



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

Québec

K1A 0S5

Bid Fax: (819) 997-9776

LETTER OF INTEREST

LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Shared Travel Services & Business Transformation

Division XN/Division des services de voyage partagés et
de la transformation des opé

Sir Charles Tupper Building 3rd Fl

Édifice Sir Charles Tupper 3e étage

- A300-6

2720 Riverside Drive

2720, promenade Riverside

Ottawa

Ontario

K1A 0S5

Title - Sujet ITQ- PCA Reservation System	
Solicitation No. - N° de l'invitation 5P047-175117/C	Date 2019-05-31
Client Reference No. - N° de référence du client 5P047-175117	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XN-114-35767
File No. - N° de dossier 114xn.5P047-175117	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-07-03	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Edwards-Letellier, Sophia	Buyer Id - Id de l'acheteur 114xn
Telephone No. - N° de téléphone (613) 299-2483 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: PARKS CANADA 30 VICTORIA GATINEAU Quebec J8X 0B3 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

Solicitation No. - N° de l'invitation
5P047-175117/C
Client Ref. No. - N° de réf. du client
20175117

Amd. No. - N° de la modif.
File No. - N° du dossier

Buyer ID - Id de l'acheteur
114XN
CCC No./N° CCC - FMS No./N° VME

INVITATION TO QUALIFY (ITQ)

FOR

Parks Canada Reservation Service (PCRSv3)

For

Parks Canada Agency (PCA)

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PART 1 - GENERAL INFORMATION

1.1 Introduction

- 1.1.1 This Invitation to Qualify (ITQ) forms part of the Qualification Phase, which is the second phase of a multi-phase procurement process detailed in section 2.1.1 by Public Works and Government Services Canada (PWGSC), on behalf of Parks Canada Agency (PCA), for the Parks Canada Reservation Service (PCRSv3). This ITQ is neither a Request for Proposal (RFP) nor a solicitation of bids. A Contract will not result from this ITQ. Canada reserves the right to modify, change, or terminate, at its sole discretion, any or all of the Phases of the procurement process at any time during the procurement process. Given that this ITQ may be cancelled by Canada, it may not result in any of the subsequent procurement processes described in this document. Suppliers may withdraw from the ITQ process at any time.
- 1.1.2 Suppliers are invited to pre-qualify in accordance with the terms and conditions of this ITQ in order to become "Qualified Suppliers" for any later phase of the procurement process. Canada intends to pre-qualify Suppliers based on the mandatory criteria listed in Annex 2 – Mandatory Evaluation Criteria. Those Suppliers who meet all of the mandatory requirements of the ITQ through a formal evaluation conducted during the ITQ process will be hereinafter referred to as "Qualified Suppliers".
- 1.1.3 **Further Evaluation of Qualified Respondents:** Even though certain suppliers may be prequalified by Canada as a result of this ITQ, Canada reserves the right to re-evaluate any aspect of the qualification of any Qualified Supplier at any time during the procurement process.
- 1.1.4 Suppliers who do not successfully qualify as part of the ITQ process will not be able to participate in subsequent procurement phases for the Parks Canada Reservation Service.
- 1.1.5 This document describes what Suppliers need to submit with their Response(s) and how Responses will be evaluated. The response requirements and evaluation procedures are fully described in Part 3 – Response Preparation Instructions and Part 5 – Evaluation Procedures and Basis of Qualification, respectively.
- 1.1.6 The Phased Bid Compliance Process applies to this requirement. Canada will use the Phased Bid Compliance Process described in section 5.1 of Part 5 - Evaluation Procedures and Basis of Qualification.
- 1.1.7 This ITQ is divided into the following six (6) parts:
- Part 1: General Information: provides an overview of the Parks Canada Reservation Service requirements;
 - Part 2: Overview of the Procurement Process: describes the phases of the procurement process;
 - Part 3: Supplier Instructions: provides the instructions, clauses and conditions applicable to this ITQ;
 - Part 4: Response Preparation Instructions: provides Suppliers with instructions on how to prepare their Response to the ITQ;

Part 5: Evaluation Procedures and Basis of Qualification: describes how the Responses will be evaluated and the basis of qualification; and

Part 6: Security Requirement: describes the anticipated future security requirements.

Refer to the Table of Contents for the list of annexes and forms.

1.2 Summary

1.2.1 Public Works and Government Services Canada on behalf of Parks Canada Agency (PCA) is looking to procure a new reservation service to allow visitors to reserve accommodations, camping, equipment or experiences and purchase their entry pass, merchandise, or other products online and through a variety of digital platforms. The online system that supports the service should also allow visitors to quickly access their account and adjust their travel plans. In addition, the online system that supports the service should be an effective and efficient tool for Parks Canada's team members to manage and communicate the high quality experiences offered to visitors and better understand how they visit PCA places.

1.2.2 **Number of contracts:** PWGSC is currently anticipating the award of at least 1 contract.

1.2.3 **Term of contract:** The term of any resulting contract and any applicable options to extend will be identified at the Bidding Phase.

1.2.4 PCA has identified the following as components required for the production of the Parks Canada Reservation Service (PCRSv3) in addition to the anticipated requirements described in Annex 3.

- Visitor-facing website (online reservations);
- Call center (for visitors to call and make reservations);
- Parks Canada staff interface (check in/check out and inventory management); and
- Administration (financing and reporting).

1.3 Debriefings

The Contracting Authority will notify unsuccessful Suppliers after the Qualification Phase and provide a debriefing upon request. The unsuccessful Suppliers should make the request to the Contracting Authority within 15 working days from receipt of the results of the Qualification Phase. Debriefings may be in writing, by telephone or in person. The Contracting Authority is to determine which method will be the most effective.

1.4 Conflict of Interest

1.4.1 As set out in the provisions of the Standard Instructions - Goods or Services – Competitive Requirements 2003 (2018-05-22), a Response can be rejected due to an actual or apparent conflict of interest or unfair advantage.

In this regard, Canada advises that it has used the services of a number of private sector contractors in preparing strategies and documentation related to this procurement process, including the following:

- a) Excel Human Resources Inc.
- b) TAG HR
- c) K2E Security

It is noted that in order to avoid a conflict of interest, the above-mentioned contractors, their subcontractors and their respective employees and former employees involved in the work will not be eligible to bid, either as sole Bidder, Joint Venture or subcontractor to the Bidder on any bid solicitation related to the PCRSv3 Project.

1.4.2 In order to protect the integrity of the procurement process, Suppliers are advised that Canada may reject a Response in the following circumstances:

- a) if the Supplier, any of its affiliates or subcontractors, or any of their respective employees or former employees was involved in any manner in the preparation of the strategies and documentation related to this procurement process or is in any situation of conflict of interest or appearance of conflict of interest;
- b) if the Supplier, any of its affiliates or subcontractors, or any of their respective employees or former employees had access to information related to the bid solicitation that was not available to other suppliers and that would, in Canada's opinion, give or appear to give the Supplier an unfair advantage.

1.4.3 The experience acquired by a Supplier who is providing or has provided the goods and services described in the ITQ (or similar goods or services) to Canada will not, in itself, be considered by Canada as conferring an unfair advantage or creating a conflict of interest. Each Supplier remains, however, subject to the criteria established above.

1.4.4 If Canada intends to disqualify a Response under this section, the Contracting Authority will inform the Supplier and provide the Supplier an opportunity to make representations before making a final decision. Suppliers who are in doubt about a particular situation should contact the Contracting Authority before the closing date. By submitting a Response, the Supplier represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage. The Supplier acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

1.5 Applicable Trade Agreements

1.5.1 This procurement is subject to all of Canada's Trade Agreements including but not limited to those listed below:

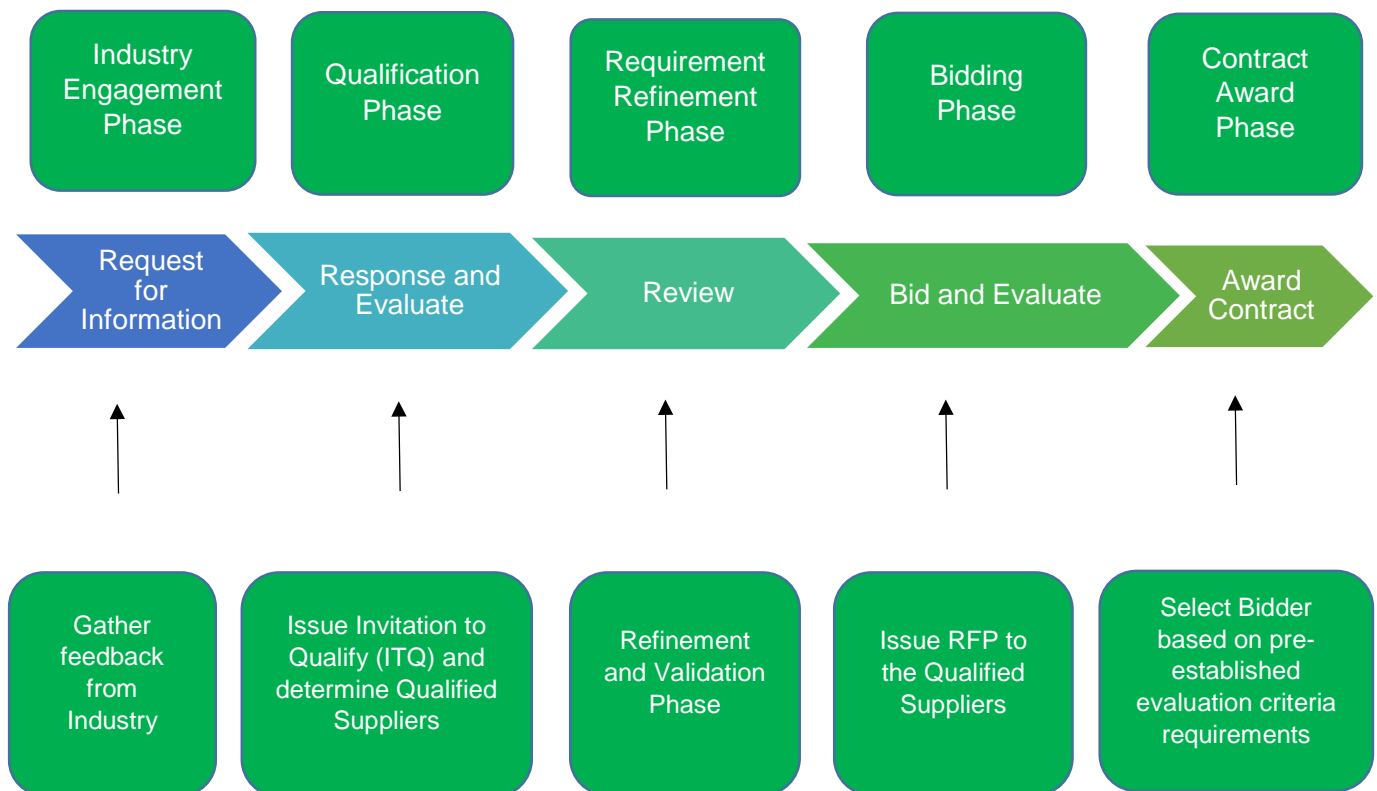
- Canada-Colombia Free Trade Agreement (CCoFTA)
- Canada-Peru Free Trade Agreement (CPFTA)
- Canada-Chile Free Trade Agreement (CCFTA)
- North American Free Trade Agreement (NAFTA)
- World Trade Organization-Agreement on Government Procurement (WTO-AGP)
- Canada-Panama Free Trade Agreement (CPaFTA)
- Canada-Korea Free Trade Agreement (CKFTA)
- Canadian Free Trade Agreement (CFTA)
- Comprehensive Economic and Trade Agreement (CETA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

PART 2 - OVERVIEW OF PROCUREMENT PROCESS

2.1 Overview

2.1.1 The following Figure 1 outlines the phases of the multi-phase procurement process for the Parks Canada Reservation Service (PCRSv3).

Figure 1: Parks Canada Reservation Service Procurement Process



2.1.2 The following Table 1 summarizes the objectives and target dates of each phase of the multi-phase procurement process for the Parks Canada Reservation Service (PCRSv3).

Table 1: Summary of Parks Canada Reservation Service Procurement Phases and Objectives

Procurement Phase	Objectives	Target Dates
Industry Engagement Phase (Completed)	<ul style="list-style-type: none"> RFI published on Buyandsell.ca: https://buyandsell.gc.ca/procurement-data/tender-notice/PW-XN-114-33794 One-on-one sessions Summary Feedback Outcome Report 	<ul style="list-style-type: none"> Published September 2018 Completed December 2018 Published March 2019
Qualification Phase	<ul style="list-style-type: none"> Issue ITQ on Buyandsell.gc.ca Receive Responses from Suppliers Evaluate Responses Determine the list of Qualified Suppliers 	<ul style="list-style-type: none"> Spring/Summer 2019
Requirement Refinement Phase	<ul style="list-style-type: none"> Provide the Qualified Suppliers with a copy of the Parks Canada Reservation Service draft solicitation documents Provide the Qualified Suppliers an opportunity to enhance their understanding of the Parks Canada Reservation Service requirements Provide Canada with an opportunity to obtain recommendations for improvements to the Parks Canada Reservation Service requirements from Qualified Suppliers 	<ul style="list-style-type: none"> Summer/Fall 2019
Bidding Phase	<ul style="list-style-type: none"> Issue RFP to all Qualified Suppliers Obtain complete bids from the Bidders Evaluate the bids in accordance with the RFP Proof of Proposal Demonstration as required Determine the responsive bid 	<ul style="list-style-type: none"> Fall/Winter 2019
Contract Award Phase	<ul style="list-style-type: none"> Award the Parks Canada Reservation Service Contract to the responsive Bidder 	<ul style="list-style-type: none"> Fall 2020
Implementation/Transition Phase	<ul style="list-style-type: none"> Transition to new Reservation Service 	<ul style="list-style-type: none"> Fall 2021

2.1.3 The details outlined in Figure 1 and Table 1 above have been provided for information purposes only. Canada reserves the right to delete or modify or add any named procurement phases, objectives and associated target dates as required.

2.2 Qualification Phase

2.2.1 The Qualification Phase is the second phase of the Parks Canada Reservation Service multi-phase procurement process.

2.2.2 This ITQ defines the requirements for the Qualification Phase. The objective of the Qualification Phase is to qualify Suppliers for further consideration in the Parks Canada Reservation Service procurement process. Refer to Part 5 – Evaluation Procedures and Basis of Qualification for a more detailed explanation of the ITQ evaluation procedures and basis of selection of Qualified Suppliers.

2.2.3 During the Qualification Phase, all questions and answers will be posted on [BuyandSell.gc.ca](https://buyandsell.gc.ca) in a timely manner.

2.3 Requirement Refinement Phase

- 2.3.1 A draft solicitation document will be issued to Qualified Suppliers to further refine the requirement by addressing industry concerns and considering industry best practices. It is the responsibility of each Qualified Supplier to take advantage of the Requirement Refinement process by asking any questions that are necessary for them to prepare a complete response to the final bid solicitation for the Parks Canada Reservation Service.
- 2.3.2 The objectives of the Requirement Refinement Phase include:
- (i) Ensuring that the Qualified Suppliers have an opportunity to conduct a thorough review and provide feedback relating to the draft Parks Canada Reservation Service solicitation documents; and
 - (ii) Obtaining recommendations from Qualified Suppliers for improvements to the draft Parks Canada Reservation Service solicitation documents, which may be advantageous to Canada.
- 2.3.3 During this phase Canada may contact the Qualified Suppliers seeking written feedback on drafts, conduct working sessions or one-one meetings with the intent on refining solicitation documents. Details will be communicated at the appropriate time. If meetings are to be held they will be held in the National Capital Region (NCR) or by video conference.
- 2.3.4 Canada reserves the right, at its sole discretion, not to conduct the Requirement Refinement Phase and proceed with the subsequent phase of the procurement process. Canada also reserves the right to modify the Parks Canada Reservation Service requirements and incorporate any changes in future solicitation documents.

2.4 Bidding Phase

- 2.4.1 The objectives of the Bidding Phase include:
- (i) Issuing a solicitation to the Qualified Suppliers for the acquisition of the Parks Canada Reservation Service;
 - (ii) Receiving and evaluating the bids submitted in response to the solicitation; and
 - (iii) Determining the responsive bidder and bid in accordance with requirements outlined in the solicitation.
- 2.4.2 The approach for the Bidding Phase has not been decided upon and will be defined in the solicitation document. The Bidding Phase may or may not include a Proof of Proposal (PoP) demonstration requirement.

2.5 Contract Award Phase

- 2.5.1 The objective of the Contract Award Phase is for Canada to award a contract to the responsive bidder in accordance with the solicitation for the acquisition of the Parks Canada Reservation Service.

PART 3 – SUPPLIER INSTRUCTIONS

3.1 Standard Instructions, Clauses and Conditions

- 3.1.1 All instructions, clauses and conditions identified in the ITQ 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 PWGSC.
- 3.1.2 Suppliers who submit a Response agree to be bound by the instructions, clauses and conditions of the ITQ.
- 3.1.3 The 2003 (2018-05-22) Standard Instructions - Goods or Services – Competitive Requirements, are incorporated by reference into and form part of the ITQ, except that:
- a) Wherever the term “bid solicitation” is used, it is substituted with “Invitation to Qualify”;
 - b) Wherever the term “bid” is used, it is substituted with “Response”;
 - c) Wherever the term “Bidder(s)” is used, it is substituted with “Supplier(s)”;
 - d) Subsection 05(4), which discusses a validity period, does not apply, given that this ITQ invites Suppliers to qualify. Canada will assume that all Suppliers who submit a Response wish to continue to qualify unless they advise the Contracting Authority that they wish to withdraw their Response;
 - e) Section 10 is deleted in its entirety and replaced by the following:

10 Legal capacity, ownership and control information:

 1. The Supplier must provide, if requested by the Contracting Authority, the following information as well as any other requested information related to the ownership and control of the Supplier, its owners, its management and any related corporations and partnerships:
 - i. An organization chart for the Supplier showing all related corporations and partnerships;
 - ii. A list of all the Supplier's shareholders and/or partners, as applicable; if the Supplier is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner; and
 - iii. A list of all the Supplier's directors and officers, together with each individual's home address, date of birth, birthplace and citizenship(s); if the Supplier is a subsidiary, this information must be provided for each parent corporation or partnership, up to the ultimate owner.

In the case of a joint venture Supplier, this information must be provided for each member of the joint venture. The Contracting Authority may also require that this information be provided in respect of any Subcontractors specified in a Response.

-
2. For the purposes of this section, a corporation or partnership will be considered related to another party if:
- i. they are “related persons” or “affiliated persons” according to the *Canada Income Tax Act*;
 - ii. the entities have now or in the two (2) years before the closing date had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - iii. the entities otherwise do not deal with one another at arm’s length, or each of them does not deal at arm’s length with the same third party.
- g) Subsection 14 Price Justification is deleted in its entirety.
- h) If there is a conflict between the provisions of Standard Instructions – Goods or Services – Competitive Requirements 2003 and this document, this document prevails.

Note: Canada may or may not release the number or names of the qualified suppliers on the qualification list until contract award.

3.2 Joint Venture

- 3.2.1 Suppliers submitting Responses to the ITQ must indicate the relevant company and/or organization names that are jointly submitting the Response in Annex 5 - Form 1: ITQ Submission Form.
- 3.2.2 If a Response is submitted by a joint venture, it must be in accordance with section 17 Joint Venture, of the SACC 2003 Standard Instructions (2018-05-22).

3.3 Submission of Responses

- 3.3.1 Responses must be submitted only to the PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the ITQ.
- 3.3.2 For Suppliers choosing to submit using epost Connect for responses closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Responses will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send responses through an epost Connect message if the Supplier is using its own licensing agreement for epost Connect. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

- 3.3.3 Due to the nature of the ITQ, transmission or delivery of responses by facsimile or e-mail directly to PWGSC Contracting Authority will not be accepted.

3.4 Enquiries

- 3.4.1 All enquiries must be submitted in writing to the Contracting Authority, at the email address identified below, no later than ten (10) calendar days before the closing date for submission of Responses to the ITQ. Enquiries received after that time may not be answered.

Contracting Authority

Public Works and Government Services Canada

Sophia Edwards-Letellier

Email address: Sophia.Edwards-Letellier@tpsgc-pwgsc.gc.ca

- 3.4.2 Suppliers should reference as accurately as possible the numbered item of the ITQ to which the enquiry relates. Care should be taken by Suppliers to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. 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 question(s) or may request that Suppliers do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Suppliers. Enquiries not submitted in a form that can be distributed to all Suppliers may not be answered by Canada.

3.5 Applicable Laws

- 3.5.1 The ITQ must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.

3.6 Improvement of Requirement during ITQ

- 3.6.1 Should Suppliers consider that the requirements contained in the ITQ could be improved technically, Suppliers are invited to make suggestions, in writing, to the Contracting Authority named in the ITQ. Suppliers must clearly outline the suggested improvement as well as the reason for the suggestion. Only suggestions that do not restrict the level of competition nor favour a particular Supplier may be given consideration provided they are submitted to the Contracting Authority at least 10 working days before the closing date for submission of responses to the ITQ. Canada will have the right to accept or reject any or all suggestions.

3.7 Language for Future Communications

- 3.7.1 Suppliers are requested to identify, in writing, in Annex 5 - Form 1: ITQ Submission Form which of Canada's two (2) official languages (English or French) it chooses to use for future communications with Canada regarding this ITQ and any subsequent phases of the procurement process.

PART 4 - RESPONSE PREPARATION INSTRUCTIONS

4.1 Response Preparation Instructions

4.1.1 Canada requests that Suppliers provide their ITQ response in separate sections as follows:

- a) Section I: Mandatory Response - One (1) soft copy or one (1) hard copy

Formats of electronic documents accessible by Canada include PDF or MS Office 2013.

4.1.2 If the Supplier chooses to submit its bid electronically, Canada requests that the Bidder submits its response in accordance with section 08 of the Standard Instructions [2003](#).

4.2 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/achatsprocurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Suppliers should apply the following if they are submitting hard copy responses:

- a) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and
- b) 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.

4.3 Section I: Mandatory Response

4.3.1 In their mandatory Response, Suppliers must demonstrate their understanding of the requirements contained in the ITQ and explain how they will meet these requirements. Suppliers should demonstrate their capability of meeting all of the mandatory requirements, and describe their approach in a thorough, concise and clear manner for meeting the mandatory requirements.

4.3.2 The Mandatory Response must consist of the following:

- a) **Substantiation of Compliance:** The Supplier's mandatory response must substantiate its compliance with and address clearly and in sufficient depth the mandatory criteria that are subject to evaluation in Annex 2 - Mandatory Evaluation Criteria. Each of the Mandatory Evaluation Criteria must be addressed in sufficient detail to permit the evaluation team to verify the Supplier's compliance. Simply repeating the statement contained in the ITQ is not sufficient. In order to facilitate the evaluation of the response, Canada requests that Suppliers address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Suppliers may refer to different sections of their responses by identifying the specific paragraph and page number where the subject topic has already been addressed.

Anticipated Requirements for Bid Solicitation: The Supplier's response must include a signed copy of Annex 3- Anticipated Requirements for Bid Solicitation acknowledging that the Supplier has read and understood that Annex 3- Anticipated Requirements for Bid Solicitation are mandatory requirements that are expected to be included and evaluated as part of the Bidding Phase.

- b) **ITQ Submission Form:** Suppliers are requested to include a completed ITQ Submission Form, found at Annex 5 - Form 1: ITQ Submission Form, with their responses. It provides a common form in which Suppliers can provide information required for evaluation, such as a contact name, the Supplier's Procurement Business Number, the language for future communications with Canada about this procurement process, etc. Using the form to provide this information is recommended. If Canada determines that the information required by the ITQ Submission Form is incomplete or requires correction, Canada will provide the Supplier with an opportunity to provide the additional information or make the correction. Providing the information when requested during the evaluation period is mandatory. If the Supplier has not submitted the requested information within the period set by the Contracting Authority, its response will be declared non-responsive.

c) **Customer Reference Contact Information: Form 2: Project Reference Check Form:**

- i. The Supplier must provide customer references for each project experience description provided in its response to demonstrate the experience as required by Annex 2 – Mandatory Evaluation Criteria. Each customer reference must confirm, if requested by Canada, the facts identified in the Supplier's Response, relative to the project for which they are identified as a reference, as required by Annex 2 - Mandatory Evaluation Criteria.
- ii. Suppliers are requested to submit a completed Project Reference Check Form found at Annex 6 for each customer reference relative to the project for which they are identified as a reference, as required by Annex 2 - Mandatory Evaluation Criteria.
- iii. If the information requested in this form is not provided with the Supplier's Mandatory Response, it must be provided upon request by the Contracting Authority within the timeframe identified in the request.
- iv. Canada may contact the customer reference provided for the referenced project to validate the information provided in the Supplier's response.
- v. The form of question to be used to request confirmation from customer references is as follows:

Question to Customer Reference:

Has the Supplier provided your organization with *[describe the services and, if applicable, describe any required time frame within which those services must have been provided]*?

☐ Yes, the Supplier has provided my organization with the services described above.

☐ No, the Supplier has not provided my organization with the services described above.

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

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For each customer reference, the Supplier must, at a minimum, provide the name of the organization, name, and telephone number or e-mail address for a contact person. Suppliers are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the Supplier's response, the information provided by the customer reference will be evaluated instead of the information in the Supplier's response.

PART 5 - EVALUATION PROCEDURES AND BASIS OF QUALIFICATION

5.1 Evaluation Procedures

- 5.1.1 Responses will be assessed in accordance with the entire requirement of the ITQ including the mandatory evaluation criteria. Suppliers that meet all of the mandatory requirements of this ITQ will qualify as a "Qualified Supplier" for subsequent phases of the procurement process. Only these Qualified Suppliers will be eligible to participate in Phase 3 - Requirement Refinement Phase and Phase 4 – Bidding Phase. Canada reserves the right to re-evaluate the qualification of any Qualified Supplier at any time during the procurement process. All Suppliers will be notified in writing regarding whether or not they have qualified. Responses that do not meet or comply with each and every mandatory requirement will be declared non-responsive and will be disqualified.
- 5.1.2 An evaluation team composed of representatives of Canada and possibly independent consultants will evaluate the responses. Canada may hire any independent consultant or consulting firm or use any Government resources to evaluate any ITQ response. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation. By submitting a response, Suppliers consent to the release of those responses to any third-party consultants retained by Canada, subject to Canada's obtaining confidentiality undertakings from these third-party consultants.
- 5.1.3 Each Response will be reviewed for compliance with every mandatory requirement of this ITQ. The Supplier will be given an opportunity to correct a non-responsive finding with respect to the required mandatory requirement in accordance with the Phased Bid Compliance outlined in section 5.2 below.
- 5.1.4 In addition to any other time periods established in the qualification process:
- a. **Requests for Clarifications:** If Canada seeks clarification or verification from the Supplier about its response, the Supplier will have two (2) working days or a longer period if specified in writing by the Contracting Authority to provide the necessary information to Canada; and
 - b. **Extension of Time:** If additional time is required by the Supplier, the Contracting Authority may grant an extension at his or her sole discretion.
- 5.1.5 Canada will use the Phased Bid Compliance Process described below.
- 5.1.6 In conducting its evaluation of the responses, Canada may, but will have no obligation to, do the following:
- a. contact any or all references supplied by Suppliers to verify and validate any information submitted by the Suppliers; and
 - b. seek clarification or verification from Suppliers regarding any or all information provided by them with respect to the ITQ.
- 5.1.7 Only referenced material included within the Supplier's response, or clarified upon request by the Contracting Authority, will be evaluated. Reference material outside of the Supplier's response will not be considered. It is the sole responsibility of the Supplier to provide sufficient information so that their responses can be adequately evaluated.
- 5.1.8 Canada reserves the right to re-evaluate the qualification of any Qualified Supplier at any time during the procurement process. If information comes to the attention of Canada that calls into

question any of the Qualified Supplier's qualifications under this ITQ, Canada may re-evaluate that Qualified Supplier. If Canada re-evaluates the qualification of any Qualified Supplier, Canada may request further information and, if the Qualified Supplier fails to provide it within 5 working days (or a longer period provided by the Contracting Authority), Canada may disqualify the Qualified Supplier.

- 5.1.9 Unsuccessful Suppliers 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, that the circumstances require such a change.
- 5.1.10 Canada reserves the right, in its sole discretion, to conduct a second qualification round among the unsuccessful Suppliers if, in Canada's opinion, the first qualification round results in an insufficient number of Qualified Suppliers.
- 5.1.11 If Canada determines that unsuccessful Suppliers will be given a second opportunity to qualify, Canada will provide written information to all unsuccessful Suppliers on the same day regarding the reasons they were unsuccessful during the first qualification round.
- 5.1.12 Any Supplier 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 phase of this procurement process.
- 5.1.13 The Government of Canada will provide written notice to each Supplier informing of their qualification status.
- 5.1.14 The Government of Canada will also publish the list of Qualified Suppliers on BuyandSell.

5.2 Phased Bid Compliance Process

5.2.1 (2018-07-19) General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I of the PBCP, Suppliers are and will remain solely responsible for the accuracy, consistency and completeness of their Responses and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Responses or in responses by a Supplier to any communication from Canada.

THE SUPPLIER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE II THAT THE RESPONSE IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I AND NOTWITHSTANDING THAT THE RESPONSE HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A RESPONSE TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE SUPPLIER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I MAY NOT BE SUCCESSFUL IN RENDERING ITS RESPONSE RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS RESPONSE NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Supplier and consider as part of the Response any information to correct errors or deficiencies in the Response that are clerical or administrative, such as, without limitation, failure to sign the or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Supplier has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the ITQ closing in circumstances where the ITQ expressly provides for this right. The Supplier will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Response being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after ITQ closing in circumstances where the ITQ expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Supplier must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Supplier at any address provided by the Supplier in or pursuant to the Response is deemed received by the Supplier on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

5.2.2 (2018-03-13) Phase I: Mandatory Response

- (a) Canada's review at Phase I will be limited to a review of the Mandatory Response to identify any instances where the Supplier has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Mandatory Response meets any standard or is responsive to all ITQ requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase II.
- (b) Canada will send a written notice to the Supplier (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Mandatory Response has failed to meet. A Supplier whose Response has been found responsive to the requirements that are reviewed at Phase I will receive a CAR that states that its Response has been found responsive to the requirements reviewed at Phase I. Such Suppliers shall not be entitled to submit any response to the CAR.
- (c) A Supplier shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Supplier's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Supplier which is not necessary to achieve

such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Response, the Supplier shall identify such additional changes.

- (e) The Supplier's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Response, the wording of the proposed change to that section, and the wording and location in the Response of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Supplier must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Supplier's Response, and failure of the Supplier to do so in accordance with this subparagraph is at the Supplier's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Response submitted by the Supplier other than as permitted in this ITQ, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this ITQ in response to the CAR will replace, in full, only that part of the original Response as is permitted in this Section.
- (g) Additional or different information submitted during Phase I permitted by this section will be considered as included in the Response, but will be considered by Canada in the evaluation of the Response at Phase I only for the purpose of determining whether the Response meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Response would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase I to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Supplier in response to the CAR. If so, the Response will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Supplier shall bind the Supplier as part of its Response, but the Supplier's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Response.
- (h) Canada will determine whether the Response is responsive for the requirements reviewed at Phase I, considering such additional or different information or clarification as may have been provided by the Supplier in accordance with this Section. If the Response is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Response shall be considered non-responsive and will receive no further consideration.
- (i) Only Responses found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II evaluation.

5.2.3 (2018-03-13) Phase II: Final Evaluation of the Response

- (a) In Phase II, Canada will complete the evaluation of all Responses found responsive to the requirements reviewed at Phase II. Responses will be assessed in accordance with the entire requirement of the ITQ solicitation including the mandatory evaluation criteria.
- (b) A Response is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

5.3 Mandatory Evaluation Criteria

5.3.1 The mandatory evaluation criteria are described in Annex 2 – Mandatory Evaluation Criteria.

5.3.2 The Phased Bid Compliance Process will apply to all mandatory evaluation criteria.

5.3.3 Reference Checks

5.3.3.1 It is the responsibility of the Supplier to confirm in advance that their customer reference provided for the project reference will be available to provide a response and is willing to provide a reference.

5.3.3.2 For the purpose of this evaluation, reference checks may be used to verify and validate the Supplier's response. If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send the reference check request directly to the customer reference for the project reference provided by the Supplier. The customer reference will have five (5) working days (or a longer period otherwise specified in writing by the Contracting Authority) from the date that Canada's e-mail was sent, to respond to Canada.

5.3.3.3 The customer reference will be required, within two (2) working days after Canada sends out the reference check request, to acknowledge the receipt of the reference check request and identify his or her willingness and availability to conduct such reference check. If Canada has not received the required response from the customer reference, Canada will notify the Supplier by e-mail, to allow the Supplier to contact its customer reference directly to ensure that he or she responds to Canada within the allotted time. The customer reference's failure to respond to Canada's request in a timely manner will result in non-consideration of the Supplier's claimed project experience.

5.3.3.4 Notwithstanding sections 5.3.3.2 and 5.3.3.3, if the customer reference is unavailable when required during the evaluation period, the Supplier will be requested to provide an alternate customer reference for the same referenced project. Suppliers will only be provided with this opportunity once for each referenced project and only if the original customer reference is unavailable to respond. The process as described in 5.3.3.2 and 5.3.3.3 is applicable for the reference check with the alternate customer reference. The period to respond for either the original customer reference, or the alternate customer reference, will be a total of five (5) working days each (or a longer period otherwise specified in writing by the Contracting Authority) in accordance with 5.3.3.2.

5.3.3.5 Wherever information provided by a customer reference differs from the information supplied by the Supplier, the Supplier will be asked to clarify project reference information provided in its ITQ response. Canada will assess the following information during the evaluation of the Supplier's response: the Supplier's original project reference information; any information provided by the Supplier in response to clarification request(s); and any information supplied by the customer reference for the referenced project.

5.3.3.6 A Supplier will not meet the mandatory experience requirement if:

- (1) the customer reference fails to respond to Canada's request in a timely manner;
- (2) the customer reference states he or she is unable or unwilling to provide the information requested;
- (3) the information provided by the Supplier cannot be verified and validated by Canada; or
- (4) the client is itself an affiliate or other entity that does not deal at arm's length with the Supplier.

5.3.3.7 Whether or not to conduct reference checks is at Canada's sole discretion. However, if Canada chooses to conduct reference checks for any given mandatory requirement, it will check the

references submitted for that requirement by each Supplier that has not, at that point, been found non-responsive.

5.4 Basis of Qualification

5.4.1 Selection of Qualified Suppliers

5.4.1.1 To be declared responsive, a response must:

- a. comply with all the Mandatory requirements of this ITQ; and
- b. meet all of the Mandatory Evaluation Criteria described in Annex 2

Responses not meeting (a) or (b) will be declared non responsive and given no further consideration.

- 5.4.1.2 Suppliers whose responses are deemed responsive will be selected as Qualified Suppliers to participate in the next phases of the procurement process.
- 5.4.1.3 The Government of Canada will provide written notice to each Supplier informing of their qualification status.
- 5.4.1.4 The Government of Canada will also publish the list of Qualified Suppliers on BuyandSell.

PART 6 - SECURITY REQUIREMENT

6.1 Security Requirement

6.1.1 There are no security requirements for the ITQ.

6.1.2 A Supplier is not required to have security clearance in order to become a Qualified Supplier. Security clearance and other security requirements will be identified at a later phase of the procurement process. There will be security requirements for the RFP.

6.1.2.1 For information purposes, Suppliers are hereby informed that the amount of time to obtain required security clearance levels may be lengthy and is contingent upon the specific clearance levels required. Suppliers are solely responsible for obtaining such clearances.

6.1.2.2 **Anticipated Security Requirement for Canadian Suppliers in accordance with the Security Requirements Check List (SRCL) at Annex 6:**

- i. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- ii. 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 the CISD/PWGSC.
- iii. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B**.
- iv. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- v. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex 6; and
 - (b) The Contractor must comply with the provisions of the Industrial Security Manual (Latest Edition: <https://www.tpsgc-pwgsc.gc.ca/esc-src/msi-ism/index-eng.html>)

6.1.2.3 **Anticipated Security Requirement for International Suppliers in accordance with the Security Requirements Check List (SRCL) at Annex 6:**

The Canadian Designated Security Authority (Canadian DSA) for industrial security matters in Canada is the Industrial Security Sector (ISS), Public Works and Government Services Canada (PWGSC), administered by International Industrial Security Directorate (IISD), PWGSC. The Canadian DSA is the authority for confirming **Contractor** compliance with the security requirements for foreign suppliers. The following security requirements are anticipated to apply to the foreign recipient **Contractor** incorporated or authorized to do business in a jurisdiction

other than Canada and delivering outside of Canada the services listed and described in the subsequent **contract**.

1. The Foreign recipient **Contractor** must be from a country within the North Atlantic Treaty Organization (NATO), the European Union (EU) or from a country with which Canada has an international bilateral security instrument. The Contract Security Program (CSP) has international bilateral security instruments with the countries listed on the following PWGSC website: <http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.
2. The Foreign recipient **Contractor** must, at all times during the performance of the **contract**, hold an equivalence to a valid Designated Organization Screening (DOS), issued by the Canadian DSA as follows:
 - i. The Foreign recipient **Contractor** must provide proof that they are incorporated or authorized to do business in their jurisdiction.
 - ii. The Foreign recipient **Contractor** must not begin the work, services or performance until the Canadian DSA is satisfied that all contract security requirement conditions have been met. Canadian DSA confirmation must be provided, in writing, to the foreign recipient **Contractor** in an Attestation Form, to provide confirmation of compliance and authorization for services to be performed.
 - iii. The Foreign recipient **Contractor** must identify an authorized Contract Security Officer (CSO) and an Alternate (ACSO) (if applicable) to be responsible for the overseeing of the security requirements, as defined in the **contract**. This individual will be appointed by the proponent foreign recipient **Contractor's** Chief Executive Officer or Designated Key Senior Official, defined as an owner, officer, director, executive, and or partner who occupy a position which would enable them to adversely affect the organization's policies or practices in the performance of the contract.
 - iv. The Foreign recipient **Contractor** must not grant access to **CANADA PROTECTED A and B** information/assets, except to its personnel subject to the following conditions:
 - a. Personnel have a need-to-know for the performance of the **contract**;
 - b. Personnel have been subject to a Criminal Record Check, with favourable results, from a recognized governmental agency or private sector organization in **their country** as well as a Background Verification, validated by the Canadian DSA.
 - c. The Foreign recipient **Contractor** must ensure that personnel provide consent to share results of the Criminal Record Check(s) with the Canadian DSA and other Canadian Government Officials, if requested; and
 - d. The Government of Canada reserves the right to deny access to **CANADA PROTECTED** information/assets to a foreign recipient **Contractor** for cause.
3. **CANADA PROTECTED** information/assets provided or generated pursuant to this **contract** must not be further provided to a third party Foreign recipient Subcontractor unless:
 - a. written assurance is obtained from the Canadian DSA to the effect that the third-party Foreign recipient Subcontractor has been approved for access to **CANADA PROTECTED** information/assets by the Canadian DSA; and
 - b. written consent is obtained from the Canadian DSA, if the third-party Foreign recipient Subcontractor is located in a third country.

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4. The Foreign recipient **Contractor** MUST NOT remove **CANADA PROTECTED** information/assets from the identified work site(s), and the foreign recipient **Contractor** must ensure that its personnel are made aware of and comply with this restriction.
 5. The Foreign recipient **Contractor** must not use the **CANADA PROTECTED** information/assets for any purpose other than for the performance of the **contract/subcontract** without the prior written approval of the Government of Canada. This approval must be obtained from the Canadian DSA.
 6. The Foreign recipient **Contractor** must, at all times during the performance of the **contract/subcontract** hold an equivalence to an approved Document Safeguarding Capability (DSC) at the level of **CANADA PROTECTED A and B**.

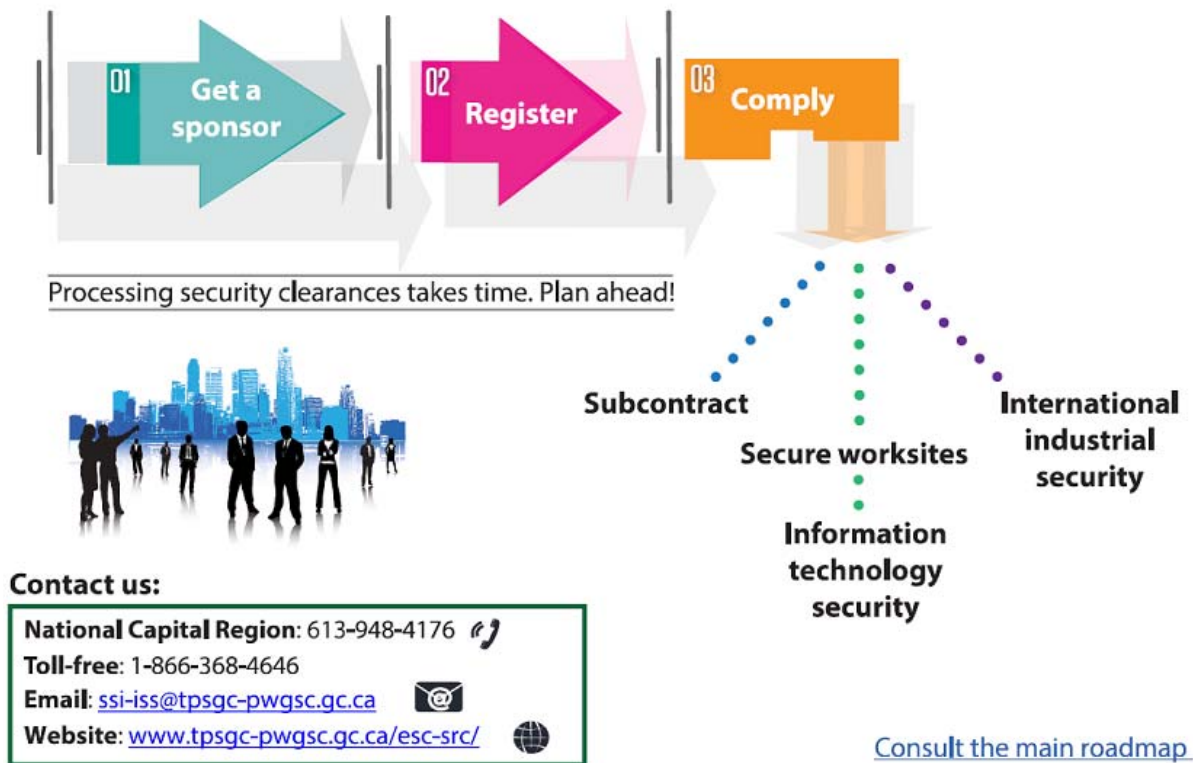
All **CANADA PROTECTED** information/assets, furnished to the foreign recipient **Contractor** or produced by the foreign recipient **Contractor**, must also be safeguarded as follows:

7. The Foreign recipient **Contractor** must immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that **CANADA PROTECTED** information/assets pursuant to this **contract** has been compromised.
8. The Foreign recipient **Contractor** must immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that **CANADA PROTECTED** information/assets accessed by the foreign recipient **Contractor**, pursuant to this **contract**, have been lost or disclosed to unauthorized persons.
9. The Foreign recipient **Contractor** must not disclose **CANADA PROTECTED** information/assets to a third party government, person, firm or representative thereof, without the prior written consent of the Government of Canada. Such consent must be sought through the Canadian DSA.
10. The Foreign recipient **Contractor** must provide the **CANADA PROTECTED** information/assets a degree of safeguarding no less stringent than that provided by the Government of Canada in accordance with the National Policies, National Security legislation and regulations and as prescribed by the Canadian DSA.
11. Upon completion of the Work, the foreign recipient **Contractor** must return to the Government of Canada, all **CANADA PROTECTED** information/assets furnished or produced pursuant to this **contract**, including all **CANADA PROTECTED** information/assets released to and/or produced by its subcontractors.
12. The foreign recipient **Contractor** requiring access to **CANADA PROTECTED A and B** information/assets, under this **contract**, must submit a Request for Site Access to the Departmental Security Officer of **Parks Canada**.
13. The Foreign recipient **Contractor** MUST NOT utilize its Information Technology (IT) systems to electronically process, produce, or store on a computer system any **CANADA PROTECTED A and B** information/assets until authorization to do so has been confirmed by the Canadian DSA.

See **Annex 6** for security measures required for the treatment and access to **CANADA PROTECTED A and B** information.

14. In the event that a foreign recipient **Contractor** is chosen as a supplier for this **contract**, subsequent country-specific foreign security requirement clauses must be generated and promulgated by the Canadian DSA, and provided to the Contracting Authority, to ensure compliance with the security provisions, as defined by the Canadian DSA, in relation to equivalencies.
 15. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of the Canadian DSA.
 16. The Foreign recipient **Contractor** must comply with the provisions of the Security Requirements Check List attached at Annex 6.
 17. Canada has the right to reject any request to electronically access, process, produce, transmit or store **CANADA PROTECTED** information/assets related to the Work in any other country if there is any reason to be concerned about the security, privacy, or integrity of the information.
- 6.1.3 As there will be security requirements for the RFP and resulting Contract, Suppliers that do not currently have personnel and organization security clearances through the Canadian federal government or their respective domestic Industrial Security Program, or Suppliers that do not meet the anticipated security requirements outlined in section 6.1.2.2 and 6.1.2.3, should begin the clearance process early by contacting the Industrial Security Program (ISP) of PWGSC (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website, or their respective domestic Industrial Security Program, as applicable.

Contract Security Program roadmap for Government of Canada suppliers



ANNEX 1

PARKS CANADA RESERVATION SERVICE BACKGROUND

1. Background on the Parks Canada Agency

- 1.1 The Parks Canada Agency (PCA) manages national parks, national historic sites, national marine conservation areas and the country's only national urban park on behalf of Canadians. PCA is a proud steward of these heritage places and protects and presents them for the benefit and enjoyment of Canadians while ensuring that they remain unimpaired for present and future generations.
- 1.2 Parks Canada serves more than 27 million visitors each year. Since 2012, the number of reservations at Parks Canada places has grown from 120,000 to over 380,000 and the revenue generated from reservations have increased from \$16 million to over \$38 million annually.
- 1.3 Parks Canada expects the new reservation solution to be a key part of our future success in serving our visitors by increasing the types of reservations available and by offering even more online services to help them plan their experience and conduct transactions with Parks Canada. The Agency anticipates exceeding 500,000 reservations annually with the next reservations system. The new reservation solution will be part of Parks Canada's public-facing digital framework which consists of a responsive website, a mobile application, and individual web-based solutions for the purchase of park passes, merchandise, and reservations.

2. Background on the existing Parks Canada Reservation Service (PCRS)

- 2.1 The current PCRS covers 127 campgrounds across 28 national parks, 7 national historic sites and 1 national marine conservation area throughout each province and time zone in Canada. The service also includes the staffing of a 3rd party call centre to process visitor's new reservations, modifications and cancellations.
- 2.2 The PCRS accepts reservations through its public facing website and reservation call centre. Each park determines its own reservation launch date between January and April 15th; the PCRS currently offers an open reservation window from that specified launch date to season end. Please take note that PCA does not currently operate on a rolling reservation window.
- 2.3 The majority of the camping reservations are made during launch (January) and again at the start of the camping season (June/July). Outside of standard operating season, pre-recorded messages and a website with static content are still available, informing potential visitors of which parks are still open. Based on the current product offering the website and call centre do not make on-line visitor reservations outside the standard operating season but does allow PCA's field staff to process walk-up visitors arriving at the parks for the remainder of the season.

3. Scope of the existing Parks Canada Reservation Service (PCRS)

- 3.1 The current reservation system is focused on providing reservations for camping, accommodations and parking. Parks Canada wants to provide a much wider range of digital transactions to clients to allow visitors to reserve experiences and purchase a wide variety of products over multiple digital platforms.

3.1.1 The existing PCRS consists of 4 different components:

1) **Public Facing Website**

The public facing website is instrumental for visitors to research, book, modify, or cancel reservations online 24 hours a day seven days a week. This on-line vehicle also allows visitors the option to maintain an account profile where they can maintain preferences and view upcoming booked reservations. The PCRS website also enables visitors to make purchases, process transaction payments and produce confirmation e-mails. PCA owns and supplies the e-mail address: assistance@pccamping.ca and the website <https://reservation.pc.gc.ca>.

Outside of reservable periods, PCA requires that the public facing website serves as a communication tool to inform visitors of whether the Parks Canada locations are open and accepting walk-up registrations, and when reservations will become available for the subsequent season.

2) **Call Centre**

A Reservation Call Centre (RCC) is the contractor's responsibility. The Reservation Call Centre Agents (RCCA) are responsible for helping potential visitors research, book, modify or cancel reservations by telephone, as well as supporting callers in using the reservation website. The RCC is available from 8:00 am to 6:00 pm local time (except Newfoundland & Labrador), meaning it is open 14 hours a day, from 7:00 am to 9:00 pm Eastern Time, every day of the year with the exception of December 25th and January 1st. PCA owns and supplies call centre toll-free telephone numbers for reservations (1-877-RESERVE) and for Internal Help Line Services (1-877-566-2402).

3) **Employee-facing Interface and Inventory Management**

Onsite PCA staff are responsible for the conversion of reservations to registrations upon the visitors' arrivals to the park; processing of new walk-up registrations; and processing payments for purchased items such as permits, firewood and passes. PCA field unit staff may also make, change and cancel reservations like RCCA. In addition, park management staff have the ability to manage their campsite inventory, view park specific financial and operational reports; as well as create and maintain the field staff's accesses and permissions.

4) **Administration**

This section allows for the creation of new agency-wide products and services; as well as finance and tax reporting, and other back office functions. Integration of the system with Parks Canada systems such as SAP is important to the success of the system.

Solicitation No. - N° de l'invitation
 5P047-175117/C
 Client Ref. No. - N° de réf. du client
 20175117

Amd. No. - N° de la modif.
 File No. - N° du dossier

Buyer ID - Id de l'acheteur
 114XN
 CCC No./N° CCC - FMS No./N° VME

4. Historical Transaction Volumes

The chart below provides calendar year totals of the Parks Canada Reservation Service bookings.

HISTORICAL TRANSACTION VOLUMES

Year	Internet			Call Centre					In-Park			
	Res	Mod	Can	Res	Mod	Can	Calls	Emails	Res	Mod	Can	Walk-Up
2013	104,606	3,916	8,739	33,947	2,877	5,172	109,761	379	-	-	-	97,738
2014	129,589	6,739	9,995	35,379	4,710	5,919	125,246	1,015	384	476	173	100,754
2015	171,077	9,119	13,745	40,363	5,081	6,728	139,298	1,201	422	253	222	102,896
2016	218,243	12,102	20,673	39,869	5,913	8,224	169,105	1,710	777	474	330	106,433
2017	304,432	15,777	31,433	38,566	6,485	10,583	170,854	2,298	1,222	588	502	105,173
2018	343,194	17,882	37,626	40,742	6,688	10,113	171,127	2,028	2,406	974	1,024	110,898
Res: reservations; Mod: modifications; Can: Cancellations; Calls: calls offered; Emails: non-spam emails; Walk-Up: Walk-up registrations (non-reservations).												

ANNEX 2

MANDATORY EVALUATION CRITERIA

1. Mandatory Requirements

- 1.1 Suppliers must meet all of the mandatory requirements in this Annex 2. In accordance with Part 5 - Evaluation Procedures and Basis of Qualification of the ITQ, Canada may contact the customer reference for the referenced project(s) to validate Supplier's responses. Only the capabilities and experience of the Supplier will be considered when evaluating the response submitted to this ITQ.

1.2 Substantiation of Technical Compliance – Mandatory Evaluation Criteria

- 1.2.1 Suppliers must respond to the corresponding mandatory requirements explaining, demonstrating, substantiating and justifying their experience and qualifications. Suppliers are requested to utilize the unique number and associated title of each mandatory requirement in their responses. Suppliers are requested to indicate where each mandatory requirement is met in their response by entering a reference to where it is located in their response (e.g. volume/binder number, page number, etc.). Supplier's responses to the mandatory requirements will be evaluated in accordance with Section 5.2. The Phased Bid Compliance Process will apply to all mandatory technical criteria.
- 1.2.2 Suppliers are requested to submit a completed "Form 2 – Project Reference Check Form", for each project referenced in response to a corresponding mandatory requirement(s).
- 1.2.3 Suppliers must only provide the required number of reference project(s) as indicated in each mandatory requirement. If more than the required number of reference project(s) is provided, Canada will decide in its discretion which projects will be evaluated.

Criteria	Mandatory Technical Criteria	Evaluation	Proof Required
M1	<p>Corporate Capacity</p> <p>M1 applies to the <u>current</u> capability of the Supplier. The response must provide proof that the Supplier has been providing reservation services to at least one client with multiple locations, as of the closing date and time of the ITQ.</p> <p>The Supplier must have provided reservation services to an organization similar in size and complexity to Parks Canada. Size and complexity is defined as one organization managing at least:</p> <ul style="list-style-type: none"> • 20 locations <p>AND</p> <ul style="list-style-type: none"> • 50 campgrounds 	Pass/Fail	<p>To demonstrate they meet this requirement, Suppliers must provide a minimum of one (1) project example, with a client reference(s) for the organization(s) where reservation services were provided for at least one (1) year* within the past five (5) years from the date of ITQ closing.</p> <p>Client references must include:</p> <ul style="list-style-type: none"> • Name of organization • Contact information for reference person within organization • Description of services provided • Dates and period of time the services were provided • URL for website where the public can make reservations <p>*A year is defined as a twelve (12) month consecutive period ending on or before the closing date of the ITQ.</p>

Criteria	Mandatory Technical Criteria	Evaluation	Proof Required
M2	<p>System Robustness</p> <p>M2 applies to the current capability of the system that is now in use.</p> <p>The Supplier must have deployed reservation services on a similar scale to those required by Parks Canada. Similar scale is defined as a system currently capable of processing:</p> <ul style="list-style-type: none"> • 15,000 reservations per day during peak periods without experiencing any service interruptions. <p>AND</p> <ul style="list-style-type: none"> • 200 reservations per minute during peak periods without experiencing any service interruptions. <p>The solution must have processed the quantities within the time limits as stated above at least once without any service interruption.</p>	Pass/Fail	<p>To demonstrate they meet this requirement, Suppliers must provide one (1) project example, with a client reference for the organization where reservation services were provided for at least one (1) year within the past five (5) years from the date of ITQ closing.</p> <p>Client references must include:</p> <ul style="list-style-type: none"> • Name of organization • Contact information for reference person within organization • Description of services provided • Dates and period of time the services were provided <p>Note: Client references may be the same as those used for M1, but must respond to the requirements as described in M2.</p> <p>OR</p> <p>If the solution currently does not meet this requirement, please demonstrate in five (5) pages or less the Supplier's viable plan on how their solution can be scaled up to process the required numbers of reservations as stated in the requirements.</p>

ANNEX 3

ANTICIPATED REQUIREMENTS FOR BID SOLICITATION

It is anticipated that any future bid solicitation will include the following MANDATORY requirements. These pertain to the Supplier's capacity to develop and deploy a reservation system solution for an entity similar in scope to Parks Canada Agency's requirement. While these requirements MUST be delivered as part of the new reservation system solution, it is understood by Parks Canada Agency that these features may not be deployed as part of any current reservation system solution.

Specific requirements will include:

1. **Language of Service:** All interfaces, both public and internal to PCA must be available in both official languages of Canada (English and French). In addition, call centre services and help desk services must be provided in both official languages of Canada.

2. **Electronic Credential Management**

GCKey is part of a set of mandatory services for electronic credential management for services provided online to the public by the Government of Canada departments and agencies.

These electronic credential management services include a Commercial Credential Broker Service that allows users to utilize existing commercial credentials (e.g. On-line Banking credentials) from participating organizations to access Government of Canada services.

The integration and use of the Government of Canada GCKey* and Commercial Credential Broker** as one option for log-in to the PCRSv3 is a requirement.

Parks Canada is required to use GCKey and the Commercial Credential Broker as an option for Electronic Credential Management services in the PCRS. The GCKey and the Commercial Credential Broker are managed by Shared Services Canada (SSC) on behalf of the Government of Canada. Parks Canada will pay any and all GC Access Key and Commercial Credential Broker related usage fees directly to SSC.

Other credential management choices may be detailed in Phase 4 - Bidding Phase of this procurement process.

NOTE: The technical requirements of GCKey are subject to change.

3. **Receiver General Buy Button (RBBB)**

The RBBB is a mandatory service, administered by Public Services and Procurement Canada (PSPC), for processing payments via the internet for services provided to the public by Government of Canada departments and agencies. Parks Canada is required to use the RBBB as the only online payment tool within the PCRS. Parks Canada will pay any and all RBBB Transaction fees directly to Public services and Procurement Canada (PSPC).

The reservation system solution must have the capacity to use the Government of Canada's Receiver General Buy Button (RBBB) as the online payment processor for the solution.

4. Accessibility

The reservation system solution must ensure AA compliance to Web Content Accessibility Guidelines (WCAG) 2 standards as described at the following link: <https://www.w3.org/TR/WCAG21/>

These standards include but are not limited to:

- Correct use of semantic/hierarchical markup (essential for screen readers);
- Alt-text for all information-bearing images (null alts for decorative images);
- Users must be able to tab to all features (complete functionality without a mouse);
- Links must open in the same browser window (no new tab/new window);
- Tables must conform to WCAG specifications; and

Any accommodations and points of interest presented visually on a map must also be presented in an accessible text format.

The reservation system solution must conform to the Government of Canada Standard on Accessibility as described at the following link: <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601>

5. Multiple Reservable Offers

The reservation system solution must be capable of offering a wide variety of reservable Offers beyond campsites, each with unique business rules and parameters. This includes but is not limited to items such as:

- Interpretive programs and events;
- Timed parking reservations;
- Permits (entry permits, fire permits; fishing permits, etc.)
- Facility rentals;
- Equipment rentals; and
- Dock space and mooring rentals.

6. Flexible/Highly Configurable

The reservation system solution must be highly flexible and gives PCA staff the control to make minor changes without vendor intervention.

The reservation system solution must allow PCA staff to create, modify and delete reservable Offers within the reservation system solution in real time (maximum 24 hour delay). This includes, but is not limited to:

- Campsite/event/activity descriptions;
- Photos;
- Pricing;
- Messages, warnings;
- Minimum night stays; and
- Reservable & operating dates.

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Suppliers are required to acknowledge that they have read and understand the anticipated mandatory requirements listed above in this Annex by signing below and including a signed copy of this Annex 3 in their response.

On behalf of the Supplier, I confirm that I have read and understood the anticipated mandatory requirements detailed in Annex 3 – Anticipated Requirements for Bid Solicitation.

Authorized representative of Supplier

Name: _____

Title: _____

Signature: _____

Date: _____

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ANNEX 4

SECURITY REQUIREMENT CHECK LIST (SRCL)



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

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Security Classification / Classification de sécurité

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 External Relations and Visitor Experience
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 Solution (software as a service and call centre services) to enable the delivery of the Parks Canada Reservation System (PCRS). The PCRS will allow Canadians to reserve experiences and purchase items in Parks Canada locations via an online service or call centre. The PCRS is also an essential tool for Parks Canada staff to manage campgrounds and inventory effectively and efficiently. The solution will allow users to create an account to save on online profile and will process credit card transactions through the RBBB.	
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"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <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:
7. c) Level of information / Niveau d'information	
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
	PROTECTED C PROTÉGÉ C <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"/>

TBS/SCT 350-103(2004/12)

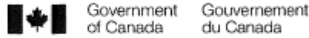
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PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
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?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes 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"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> SECRET SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL
	<input type="checkbox"/> NATO SECRET NATO SECRET
	<input type="checkbox"/> TOP SECRET TRÈS SECRET
	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
Special comments: Commentaires spéciaux : _____	
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes 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?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes 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?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes 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?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes 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?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes 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?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui

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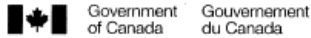
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PART C - (continued) / PARTIE C - (suite)

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 CLASSIFIÉE			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
Non ☐ Yes
Oui

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

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

☒ No
Non ☐ Yes
Oui

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

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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Michael St-Denis		Title - Titre Manager, Digital Transactions Renewal	Signature
Telephone No. - N° de téléphone 819-420-9176	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel michael.st-denis@canada.ca	Date March 21, 2019
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Daniel Deschenes		Title - Titre Security Administrator	Signature
Telephone No. - N° de téléphone 819-420-9522	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel daniel.deschenes2@canada.ca	Date 2019-03-26
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Sophia Edwards-Letellier		Title - Titre Supply Team Leader	Signature <small>Digitally signed by EdwardsLetellier, Sophia Date: 2019.03.28 07:56:08 -0400</small>
Telephone No. - N° de téléphone 813-299-2483	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Sophia.Edwards-Letellier@tpsgc-pwgsc.gc.ca	Date March 28, 2019
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) Anik Farrell - CSO 613-946-5194 anik.farrell@tpsgc-pwgsc.gc.ca		Title - Titre	Signature Farrell, Anik <small>Digitally signed by Farrell, Anik Date: 2019.04.16 09:55:51 -0400</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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ANNEX 5

FORM 1: ITQ SUBMISSION FORM

#	Response
	Supplier's full legal name
(a)	
	Supplier's Procurement Business Number
(b)	
	Authorized Representative of Supplier for evaluation purposes (e.g. clarifications)
(c)	Name: Title: Address: Telephone #: Email:
	If submitting a response to the ITQ as a joint venture, the Supplier must provide the joint venture member's full legal name and address [Supplier to add more rows if more than two (2) joint venture members]
(d)	Joint venture member full legal name: Joint venture member address:
(e)	Joint venture member full legal name: Joint venture member address:
	Canada's Official Language in which the Supplier will communicate with Canada during the ITQ process – indicate either English or French
(f)	<input type="checkbox"/> English <input type="checkbox"/> French
	ITQ Submission Requirements It is the Supplier's sole responsibility to ensure their response addresses all requirements outlined in the ITQ.
	Supplier Authorization
(g)	Name: Address: Email: Signature of authorized representative of Supplier

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	Telephone #:
	Date:
If submitting a response to the ITQ as a joint venture, the Supplier must complete section (g) below.	
[Supplier to add more rows if more than two (2) joint venture members]	
(g)	Name:
	Address:
	Email:
	Signature of authorized representative of Supplier
Telephone #:	
Date:	

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ANNEX 6

FORM 2: PROJECT REFERENCE CHECK FORM

#							
(a)	Mandatory Requirement Number (from Annex 2 to Part 5)						
(b)	Supplier Full Legal Name (if the Supplier is a joint venture, the full legal name of the joint venture member for the referenced project)						
(c)	Description of the referenced project						
(d)	Name of client organization for the referenced project						
(e)	Name of customer reference for the referenced project						
(f)	Client organization and customer reference affiliation with the Supplier (or joint venture member)						
	<table border="1"> <tr> <td>Please indicate accordingly</td><td>Are Not Affiliated</td><td>Are Affiliated</td></tr> <tr> <td></td><td></td><td></td></tr> </table>	Please indicate accordingly	Are Not Affiliated	Are Affiliated			
Please indicate accordingly	Are Not Affiliated	Are Affiliated					
(g)	Name of organization the customer reference is currently working for (if the customer reference is no longer working for the client organization identified for the referenced project)						
(h)	Title of customer reference (while working on the referenced project)						
(i)	Current telephone number of customer reference						
(j)	Current e-mail address of the customer reference						
(k)	Role of the customer reference in the referenced project						