i>	Clearance Level		
	Date Granted		
	Issuing Entity (PWGSC, RCMP, etc.)		
	Legal name of entity to which clearance issued		
On behalf of the Bidder, by signing below, I confirm that I have read the entire ITQ, including the documents incorporated by reference into the RFP, and I certify and agree that: 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the RFP; 2. The Bidder has read and complies with the obligations of the PSPC Code of Conduct for Procurement ( <a href="http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html">http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html</a> ); 3. All the information provided in the bid is complete, true and accurate; and 4. The Bidder agrees to be bound by all the terms and conditions of this RFP, including the documents incorporated by reference into it.			
Signature of Authorized Representative of Respondent			