



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions – TPSGC**

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

Gatineau

Quebec

K1A0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

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

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

**CET ACHAT CONTIENT UNE EXIGENCE DE
SÉCURITÉ. / THIS SOLICITATION CONTAINS A
SECURITY REQUIREMENT.**

Title - Sujet ULTools Tech Support	
Solicitation No. - N° de l'invitation W8485-184785/B	Date 2019-06-16
Client Reference No. - N° de référence du client W8485-184785	
GETS Reference No. - N° de référence de SEAG PW-\$IPS-006-35812	
File No. - N° de dossier 006ips.W8485-184785	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-07-08	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Aresta, Arden	Buyer Id - Id de l'acheteur 006ips
Telephone No. - N° de téléphone (613) 858-9160 ()	FAX No. - N° de FAX (819) 956-5925
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPT OF NATIONAL DEFENCE NDHQ 101 COLONEL BY DR. OTTAWA ON K1A 0K2 CANADA	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Informatics Professional Services Division/Division des
services professionnels en informatique

Terrasses de la Chaudière 4th Floo

10 Wellington Street

Gatineau

Quebec

K1A0S5

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

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BID SOLICITATION

FOR A CONTRACT AGAINST A SUPPLY ARRANGEMENT FOR TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS) RESOURCE CATEGORY - LEVEL 2 AND 3

FOR THE DEPARTMENT OF NATIONAL DEFENCE

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Appendix B to Annex A – Task Authorization Form DND 626

Appendix C to Annex A – Resources Assessment Criteria and Response Table

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List of Attachment to Part 3 (Bid Preparation Instructions):

-Attachment 3.1: Bid Submission Form

List of Attachment to Part 4 (Evaluation Procedures and Basis of Selection):

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BID SOLICITATION

FOR A CONTRACT AGAINST A SUPPLY ARRANGEMENT FOR TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS) RESOURCE CATEGORY - LEVEL 2 AND 3

FOR THE DEPARTMENT OF NATIONAL DEFENCE

PART 1 - GENERAL INFORMATION

1.1 Reissue of a Bid Solicitation

This bid solicitation cancels and supersedes previous bid solicitation number W8485-184785/A dated May 8, 2018 with a closing of June 8, 2018 at 14:00 Eastern Daylight Time (EDT).

1.2 Introduction

This document states terms and conditions that apply to this bid solicitation. It is divided into seven parts plus attachments and annexes, as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work and any other annexes.

1.3 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Department of National Defence (the "**Client**") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of 1 contract for 2 years plus 3 one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 – Resulting Contract

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Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).
- (e) This procurement is subject to the Controlled Goods Program. The Defence production Act defines Canadian Controlled Goods as certain goods listed in Canada's Export Control List, a regulation made pursuant to the Export and Import Permits Act (EIPA).
- (f) The Federal Contractor's Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 – Resulting Contract Clauses and the attachment titled "Federal Contractors Program for Employment Equity – Certification."
- (g) This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation for bid submission. Bidders must refer to Part 2 of the bid solicitation entitled Instructions to bidders for further information.
- (h) This bid solicitation is to establish a contract with task authorizations for the delivery of the requirement detailed in the bid solicitation across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will be treated as a separate procurement, outside the resulting contract.
- (i) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2, in the Resource Categories and in the National Capital Region (NCR) under the EN578-170432 series of SAs are eligible to compete. The TBIPS SA EN578-170432 is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (j) SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-170432 as that joint venture at the time of bid closing in order to submit a bid.
- (k) The Resource Categories described below are required on an as and when requested basis in accordance with the TBIPS SA Annex "A":

Resource Category	Level	Estimate Number of Resources
Applications Services Class		
A.8 Business System Analyst (BSA3)	3	1
A.8 Business System Analyst (BSA2)	2	1
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	3	1

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Resource Category	Level	Estimate Number of Resources
A.7 Programmer Analyst/Report Writer (PA/RW3)	3	1
Business Services Class		
B.1 Business Analyst (BA3)	3	1
B.1 Business Analyst (BA2)	2	1
B.1 Business Analyst (BA2) – Training Specialist	2	1
B.1 Business Analyst (BA2)	2	1

1.3 Debriefings

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

1.4 Additional Information

Third Party Contracts, Canada has engaged the assistance of the following private sector Contractor in the preparation of this bid solicitation: Leidos Canada Inc. As such, this Contractor is not permitted to bid, either by itself, as part of a joint venture or as a sub-contractor to a Bidder.

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PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract(s).
- (c) The 2003 (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 3.a. of Section 01, Integrity provisions - bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:
- (i) at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names.
- (e) Subsection 4 of Section 05, Submission of bids of Standard Instructions 2003 incorporated by reference above, is amended as follows:
- Delete: 60 days
Insert: 180 days
- (f) Subsection 1 of Section 08, Transmission by facsimile or by epost Connect of Standard Instructions 2003 incorporated by reference above, is deleted and replaced by the following:
1. Facsimile
- Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.
- (g) Subsection 2 of Section 08, Transmission by facsimile or by epost Connect of Standard Instructions 2003 incorporated by reference above, is deleted and replaced by the following:
2. epost Connect
- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect service](#) provided by Canada Post Corporation.
- i. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is:
- [tps-gc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tps-gc-pwgsc.gc.ca)
- or, if applicable, the email address identified in the bid solicitation.
- ii. PWGSC regional offices: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
- b. To submit a bid using epost Connect service, the Bidder must either:

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- i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
 - ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- c. If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- e. The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
 - i. receipt of a garbled, corrupted or incomplete bid;
 - ii. availability or condition of the epost Connect service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the bid;
 - v. failure of the Bidder to properly identify the bid;
 - vi. illegibility of the bid;
 - vii. security of bid data; or,
 - viii. inability to create an electronic conversation through the epost Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- i. Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.
- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

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2.2 Submission of Bids

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and at the PWGSC address indicated on page one of the bid solicitation or through epost Connect if the Bidder chooses to use this service.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

2.3 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Former Public Servant

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

(b) Definitions

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

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

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

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

(c) **Former Public Servant in Receipt of a Pension**

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

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

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

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

(d) **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

- (i). name of former public servant;
- (ii). conditions of the lump sum payment incentive;
- (iii). date of termination of employment;
- (iv). amount of lump sum payment;
- (v). rate of pay on which lump sum payment is based;
- (vi). period of lump sum payment including start date, end date and number of weeks;
- (vii). number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.5 Applicable Laws

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

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Note to Bidders: *Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.* Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

2.6 Volumetric Data

The estimated number of days for each resource category has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.

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PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

(a) Epost Connect Service Bid Submission

- (i) If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 Standard Instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.
- (ii) The bid must be gathered per section and separated as follows:
 - (A) Section I: Technical Bid
 - (B) Section II: Financial Bid
 - (C) Section III: Certifications
- (iii) For further information please refer to article 08 - Transmission by facsimile or by epost Connect at <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23#transmission-by-facsimile>.

(b) Soft Copy Bid Submission (CD or USB key)

- (i) If the Bidder chooses to submit its bid in soft copy via the PWGSC Bid Receiving Unit, Canada requests that the Bidder submits its bid in separate sections as follows:
 - (A) Section I: Technical Bid – 3 soft copies on CD or USB key
 - (B) Section II: Financial Bid - 1 soft copy on CD or USB key
 - (C) Section III: Certifications - 1 soft copy on CD or USB key
- (c) If the Bidder is simultaneously providing an epost Connect copy and soft copy of the bid and if there is a discrepancy between the wording of the epost Connect copy and soft copy, the wording of the epost Connect copy will have priority over the wording of the soft copy.
- (d) Canada is not requesting a hard copy of the bid. However, if the Bidder submits a hard copy of its bid, and if there is a discrepancy between the wording of the soft or epost Connect copy and the hard copy, the wording of the soft or epost Connect copy will have priority over the wording of the hard copy.
- (e) Canada's Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- (f) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
 - (i) use 8.5 x 11 inch (216 mm x 279 mm) page size;
 - (ii) use a numbering system that corresponds to the bid solicitation;
 - (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
 - (iv) include a table of contents.

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

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

(h) **Submission of Only One Bid:**

- (i) A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.
- (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "**related**" to a Bidder if:
 - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - (B) they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
 - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
 - (D) 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.
- (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

(i) **Joint Venture Experience:**

- (i) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- (ii) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service,

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and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- (iii) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

- (iv) Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

3.2 Section I: Technical Bid

- (a) The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Attachment "3.1" with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

SECURITY INFORMATION	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	

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Security Screening Certificate and Briefing Form file number	
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If the Bidder has not included the security information in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

(iii) **Substantiation of Technical Compliance:**

(A) **Mandatory Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment "4.1", which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment "4.1", where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(B) **Point-Rated Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment "4.2", which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be rated accordingly. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment "4.2", where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(iv) **For Proposed Resources:** The technical bid must include résumés for the resources as identified in Attachment 4.1 and Attachment 4.2. The same individual must not be proposed for more than one Resource Category. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:

(A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).

(B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programs that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder is requested to provide a copy of the results of the academic credential

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assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC). If the Bidder has not included the copy of the results in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit it during the evaluation period. If the Bidder has not submitted the copy of the results within 2 working days of the request by the Contracting Authority, its bid will be declared non-responsive.

- (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC). If the Bidder has not included the copy of the results in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit it during the evaluation period. If the Bidder has not submitted the copy of the results within 2 working days of the request by the Contracting Authority, its bid will be declared non-responsive.
- (D) For work experience, PWGSC will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
- (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
- (F) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the qualification requirements, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

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3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedule provided in Attachment "4.3". The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive per diem rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
 - (i) the rate bid must not increase by more than 5% from one time period to the next, and
 - (ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **Variation in Resource Rates By Level:** Where the financial tables provided by Canada allow different firm rates to be charged for different levels of experience within the same resource category and time period, for any such resource category and time period:
 - (i) the rate bid for level three must be the same or higher than that bid for level two, and
 - (ii) the rate bid for level two must be the same or higher than the rate bid for level one.
- (d) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (e) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

It is a requirement that bidders submit the certifications and additional information identified under Part 5.

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
 - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.1.1 Phased Bid Compliance Process

4.1.1.1 General

- (a) Canada will conduct the Phased Bid Compliance Process (PBCP) described below for this requirement ONLY if Canada receives 4 or fewer Bids by the bid solicitation closing date.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

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

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

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid 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

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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 Bidder 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 bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.

- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2019-03-04) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation 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 Bidder 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 Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.

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- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. 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 Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.1.1.3 Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation 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 III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder 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

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and on terms expressly provided for in the CAR.

- (d) The Bidder'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 Bidder 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 Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder'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 Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder 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 Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid 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 Bid 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 II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder'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 Bid
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 Phase III: Final Evaluation of the Bid

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

4.2 Technical Evaluation

(a) **Mandatory Technical Criteria:**

- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory technical criteria are described in Attachment 4.1.
- (iii) If the Phased Bid Compliance Process applies, it will apply to all mandatory technical criteria.

(b) **Point-Rated Technical Criteria:**

- (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
- (ii) The rated requirements are described in Attachment 4.2.

(c) **Number of Resources Evaluated:**

Only a certain number of resources per Resource Category will be evaluated as part of this bid solicitation as identified in Attachment 4.1 and Attachment 4.2. Additional Resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 – Resulting Contract Clauses, the Article titled “Task Authorization”. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form’s Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract’s Statement of Work in accordance with Appendix C of Annex A.

4.3 Financial Evaluation

- (a) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (b) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (c) Financial Evaluation - Method B below).
- (b) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
 - (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates, or Median Rate(s) if applicable, for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the

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Resource Categories stated in Attachment 4.3 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

(ii) Firm Per Diem Median Rate Evaluation

(A) Use: The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

(B) Calculation for both the Initial Contract Period and the Option Period medians: Using the per diem rate proposed for each individual Resource Category a Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each Resource Category and will represent a range that encompasses the Median Rate to a value of minus (-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category.

For example, if the Median Rate (Y) is determined to be \$500 for a Resource Category, the Lower Band Limit would be minus (-) 20% of \$500, or \$400. If a Bidder proposes a firm per diem rate that is lower than \$400, the Median Rate of \$500 will be used in the Bidder's financial evaluation for that Resource Category.

(c) Financial Evaluation - Method B: The following financial evaluation method will be used if less than three bids are determined responsive:

(i) Calculation of Total Bid Price: The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 4.3 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

(d) Substantiation of Professional Services Rates

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

- (i)** an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the eighteen months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii)** in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence

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must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation; and

- (iii) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

(e) **Formulae in Pricing Tables**

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

4.4 Basis of Selection

- (a) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive.
- (b) The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 60 while the greatest possible Total Financial Score is 40.

- (i) Calculation of Total Technical Score: The Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points}} \times 60 = \text{Total Technical Score}$$

(Bidders, please refer to the maximum technical points in Attachment 4.2).

- (ii) Calculation of Total Financial Score: The Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:

$$\frac{\text{Lowest Financial Evaluated Price}}{\text{The Bidder's Financial Evaluated Price}} \times 40 = \text{Total Financial Score}$$

- (iii) Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

$$\text{Total Technical Score} + \text{Total Financial Score} = \text{Total Bidder Score}$$

- (c) In the event of identical Total Bidder Scores occurring, then the bid with the highest Total Technical Score will become the top-ranked bidder.
- (d) One contract may be awarded in total as a result of this bid solicitation.

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- (e) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

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PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Precedent to Contract Award and Additional Information

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

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

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Attachment 5.1, Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed Attachment Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2 Additional Certifications Precedent to Contract Award

(a) Professional Services Resources

- (i) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (ii) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (iii) If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her

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résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

(b) Submission of Only One Bid

By submitting a bid, the Bidder is certifying that it does not consider itself to be related to any other bidder.

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PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

- (a) Before award of a contract, the following conditions must be met:
- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses; and
 - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

6.2 Financial Capability

- (a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that the parent company grant a performance guarantee to Canada."
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

6.3 Controlled Goods Requirement

- (a) SACC Manual clause A9130T (2017-11-27) Controlled Goods Program.
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the requirements of the Controlled Goods Program.

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PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) **TO BE INSERTED UPON CONTRACT AWARD** (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is Department of National Defence (DND).
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority, Technical Authority or DND Procurement Representative, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

7.2 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (c) **Form and Content of draft Task Authorization:**
 - (i) The DND Procurement Representative will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix B to Annex A.
 - (ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:
 - (A) the contract number;
 - (B) the task number;
 - (C) the date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
 - (D) the categories of resources and the number required;

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- (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
 - (F) the start and completion dates;
 - (G) milestone dates for deliverables and payments (if applicable);
 - (H) the number of person-days of effort required;
 - (I) whether the work requires on-site activities and the location;
 - (J) the language profile of the resources required;
 - (K) the level of security clearance required of resources;
 - (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
 - (M) any other constraints that might affect the completion of the task.
- (d) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the DND Procurement Representative, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- (e) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
- (i) To be validly issued, a TA must be signed by the Contracting Authority.
 - (ii) Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority.
- (f) **Periodic Usage Reports:**
- (i) The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.
 - (ii) The quarterly periods are defined as follows:
 - (A) 1st quarter: April 1 to June 30;
 - (B) 2nd quarter: July 1 to September 30;
 - (C) 3rd quarter: October 1 to December 31; and
 - (D) 4th quarter: January 1 to March 31.

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The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

- (iii) Each report must contain the following information for each validly issued TA (as amended):
 - (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
 - (B) a title or a brief description of each authorized task;
 - (C) the name, Resource category and level of each resource involved in performing the TA, as applicable;
 - (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
 - (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
 - (F) the start and completion date for each authorized task; and
 - (G) the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- (iv) Each report must also contain the following cumulative information for all the validly issued TA's (as amended):
 - (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and
 - (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.
- (g) **Consolidation of TA's for Administrative Purposes:** The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.

7.3 Minimum Work Guarantee

- (a) In this clause,
 - (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract; and
 - (ii) **"Minimum Contract Value"** means \$20,000.00 (excluding Applicable Taxes).
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract

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- (i) for default;
- (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
- (iii) for convenience within ten business days of Contract award.

7.4 Standard Clauses and Conditions

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

(a) General Conditions:

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

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

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

(b) Supplemental General Conditions:

The following Supplemental General Condition:

- (i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

applies to and forms part of the Contract.

7.5 Security Requirements

The following security requirements apply to and form part of the Contract:

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE N° W8485-184785

- 1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

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2. This contract includes access to **Controlled Goods**. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada (PWGSC).
3. The Contractor/Offeror personnel requiring access to **CLASSIFIED/PROTECTED** information, assets or sensitive work site(s) **must be a citizen of Canada or USA and** must EACH hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD/PWGSC.
4. The Contractor/Offeror **MUST NOT** remove any **CLASSIFIED/PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
5. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
6. The Contractor/Offeror **must** comply with the provisions of the:
 - a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b) *Industrial Security Manual* (Latest Edition).

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7.6 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 2 years later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional 1-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Arden Aresta

Supply Officer

Public Services and Procurement Canada, Acquisitions Branch

Space, Innovation, and Informatics Projects Directorate

10 Wellington Street, Terrasses de la Chaudière, 4th Floor, Gatineau, Québec K1A 0S5

Telephone: (613) 858-9160

Facsimile: (819) 956-2675

E-mail address: arden.aresta@tpsgc-pwgsc.gc.ca

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

(b) Technical Authority

The Technical Authority for the Contract is:

TO BE INSERTED UPON CONTRACT AWARD

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

(c) DND Procurement Authority

The DND Procurement Authority for the Contract is:

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TO BE INSERTED UPON CONTRACT AWARD

The DND Procurement Authority is the representative of the department or agency for whom the Work is being carried out under the Contract. The DND Procurement Authority is responsible for the implementation of tools and processes required for the administration of the Contract. The Contractor may discuss administrative matters identified in the Contract with the DND Procurement Authority however the DND Procurement Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of Work can only be made through a contract amendment issued by the Contracting Authority.

(d) Contractor's Representative

TO BE INSERTED UPON CONTRACT AWARD

7.8 Proactive Disclosure of Contracts with Former Public Servants

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

7.9 Payment

(a) Basis of Payment

- (i) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (ii) **Travel and Living Expenses – National Joint Council Travel Directive:** The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”. All travel must have the prior authorization of the Technical Authority. Travel requests will only be considered for a work location which is located more than 100 kilometers from National Capital Region. The Contractor will be paid for actual time spent travelling in accordance with the firm per diem rate set out in Annex B which per diem is based on a 7.5-hour workday.
- (iii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (iv) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the

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rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

(b) **Limitation of Expenditure – Cumulative Total of all Task Authorizations**

- (i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included.
- (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (A) when it is 75 percent committed, or
 - (B) 4 months before the contract expiry date, or
 - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- (iv) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) **Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly issued under the Contract that contains a maximum price:

- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) **Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

(e) **Payment Credits**

- (i) **Failure to Provide Resource:**
 - (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on

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a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.

- (B) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:
- (1) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
 - (2) the corrective measures required of the Contractor described above are not met.

This termination will be effective when the three month notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those three months.

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (f) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**

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

7.10 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide an electronic copy of each invoice to the DND Procurement Authority, and to the Contracting Authority.

7.11 Certifications and Additional Information

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, any TA quotation and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire Contract Period.

7.12 Federal Contractors Program for Employment Equity - Default by Contractor

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

7.13 Applicable Laws

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

7.14 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:

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- (i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) General Conditions 2035 (2016-04-04), Higher Complexity - Services;
- (d) Annex A Statement of Work - including its Appendices as follows;
 - (i) Appendix A to Annex A - Tasking Assessment Procedure;
 - (ii) Appendix B to Annex A - Task Authorization (TA) Form;
 - (iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;
 - (iv) Appendix D to Annex A - Certifications at the TA stage;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the validly issued Task Authorizations and any required certifications (including all of their annexes, if any); and
- (h) the Contractor's bid dated **TO BE INSERTED UPON AWARD**, as clarified on **TO BE INSERTED UPON AWARD** "or" as amended **TO BE INSERTED UPON AWARD**.

7.15 Defence Contract

- (a) SACC Manual clause A9006C (2012-07-16) Defence Contract.

7.16 Foreign Nationals (Canadian Contractor)

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

Note to Bidders: *Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

7.17 Foreign Nationals (Foreign Contractor)

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

7.18 Insurance Requirements

(a) Compliance with Insurance Requirements

- (i) The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.
- (ii) The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.
- (iii) The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the

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time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

(b) **Commercial General Liability Insurance**

- (i) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (ii) The Commercial General Liability policy must include the following:
 - (A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - (C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - (D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - (E) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - (F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - (G) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - (H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - (I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - (J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - (K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

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(c) **Errors and Omissions Liability Insurance**

- (i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (ii) If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (iii) The following endorsement must be included:
Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

7.19 Controlled Goods Program

- (a) SACC Manual clause A9131C (2006-06-16) Controlled Goods Program - Contract
- (b) SACC Manual SACC Manual clause B4060C (2011-05-16) Controlled Goods
- (c) Because the Contract involves Controlled Goods and the entirety of the contracting activities are performed in a facility operated by the Department of National Defence (DND), the Contractor must sign an acknowledgement letter, attached at Annex D, or follow any other requirements as prescribed by the Technical Authority.

7.20 Non-Disclosure Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, attached at Annex E, and provide it to the Technical Authority before they are given access to information by or on behalf of Canada in connection with the Work.

7.21 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
 - (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.

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- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.
- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims:**

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

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party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.

- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

7.22 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: ***[Bidders must list all the joint venture members named in the Contractor's original bid].***
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
- (i) _____ has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
- (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
- (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: *This Article will be deleted if the Bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.*

7.23 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the DND Procurement Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

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- (c) In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
- (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
 - (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

- (ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
- (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Article titled "Default of the Contractor", or
 - (B) assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor to propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that are similar or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (iv) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.24 Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

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- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.25 Reporting Requirements

The Contractor must provide the following reports as detailed in the Annex A – Statement of Work.

7.26 Representations and Warranties

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

7.27 Access to Canada's Property and Facilities

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

7.28 Canadian Forces Site Regulations

- (a) SACC A9062C (2011-05-16) – Canadian Forces Site Regulations

7.29 Implementation of Professional Services

If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority that it is ready and able to carry out the Work. The transition must be complete by no later than 10 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.30 Identification Protocol Responsibilities

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

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as Contractor Representatives prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

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- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

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ANNEX A

STATEMENT OF WORK

FOR

ROYAL CANADIAN AIR FORCE

UNIT LEVEL TOOLS - FLEET AND CREW RESOURCE

MANAGEMENT (“ULTOOLS”) SOFTWARE

TECHNICAL SUPPORT - PROFESSIONAL SERVICES

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1.0 SCOPE

1.1 General

1.1.1 This Statement of Work (SOW) defines the requirement for specialized professional services needed to assure reliable and efficient sustainability and supportability of the Royal Canadian Air Force (RCAF) Unit Level Tool – Fleet and Crew Resource Management Software (“*ULTool*”) ¹ and its suite of applications through its life-cycle. This ULTool In-Service Support (ISS) program includes the establishment of comprehensive operating procedures and training program for the RCAF.

1.1.2 Under this SOW, the “*Client*” is the Department of National Defence (DND).

1.2 Background

1.2.1 The Department of National Defence (DND) has a requirement for the continued provision of maintenance and support services for the ULTool application. The maintenance and support services include maintenance releases, software error correction, software documentation, the software and support services (e.g., help desk support) for the duration of the contracted support period.

1.2.2 ULTools/FlightPro® was procured through a competitive procurement process as the RCAF Readiness Management Tool implemented across RCAF Wings, Squadrons and Units and Higher Headquarters (HHQs) to assist them with fleet and crew resource management. Furthermore, the tool features a deployable capability and integration with other operational and strategic level programs.

2.0 APPLICABLE DOCUMENTS

2.1 General

2.1.1 DND will make available to the Contractor, all necessary documentation relevant to this SOW. The list of technical specifications and software publications is provided at Appendix 1.

2.2 Technical Specifications

2.2.1 The Technical Documents and Specifications of current version listed in Appendix 1 of this SOW forms part of this in-service support contract at such time as any work requirement exists which falls within the terms of those Specifications and Documents.

2.3 Software Publications

2.3.1 The software Maintenance Manuals, publications and technical data listed in Appendix 1 of this SOW form part of this in-service support contract at such time as any work requirements exists which falls within document related “copyright/intellectual property / releasability” statement. The Maintenance

¹For the purpose of this document, the Unit Level Tool – Fleet and Crew Management (ULTool) software refers to the Canadian (RCAF) configuration of FlightPro®, its associated databases and related operational business processes. FlightPro® is a Commercial-Off-The-Shelf (COTS) software application developed and maintained by Ocean Software Pty.

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Manuals, publications and technical data listed in Appendix 1 of this SOW will be referred to as Equipment Publications.

3.0 REQUIREMENT

3.1 Scope of Work

3.1.1 General. The sustainability and supportability of the ULTool capabilities will be assured through the provision of professional services outlined in the Contract. The Contractor must provide support in the sustainment of the current Unit Level Tools application (“**Software**”) as per paragraph 3.2 and future versions of the application, as required, across Canada and for deployed software kits. The services to be furnished by the Contractor under the Contract must be on an "as and when requested" basis associated with provision of services in the areas of support mentioned hereunder.

3.1.2 Support and Monitor. All references to Support and Monitor in this SOW involves the following activities:

- a. **Support:** Troubleshoot and diagnose problems associated with the suite of ULTool applications and Hardware; and Test solution in laboratory before transitioning into production, develop production implementation plan and all associated documentation; and
- b. **Monitor:** Using standard network monitoring / reporting tools, Original Equipment Manufacturer (OEM) products, and manual verification of system logs by support personnel; generate and forward service or hardware outages or anomalies automatically to Air Force Command and Control Information System (AFCCIS) network and system administrators for verification, reporting, and resolution.

3.2 Professional Services

3.2.1 General. The Contractor must provide professional services related to in-service support (ISS) and on-site assistance to the client of the current ULTool software and future versions of the application. The Contractor must perform systems engineering tasks for the development, evaluation, support and maintenance of the ULTool software and its associated documentation that include analysis, development, change implementation and software test and evaluation. The Contractor must support, configure, test, install and provide user training for the ULTool suite as required and including future upgrades. The Professional Services listed under this SOW will cover the following areas.

3.2.2 General In-Service Support Management Support. The Contractor personnel must perform In-Service Support (ISS) for the development, evaluation, support and maintenance of ULTool software and associated documentation. The Contractor personnel must plan, analyze, investigate, design, script coding, test, integrate, implement, test, evaluate, support and deliver software and/or software changes in order to integrate various ULTool software into the AFCCIS environment.

3.2.3 In-Service Support – “3-Tier Concept”. The Contractor personnel must support, configure, test, install and provide training for the ULTool software, as required, as well as future upgrades. The ULTool software consists of various modules as well as some 3rd party software products. The In-Service Support (ISS) services for the AFCCIS capability follows a 3-Tier ISS framework (described below) to assure the reliable delivery of services through the life-cycle of the AFCCIS weapon system. The concept ensures a 24/7 on-call response by DND staff to AFCCIS outages anywhere in Canada and around the

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world, as needed. The resolution of reported outages may also entail travel requirements for the specialized contractor personnel to the locations in Canada and Continental United States of America. Overall, the concept works as follows:

- a. First (1st) Line Support provided by the Air Force National Service Desk (AF NSD) in Winnipeg:
 - (1) User calls the AF NSD,
 - (2) NSD provides initial support and attempts to resolve the problem,
 - (3) Service Desk Agent (SDA) opens an incident ticket, classifies the incident, and gathers information about the incident before attempting to resolve,
 - (4) If the incident ticket can be resolved, the SDA closes the ticket after having confirmed resolution with the User, and
 - (5) If the incident ticket cannot be resolved, it is assigned to appropriate 2nd Line Support cell;

- b. Second (2nd) Line Support is provided by the ULTool ISS organization and the Contractor;
 - (1) An incident ticket appears in the queue of the 2nd line support cell for assignment to a support specialist,
 - (2) The support specialist attempts to resolve the incident, and
 - (3) If the incident ticket can be resolved, and upon obtaining confirmation from the user, the support specialist reports the incident resolved for the AF NSD to close the ticket; and
 - (4) If the incident ticket cannot be resolved, AF NSD flags it and escalates to appropriate 3rd line support agency.

- c. Third (3rd) Line Support provided by the ULTool ISS Organization/Contractor and/or the Original Equipment Manufacturer (OEM):
 - (1) Incident appears in the queue of the 3rd line support organization (DAEPM R&CS 5-4),
 - (2) 3rd line support organization assigns incident to a Subject Matter Expert (SME) for assessment,
 - (3) Once the user confirms that the incident ticket has been resolved, the SME reports solution to AF NSD. If the SME is unable to resolve, the incident ticket is escalated by the SME to 4th line support (OEM),
 - (4) The AF NSD closes ticket if resolved, or
 - (5) Unresolved ticket is flagged, referred to OEM, and closed when resolved or directed by 3rd Line support.

Note. Within this 3-tier framework, the ISS organization is the only authorized body that can access Industry for problem resolution through the award of the separate T&M contracts with the OEM, or with specialized Contractor resources.

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3.2.4 Training Support. A training program must be developed to encompass both the expanded user base as well as upgrading current users with increased functionality of the system. The Contractor personnel must plan for the installation, checkout, and training of a cadre of operations and support personnel from each site. A "train the trainer" concept must be utilized through the use of mobile training teams with follow-up training to be based on the operational tempo. Contractor personnel must update existing training materials when there are changes to ULTool software. The Contractor must provide these updated versions to the operations and support and/or administration personnel within 30 business days. These tasks include, but are not limited to the following:

- a. Provide DND with the required training materials to train operations and support/administration personnel at each site using distance learning, Computer Based Training (CBT) techniques and web-based information to increase effectiveness and reduce costs. All reproduction costs for training materials are to be borne by DND;
- b. Update existing training materials to reflect current ULTool applications (Paragraph 5-3), and provide these updated versions to the operations and support and/or administration personnel; and
- c. Provide training to end users, system administrators and Client's trainers as applicable.

3.2.5 Procedures. Where appropriate and as approved by the Technical Authority, the Contractor must utilize and expand upon existing ULTool documents, processes and procedures to carry out tasks associated with the following disciplines:

- a. Change and Release Management. Change Control procedures must be conducted in accordance with the current Air Force Information Technology Service Management (AF ITSM) Configuration Management Plan and the current AF ITSM Change Management Procedures. The ULTool Change Management procedures describe the change management process and include a detailed description of the roles and responsibilities for each individual, group and organization involved. The problem reporting, incident reporting, system change request, request for deviation, request for waiver and release authorization processes are described along with the process of review and approval and related review boards;
- b. Quality Assurance. The Quality Program consists of an established set of standards, procedures and controls to assess compliance with the ULTool operational requirements. The Contractor must adhere to the current AFCCIS Quality Assurance Plan. This program applies to all AFCCIS and AF ITSM definition and implementation cycles; and
- c. Configuration Management. ULTool Configuration Management is an activity that integrates the technical and administrative functions of identifying, documenting, controlling, recording and reporting the functional and physical characteristics of the configuration items throughout their life cycle. All formal ULTool documentation must come under configuration control after approval and formal acceptance by the Technical Authority. Changes must be tracked and managed throughout the design, development, and implementation phases. The Contractor must adhere to the Configuration Management Plan, the Change Management Procedures, and the Document Management Process.

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3.3 Tasks

3.3.1 The following general task descriptions are indicative of the work that the Contractor must perform in support of systems engineering, software and training support of the ULTool suite (as per paragraph 4.0) along with other related tasks under the Contract. The ordering of tasks is not indicative of priority. These tasks include, but are not limited to the following:

- a. Provide Technical Support Services to the ULTool ISS Organization to include installation, configuration, operation, and maintenance of network hardware, software and related infrastructure. The participation in technical research and development to enable continuing innovation within the infrastructure in order to ensure that system hardware, operating systems and software systems adhere to DND policies, procedures and guidelines;
- b. Conduct of the technical evaluation, configuration, testing and the implementation support needed to evaluate and implement system changes and/or Software releases. This task includes the development of a rollout plan and documentation, handover/training and transition to in-service support;
- c. Implement software maintenance releases including all available enhancements, extensions, improvements, updates, upgrades, releases, versions, renames, rewrites, backgrade or downgrade versions, and other modifications to the Software made available;
- d. Provide assistance with the analysis of the implementation of the Software, the unit-specific scheduling processes and business rules, and assist the Technical Authority in configuring the Software to deliver the functionality that will support these processes and business rules;
- e. Participate in meetings and discussions;
- f. Prepare and create presentations to project management personnel, senior management and units when requested by the Technical Authority;
- g. Assist the ISS Team in creating user accounts and in assigning user privileges;
- h. Participate in joint site surveys to identify data elements and related business processes that need to be captured at the survey sites and provide guidance in the initial preparation of the tool configuration steps;
- i. Provide assistance to the ISS Team in installing, configuring and testing the Software in Ottawa and at other locations across Canada. Appendix 3 provides a list of potential locations;
- j. Provide support from Ottawa to the project team(s) deploying the Software at distant sites, and occasionally travelling to these sites to resolve issues;
- k. Maintain and support the Client's ULTool lab environment made of a collection of virtual and physical machines which can be used to: develop and test applications, troubleshoot and diagnose problems associated with the suite of ULTool applications and hardware; prepare and run a build-deploy-test workflow to test a solution in a laboratory before transitioning into production, develop production implementation plan and all associated documentation, run manual tests and create reproducible bugs using the laboratory environment; and

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- I. Respond to issues, problems and inquiries reported by the Client's personnel for services that the Software is expected to provide in accordance with product documentation.

4.0 ULTOOLS TECHNICAL SUPPORT CONTRACTOR TEAM

4.1 Contractor Resource Team.

4.1.1 The specific resource requirements for the provision of technical support services will be determined on an "as and when requested" basis through the DND 626 Task Authorization process. The potential "end-state" ULTools Contractor Technical Support Team consists of a maximum of eight (x8) positions. However, the Contractor Team will be established incrementally to ensure the supportability and survivability of the ULTools capability.

4.2 Resource Positions. The Contractor must provide a resource team of eight (8) Resources to carry out the anticipated tasks. See Appendix 2 for a detailed description. Additional Contractor personnel may be brought on an "as necessary" basis through the DND 626 Task Authorization process. In support of the ULTools ISS Team, the Contractor must provide the following Resources:

- a. B.1 Senior Business Analyst (BA3) – Level 3. The BA3 will recommend Business Process Reengineering concepts and methodology. The BA3 must lead the analysis and documentation of ULTool business requirements and on-site assistance as requested by the Technical Authority. The BA3 must analyze and document gaps between business requirements and the Software features and functions. The BA3 must also assist/lead with development and maintenance of statement of work and project plans for ULTool software. The BA3 provides project management and support for all phases of assigned software systems development and implementation projects. In addition to providing hands-on application support, the BA3 also provides guidance and leadership to assigned contractor team members to ensure that the optimal effectiveness and efficiency are achieved in implementation of the ULTool at RCAF units;
- b. B.1 Business Analyst (BA2) – Level 2. The BA2 provides on-site support and on-site assistance as requested by the TA during the set-up, installation, configuration, integration, implementation, testing and deployment of the Software;
- c. A.8 Business System Analyst (BSA) – Level 2 and 3. The BSA must participate in functional support across the existing application portfolio. The BSA must understand how the business works in order to identify areas of improvement, and to work with the operational users to identify suitable solutions. The BSA must possess an expert knowledge of the ULTool. The BSA will work with operational users and internal process owners to analyze and resolve third-level support issues, handle client change requests. The BSA must identify and recommend to the Technical Authority improvements regarding business processes, requirements and timelines for service process optimization and product release schedules. The BSA provides on-site support and on-site assistance as requested by the Technical Authority during the set-up, installation, configuration, integration, implementation, testing and deployment of the Software; development of ULTool scripts as required for testing and/or reporting needs; and

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- d. A.6 Computer Application Support /Quality Assurance Specialist - Level 3 (QAS3). The QAS3 must propose and develop quality assurance policies, procedures and audits by interpreting and implementing RCAF standards and industry best practices for quality assurance. The QAS3 must devise sampling procedures and report on quality data, review the implementation of inspection systems, monitor testing and inspections, and ensure product quality. The QAS3 must document internal audits and quality assurance activities, investigate customer complaints, and monitor risk management activities; and
- e. A.7 Programmer Analyst/Report Writer – Level 3 (PA/RW3). With direction and guidance from the Technical Authority and in conjunction with other ULTools Team members, the PA/RW3 must be involved in many phases of the system and report development life cycle and problem solving activities. The PA/RW3 MUST have demonstrated experience with MS SQL Server and SQL Server Reporting Services (SSRS) including query tuning experience. The PA/RW3 must provide technical documentation on the recommendation made and on the modification to existing reports due to new user requirements. The PA/RW3 must support the delivery of report changes, testing and deployment with adequate documentation in relation with the request for changes or additional requirements. The PA/RW3 is responsible for defining and creating generic and custom reports for the users by translating user requirements into precise software specifications and generic or customized reports in Microsoft SQL Server Reporting Services (SSRS) platform. The PA/RW3 must be able to write software for new software tool and supporting existing ULTools software. The main focus of the PA/RW3 role is the automation of reports that are currently generated manually.

4.2.1 B.1 Senior Business Analyst (BA3)– Level 3

- 4.2.1.1 The Senior Business Analyst (BA3) (Level 3) must complete the following specific tasks which include, but are not limited to the following:
 - a. Provide subject matter expertise and advice to members of business analysis teams engaged in the study of the use of ULTool and technology issues relating to the Client's business requirements of the RCAF ULTool clients;
 - b. Define and document the interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems. Ensure that this material is maintained within the authorized period of performance for this task;
 - c. Analyze the technical and operational communities (Squadron, Wings, Higher Headquarters, etc.) information sharing requirements relating to the strategic, operational and tactical use of ULTool application, conduct process mapping and identify the training needs;
 - d. Participate in discovery sessions/meetings/workshops to document the business objectives for the technical and/or operational communities, to understand business drivers and lead workshops to gather functional requirements, user requirements and non-functional requirements to clarify business needs;
 - e. Evaluate existing procedures and methods, identify and document items such as database content, structure and application subsystems;

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- f. Perform business analyses of functional requirements to identify information, procedures and decision workflow and prepare or contribute to reports. Reports are to include options analysis and recommended Courses of Action (COAs);
- g. Provide advice and make recommendations for improvements and assisting in developing solutions, scenarios and implementing approved recommendations;
- h. Establish and maintain liaison with the Contractor Implementation team ensuring that the delivered solution complies with the client requirements. Participate in working sessions with the Contractor Implementation team to review client requirements as input to development, and participate in development of solutions within the authorized period of performance for this task;
- i. Formulate statements of problems; establish procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtaining Technical Authority's approval; and
- j. Coordinate and prepare documentation in response to scheduled and unscheduled reports, returns, and other requests for information.

4.2.1.2 Deliverables. The BA3 must submit the following deliverables:

- a. Analysis of operational requirements and impact assessment of the technical requirements of the system;
- b. Briefings and/or presentations to groups of individuals selected by the Technical Authority on an "as requested" basis;
- c. Minutes of meetings between the Contractor and groups' external to the LCM organization;
- d. Trip reports, where applicable and as required;
- e. Any recommendations relating to the conduct of the Work;
- f. Daily Activity Report (as applicable)
- g. Weekly Activity Report (as applicable).

4.2.2 B.1 Business Analyst (BA2) – Level 2. The Business Analyst (Level 2) must complete the following specific tasks which include, but are not limited to the following support services.

4.2.2.1 In-Service Support (ISS). The BA2 must assist the AFCCIS LCMM/ 1CAD/A6C2IS staff with the ISS of ULTool. This involves:

- a. Accepting, analyzing and troubleshooting of trouble tickets reported through the Air Force National Service Desk (AF NSD);
- b. Documenting actions taken to resolve reported problems through the RCAF's Trouble Ticket Reporting System (Assyst), including actions requiring escalation to higher levels of support such as Ocean;
- c. Performance of routine "housekeeping" tasks required to maintain the integrity of the ULTool data;

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- d. Creation of ULTool user accounts and assigning user privileges;
- e. Submitting recommendations and/or observations on matters that affect ULTool sustainability to AFCCIS LCMM/I CAD/A6C2IS;
- f. Developing and updating the ULTool configuration files, views, panes, reports, courses, mission strips, etc.;
- g. Identifying ULTool Reports as required; and
- h. Assisting the site implementation teams, on an “as required basis”.

4.2.2.2 Testing Services.

- a. AFCCIS LCMM. The BA2 must assist the AFCCIS LCMM in testing, installing, configuring, and updating new ULTool software releases and updates. Including testing the baseline configuration against new interfaces (ex: Monitor Mass) or changes to the network operating environment (ex.: upgrade from Window 7 to Windows 10). Testing occurs virtually or on-site at an Ottawa test facility developed or selected by the AF CCIS LCMM. Support includes but is not restricted to:
 - (1) Provide technical advice,
 - (2) Installation and configuration activities,
 - (3) Troubleshooting; and
 - (4) The BA2 must provide training to AFCCIS LCMM personnel on the technical and functional aspects of the Software. This training must be provided by means of On-the-Job Training (OJT) and mentoring while working directly with the LCMM staff;
- b. 1CAD/A6C2IS. Similarly, a virtual or on-site lab environment may be made available in Winnipeg so that operational training or testing of ULTool can occur. The BA must provide the same support as listed above for the AFCCIS LCMM to support ICAD/A6C2IS as needed; and
- c. UNIT/WING. Assist in testing of unit/wing configurations either virtually, remotely or on-site as directed by the AFCCIS LCMM.

4.2.2.3 Training Services. As directed by the Technical Authority, the BA2 must provide training support in the following manner:

- a. AFCCIS LCMM. Provide advanced technical and functional training to:
 - (1) 1 CAD/A6C2IS staff, including the AF NSD,
 - (2) AFCCIS LCMM staff, and
 - (3) DND/CF Subject Matter Experts and key unit personnel;
- b. Provide on-going training to existing users of ULTool and provide training to new users of ULTool at new RCAF sites;
- c. The BA must also support any RCAF future initiatives to transfer training to online applications such as Defence Learning Network (DLN) or to a permanent or deployable classroom environments; and

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- d. This training must be provided by one or more of the following:
 - (1) OJT and mentoring process while working directly with the training candidates,
 - (2) Classroom instruction using existing Computer-Based Training tools, and
 - (3) Assistance to separately contracted training requirements;

4.2.2.4 On-Site Support Services. As directed by the Technical Authority, the BA2 must travel to RCAF wings/units across Canada to provide on-site support to RCAF unit/wing personnel. Tasks include, but are not restricted to:

- a. Orientation of RCAF unit/wing personnel to ULTool;
- b. Collection, analysis, and resolution of ULTool configuration issues that cannot be resolved remotely;
- c. Reinforcement of training to unit personnel; and
- d. Participation in workshops or Operational Working Groups (OWG);

4.2.2.5 On-Site Support Services - Enhancements or New Implementation. As directed by the Technical Authority, the BA2 must:

- a. Improve or expand ULTool at units that currently have had ULTool delivered to them;
- b. Rollouts to new units, wings or locations that have not previously received ULTool. Tasks include but are not restricted to:
 - (1) Assist RCAF unit/ wing personnel with installing and upgrading the ULTool application at RCAF locations;
 - (2) Participate in site surveys;
 - (3) Update and identifying ULTool data elements and related business processes;
 - (4) Help users to integrate the ULTool capabilities/features into the daily operations/activities by replacing existing tools (i.e., graphics, spreadsheets, etc.);
 - (5) Provide on-going guidance and training in the use for ULTool;
 - (6) Install and configure the ULTool software at each site;
 - (7) Review data collected during both site surveys and at the beginning of the installation phase;
 - (8) Make recommendations to the Technical Authority or delegated representative on how to apply collected data to further configure the Software to meet the users' needs; and
 - (9) Participate in post installation / upgrade lessons-learned meetings.

4.2.2.6 Deliverables. The BA2 must submit the following deliverables:

- a. Analysis of operational requirements and impact assessment of the technical requirements of the system;
- b. Briefings and/or presentations to groups of individuals selected by the Technical Authority on an "as requested" basis;

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- c. Minutes of meetings between the Contractor and groups' external to the LCM organization;
- d. Trip reports, where applicable and as required;
- e. Any recommendations relating to the conduct of the Work;
- f. Daily Activity Report (as applicable); and
- g. Weekly Activity Report (as applicable).

4.2.3 A.8 Business System Analyst (SA) – Level 2 and 3. The Business System Analyst (Level 3) are involved in a large program implementation and sustainment of the ULTool Resource Management application (a.k.a. FlightPro®) across the RCAF organization (Canada) and are responsible for the planning, scheduling, system integration, testing, implementation/roll-out to the end user base and user's acceptance. The BSA must demonstrate the highest levels of customer service, technical knowledge and productivity. The System Analysts (Level 2 and 3) must complete the following specific tasks which include, but are not limited to the following support services.

4.2.3.1 In-Service Support Services. The BSA must assist the AFCCIS LCMM/ 1CAD/A6C2IS staff with the in-service support of ULTool. This involves:

- a. Accepting, analyzing and troubleshooting of trouble tickets reported through the AFNSD;
- b. Documenting actions taken to resolve reported problems through the RCAF's Trouble Ticket Reporting System (Assyst), including actions requiring escalation to higher levels of support such as Ocean;
- c. Performance of routine "housekeeping" tasks required to maintain the integrity of ULTool data;
- d. Creation of ULTool user accounts and assigning user privileges;
- e. Submitting recommendations or observations on matters that affect ULTool sustainability to AFCCIS LCMM/I CAD/A6C2IS;
- f. Developing and updating the ULTool configuration files, views, panes, reports, courses, mission strips, etc.;
- g. Developing and updating the ULTool Reports as required; and
- h. On an "as required basis", the SA will assist site implementation teams with an initial installation in the same context as any other BA under this contract.

4.2.3.2 Testing Services. As directed by the Technical Authority, the BSA must provide testing support in the following manner:

- a. AFCCIS LCMM. The BSA must assist the AFCCIS LCMM in testing, installing, configuring, and updating new ULTool software releases and updates. Including testing the baseline configuration against new interfaces (ex: Monitor Mass) or changes to the network operating environment (ex.: upgrade from Window 7 to Windows 10). Testing may occur virtually or on-site at an Ottawa test facility developed or selected by the AF CCIS LCMM. Support includes but is not restricted to:

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- (1) Providing technical advice,
 - (2) Installation and configuration activities,
 - (3) Troubleshooting; and
 - (4) Providing training to AFCCIS LCMM personnel on the technical and functional aspects of the Software. This training must be provided by means of On-the-Job Training (OJT) and mentoring while working directly with the LCMM staff;
- b. 1CAD/A6C2IS. Similarly, a virtual or on-site lab environment may be made available in Winnipeg so that operational training or testing of ULTool can occur. The BSA (Level III) must provide the same support as listed above for the AFCCIS LCMM to support ICAD/A6C2IS as needed; and
 - c. UNIT/WING. Assist in testing of unit/wing configurations either virtually, remotely or on-site as directed by the AFCCIS LCMM.

4.2.3.3 Training Services. As directed by the Technical Authority, the BSA must provide:

- a. Advanced technical and functional training to:
 - (1) 1 CAD/A6C2IS staff, including the Air Force National Service Desk (AF NSD),
 - (2) AFCCIS LCMM staff, and
 - (3) DND/CF Subject Matter Experts and key unit personnel;
- b. Provide on-going training to existing users of ULTool and provide training to new users of ULTool at new RCAF sites;
- c. The BSA must also support any RCAF future initiatives to transfer training to online applications such as Defence Learning Network (DLN) or to a permanent or deployable classroom environments; and
- d. This training must be provided by one or more of the following:
 - (1) OJT and mentoring process while working directly with the training candidates,
 - (2) Classroom instruction using existing CBT tools, and
 - (3) Assistance to separately contracted training requirements;

4.2.3.4 On-Site Support Services. As directed by the Technical Authority, the BSA must provide on-site support to RCAF unit/wing personnel. Tasks include, but not restricted to:

- a. Orientation of personnel to ULTool;
- b. Collection, analysis, and resolution of ULTool configuration issues that cannot be resolved remotely;
- c. Reinforcement of training to unit personnel; and
- d. Participation in workshops or Operational Working Groups (OWG);

4.2.3.5 On-Site Support Services - Enhancements or New Implementation. With the Technical Authority concurrence, the BSA must assist the AFCCIS LCMM in:

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- a. Improving or expanding ULTool at units that currently have had ULTool delivered to them;
- b. Rollouts to new units, wings or locations that have not previously received ULTool. Tasks include but not restricted to:
 - (1) Assist DND/CF personnel with installing and upgrading the ULTool application at RCAF locations,
 - (2) Participate in site surveys,
 - (3) Update and identifying ULTool data elements and related business processes,
 - (4) Incorporate ULTool capabilities into their daily operations,
 - (5) Provide on-going guidance and training in the use for ULTool,
 - (6) Install and configuring the ULTool software at each site,
 - (7) Review data collected during both site surveys and at the beginning of the installation phase,
 - (8) Make recommendations to the Technical Authority on how to apply collected data to further configure the Software to meet the users' needs,
 - (9) Develop and update Web Reporting scripts as required to meet users' needs or for testing; and
 - (10) Participating in post installation / upgrade lessons-learned meetings.

4.2.3.6 Deliverables. The BSA (Level 2 and 3) must submit the following deliverables:

- a. Analysis of operational requirements and impact assessment of the technical requirements of the system;
- b. Briefings and/or presentations to groups of individuals selected by the Technical Authority on an "as requested" basis;
- c. Minutes of meetings between the Contractor and groups' external to the LCM organization;
- d. Trip reports, where applicable and as required;
- e. Any recommendations relating to the conduct of the Work;
- f. Daily Activity Report (as applicable); and
- g. Weekly Activity Report (as applicable).

4.2.4 A.6 Computer Application Support /Quality Assurance Specialist – Level 3 (QAS3). The QAS3 must provide support to RCAF unit/wing personnel. Tasks and support services include, but are not restricted to the following:

- a. Design, build and implement the initial and ongoing maintenance software releases including all available enhancements, extensions, improvements, updates, upgrades, versions, renames, rewrites, version roll-back, and other modifications as deemed required by the Technical Authority based on RCAF business requirements;

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- b. Provide Delivery and Support Services to the AFCCIS ISS Organization to include installation, configuration, operation, and maintenance of servers, software and related infrastructure supporting ULTool. Participate in technical research and development to enable continuing innovation within the related infrastructure in order to ensure that hosting system hardware, operating systems and software systems adhere to DND policies, procedures and guidelines;
- c. Conduct of the technical evaluation, configuration, testing and the implementation support needed to evaluate and implement system changes and/or Software releases. This task includes the development of a rollout plan and documentation, handover/training and transition to in-service support;
- d. Provide assistance with the business requirements gathering for the implementation of the Software, the user-specific processes and business rules, and design or configuring the Software to deliver the functionality that will support these processes and business rules;
- e. Prepare and create presentations to project management personnel, senior management and units when requested by the Technical Authority;
- f. Assist the ISS Team in creating user accounts and in assigning user privileges at the onset of the deployment;
- g. Participate in joint site surveys to identify data elements and related business processes that need to be captured at the survey sites and provide guidance in the initial preparation of the tool configuration steps;
- h. Install, configure and test the Software in Ottawa and at other RCAF locations across Canada. Some work can be done remotely while some configuration will occur on-site. Appendix 3 provides a list of potential locations;
- i. Provide support from Ottawa to the personnel deploying the Software at distant sites, and occasionally travelling to these sites to resolve issues;
- j. Support management of progress against key technology initiative action plans, track progress, issues and risks, report on status and communicate timelines and progress to Technical Authority for escalation as necessary;
- k. Maintain and support the ULTool lab environment made of a collection of virtual machines which can be used to: develop and test applications, troubleshoot and diagnose problems associated with the suite of ULTool applications; prepare and run a build-deploy-test workflow to test a solution in a laboratory before transitioning into production, develop production implementation plan and all associated documentation, run manual and automated tests and create reproducible bugs using the laboratory environment; and
- l. Respond to issues, problems and inquiries reported by the Client's personnel for services that the software is expected to provide in accordance with product documentation.

4.2.4.1 In-Service Support Services. The QAS3 must assist the AFCCIS LCMM/ I CAD/A6C2IS staff with the in-service support of ULTools. This involves:

- a. Accepting, analyzing and troubleshooting of trouble tickets reported through the Air Force National Service Desk;

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- b. Documenting actions taken to resolve reported problems through the RCAF's Trouble Ticket Reporting System (Assyst), including actions requiring escalation to higher levels of support such as Ocean Software;
- c. Ensuring all initial and ongoing maintenance software releases including all available enhancements, extensions, improvements, updates, upgrades, versions, renames, rewrites, version roll-back, and other modifications are as deemed required by the Technical Authority based on RCAF business requirements; and
- d. Submitting recommendations or observations on matters that affect ULTools sustainability to AFCCIS LCMM/1 CAD/A6C2IS.

4.2.4.2 Testing Services. As directed by the Technical Authority, the QAS3 must provide testing support in the following manner:

- a. AFCCIS LCMM. The QAS3 must assist the AFCCIS LCMM in testing, installing, configuring, and updating new ULTools software releases and updates. Including testing the baseline configuration against new interfaces (ex: Monitor Mass) or changes to the network operating environment (ex.: upgrade from Window 7 to Windows 10). Testing occurs virtually or on-site at an Ottawa test facility developed or selected by the AF CCIS LCMM. Support includes but is not limited to:
 - (1) Providing technical advice,
 - (2) Installation and configuration activities,
 - (3) Troubleshooting, and
 - (4) Providing training to AFCCIS LCMM personnel on the technical and functional aspects of the Software. This training must be provided by means of On-the-Job Training (OJT) and mentoring while working directly with the LCMM staff;
- b. 1CAD/A6C2IS. Similarly, a virtual or on-site lab environment may be made available in Winnipeg so that operational training or testing of ULTools can occur. The QAS3 must provide the same support as listed above for the AFCCIS LCMM to support ICAD/A6C2IS as needed; and
- c. UNIT/WING. Assist in testing of unit/wing configurations either virtually, remotely or on-site as directed by the AFCCIS LCMM.

4.2.4.3 Training Services. As directed by AFCCIS LCMM ULTools Team Lead on behalf of the Technical Authority, the QAS3 must provide training support in the following manner:

- a. AFCCIS LCMM. Provide advanced technical and functional training to:
 - (1) 1 CAD/A6C2IS staff, including the Air Force National Service Desk,
 - (2) AF CCIS LCMM staff, and
 - (3) DND/CF Subject Matter Experts and key unit personnel;
- b. This training must be provided by one or more of the following:

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- (1) OJT and mentoring process while working directly with the training candidates,
 - (2) Classroom instruction using existing Computer-Based Training (CBT) tools, and
 - (3) Assistance to separately contracted training requirements;
- c. Provide on-going training to existing users of ULTools and provide training to new users of ULTools at new RCAF sites; and
- d. The QAS3 must also support any RCAF future initiatives to transfer training to online applications such as DLN or to a permanent or deployable classroom environments
- 4.2.4.4 On-Site Support Services. As directed by the Technical Authority, the QAS3 must provide on-site support to RCAF unit/wing personnel. Tasks include, but not restricted to:
- a. Orientation of personnel to ULTool;
 - b. Collection, analysis, and resolution of ULTool configuration issues that cannot be resolved remotely;
 - c. Reinforcement of training to unit personnel; and
 - d. Participation in workshops or Operational Working Groups (OWG);
- 4.2.4.5 On-Site Support Services - Enhancements or New Implementation. As directed by the Technical Authority, the QAS3 must assist the AFCCIS LCMM in:
- a. Improving or expanding ULTool at units that currently have had ULTool delivered to them;
 - b. Rollouts to new units, wings or locations that have not previously received ULTool. Tasks may include but not restricted to:
 - (1) Assisting DND/CF personnel with installing and upgrading the ULTool application at RCAF locations,
 - (2) Participating in site surveys,
 - (3) Updating and identifying ULTool data elements and related business processes,
 - (4) Incorporating ULTool capabilities into their daily operations,
 - (5) Reviewing data collected during both site surveys and at the beginning of the installation phase,
 - (6) Making recommendations to AFCCIS LCMM ULTool Team Lead on behalf of the Technical Authority personnel on how to apply collected data to further configure the Software to meet the users' needs,
 - (7) Participating in post installation / upgrade lessons-learned meetings.
- 4.2.4.6 Deliverables. The QAS3 must prepare and submit the following deliverables
- a. Software Test Plan and testing procedures document;

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- b. Briefings and presentations to groups of individuals selected by the TA on an “as requested” basis;
- c. Meeting summary and communication records between the Contractor and groups’ external to the LCM organization;
- d. Propose recommendations to the TA relating to the progress of the Work;
- e. Minutes of meetings between the Contractor and groups’ external to the Life Cycle Management (LCM) organization;
- f. Trip reports, where applicable and as required;
- g. Daily Activity Report (as applicable);
- h. Weekly Activity Report (as applicable); and
- i. Administrative services to joint DND/Contractor meetings, briefings and visits, including preparation and printing of minutes, as well as weekly activity reports.

4.2.5 A.7 Programmer Analyst/Report Writer – Level 3 (PA/RW3). The Programmer Analyst/Report Writer (PA/RW 3) must complete the following specific tasks and support services which include, but are not limited to the following:

- a. With direction and guidance from the Senior Business Analyst and in conjunction with other ULTool team personnel, the PA/RW3 will be involved in many phases of the system and report development life cycle and problem solving activities;
- b. Analyze reporting requirements of multiple stakeholders and interpret the analysis into generic products requirements for standard generic or customized reports that can be used across the entire user base;
- c. Create standard generic or customized reports using the MS SQL SSRS platform from generic product requirements created by the PA/RW3 or other members of the ULTool team;
- c. Create report and dashboard specifications according to an established standard, and to evolve the standard as needed;
- d. Prepare and maintain system and product technical documentation on the recommendation made and on the modification to existing reports due to new user requirements and support the delivery of report changes and testing and deployment with adequate documentation in relation with the request for changes or additional requirement;
- e. Assist with analysis of data and troubleshooting of possible data issues or discrepancies, document problems and resolution for future reference;
- f. Provide timely and professional support via telephone, email, remote control and sometimes in-person;
- g. Develop new reports and dashboards as well as optimize existing reports;
- h. Working as team member on other duties as assigned, which may include occasional travel to customer sites;

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- i. Review and verify data integrity within the databases and data contained in them by running diagnostic reviews of data to verify the data is homogeneous and will report and review all suspected outliers;
- j. Develop software tools, including the research, design, programming and testing of the tool software, as well as support existing software tools such as ULTools; and
- k. Communicate with people at all levels of the business, including gathering requirements from stakeholders and advising operational units/end users on effective use of the new reporting functions.

4.2.5.1 In-Service Support (ISS) Services. The PA/RW3 must assist the AFCCIS LCMM/1CAD/A6C2IS staff with the ISS of ULTools. This involves:

- a. Accepting, analyzing and troubleshooting of trouble tickets reported through the Air Force National Service Desk (AF NSD);
- b. Documenting actions taken to resolve reported problems through the RCAF's Trouble Ticket Reporting System (Assyst), including actions requiring escalation to higher levels of support such as Ocean;
- c. Performance of routine "housekeeping" tasks required to maintain the integrity of the ULTools data;
- d. Submitting recommendations and/or observations on matters that affect ULTools sustainability to AFCCIS LCMM/1 CAD/A6C2IS;
- e. Maintaining, revising, identifying ULTools Reporting requirements; and
- f. Assisting the site implementation teams, on an "as requested basis".

4.2.5.2 Testing Services. As directed by the Technical Authority, the PA/RW3 must provide testing support in the following manner:

- a. AFCCIS LCMM. The PA/RW3 must assist the AFCCIS LCMM in testing, installing, configuring, and updating new ULTools software releases and updates. Including testing the baseline configuration against new interfaces (ex: Monitor Mass) or changes to the network operating environment (ex.: upgrade from Window 7 to Windows 10). Testing occurs virtually or on-site at an Ottawa test facility developed or selected by the AF CCIS LCMM. Support includes but is not limited to:
 - (1) Provide technical advice,
 - (2) Installation and configuration activities, and
 - (3) Troubleshooting; and
- b. 1CAD/A6C2IS. Similarly, a virtual or on-site lab environment may be made available in Winnipeg so that operational training or testing of ULTools can occur. The PA/RW3 must provide the same support as listed above for the AFCCIS LCMM to support ICAD/A6C2IS as needed; and
- c. UNIT/WING. Assist in testing of unit/wing configurations either virtually, remotely or on-site as directed by the AFCCIS LCMM.

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4.2.5.3 Training Services. As directed by the Technical Authority, the PA/RW3 must provide training support in the following manner:

- a. AFCCIS LCMM. Provide advanced technical and functional training to:
 - (1) 1 CAD/A6C2IS staff, including the AF NSD,
 - (2) AFCCIS LCMM staff, and
 - (3) DND/CF Subject Matter Experts and key unit personnel;
- b. Provide on-going training to existing users of ULTools and provide training to new users of ULTools at new RCAF sites; and
- c. Training must be provided by one or more of the following:
 - (1) OJT and mentoring process while working directly with the training candidates,
 - (2) Classroom instruction using existing Computer-Based Training tools, and
 - (3) Assistance to separately contracted training requirements.

4.2.5.4 On-Site Support Services. As directed by the Technical Authority, the PA/RW3 must travel to RCAF wings/units across Canada (Appendix 3) to provide on-site support to RCAF unit/wing personnel. Tasks include, but are not limited to:

- a. Collection, analysis, and resolution of ULTools configuration issues that cannot be resolved remotely;
- b. Maintenance, revision, identification of ULTools Reporting requirements;
- c. Reinforcement of training to unit personnel; and
- d. Participation in workshops or Operational Working Groups (OWG);

4.2.5.5 On-Site Support Services - Enhancements or New Implementation. As directed by the Technical Authority, the PA/RW3 must:

- a. Deliver rollouts to new units, wings or locations that have not previously received ULTools. Tasks include but are not restricted to:
 - (1) Participate in site surveys,
 - (2) Update and identify ULTools data elements and related business processes,
 - (3) Help users to integrate the ULTools capabilities/features into the daily operations/activities by replacing existing tools (i.e., graphics, spreadsheets, etc.),
 - (4) Provide on-going guidance and training in the use for ULTools,
 - (5) Review data collected during both site surveys and at the beginning of the installation phase,
 - (6) Make recommendations to the Technical Authority or delegated representative on how to apply collected data to further configure the Software to meet the users' needs, and
 - (7) Participate in post installation / upgrade lessons-learned meetings.

4.2.5.6 Deliverables. The PA/RW3 must submit the following deliverables:

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- a. Analysis of operational requirements and impact assessment of the technical requirements of the system;
- b. Briefings and/or presentations to groups of individuals selected by the Technical Authority on an “as requested” basis;
- c. Minutes of meetings between the Contractor and groups’ external to the LCM organization;
- d. Trip reports, where applicable and as required;
- e. Any recommendations relating to the conduct of the Work;
- f. Daily Activity Report (as applicable); and
- g. Weekly Activity Report (as applicable).

5.0 TECHNICAL REQUIREMENT

5.1 Technical Expertise

5.1.1 The Contractor must ensure that the National Capital Region (NCR) facility on DND premises or other alternative location, is staffed during working hours by personnel with the required level of competence and to maintain the specified expertise as defined in this SOW.

5.2 ULTool Maintenance and Support Environments

5.2.1 General. FlightPro® is a Commercial-Off-The-Shelf (COTS) system that manages the planning, tasking, mission execution and re-planning of flight operations. It manages all the qualifications associated with scheduling flight operations. It also provides reporting all the way up the command chain, so the RCAF can easily see how many pilots and how many crews they have and what resources are available from a force readiness perspective.

5.2.2 ULTool Architecture Overview. The FlightPro® application uses a classical client-server architecture model allowing the content to be stored centrally while clients access the information remotely. The ULTool server operates off a single integrated database, with client workstations communicating with the server through a real-time messaging layer (Figure 1). The database component is implemented using Microsoft SQL Server and the messaging layer uses Windows services. The graphical user interface (GUI) of the client is built upon .NET technologies.

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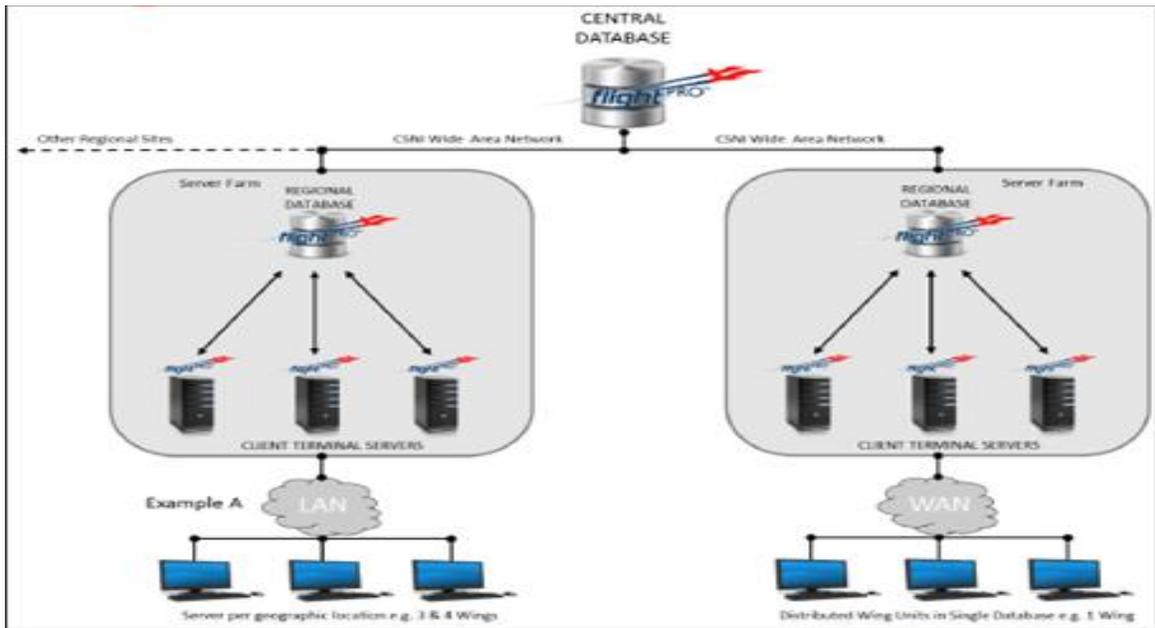


Figure 1: Typical Unit Level Tool Architecture

5.2.3 FlightPro® Licensed Software. The following hardware/software is currently the most used by ULTool. This list is by no means all encompassing, and is included only as a guideline. The FlightPro® software is using the following technologies/third party products:

- a. Microsoft SQL Server 2000;
- b. Microsoft SQL Database system;
- c. Microsoft SQL Server Reporting Services (SSRS);
- d. Various versions of the Microsoft Windows Operating System;
- e. .NET Framework, Windows Presentation Foundation (WPF) using eXtensible Application Markup Language (XAML); and
- f. 3rd party middleware software.

5.2.4 FlightPro® Web Reporting. Web reporting allows organizations to harness the power of the ULTool application, giving users across the enterprise the ability to access and generate web reports from any browser. Web report delivers more than static web reports by enabling interactive reporting. Users have the ability to dynamically sort, filter, group, and drill through data to glean useful business information allowing users to create new reports and modify existing reports on the fly, perform user-defined ad hoc queries to generate customized web reports, and dynamically modify report views to find information quickly.

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6.0 GENERAL MANAGEMENT AND ADMINISTRATION

6.1 General

6.1.1 To provide the professional services specified in the Contract, cooperation between Technical Authority and the Contractor is necessary in order to ensure that the contract is managed in a formal and structured manner, and that there is full accountability for tasks issued, services rendered, and payment received.

6.2 Location of Work

6.2.1 The work will be performed primarily in the National Capital Region (NCR) on DND premises at 455 Blvd de la Carrière, Gatineau, Québec, or other alternative location in the NCR. DND is to supply the necessary office equipment for the work performed in the Life Cycle Management establishment and facilities, including desks, computers and software. Access to the divisional Local Area Network (LAN) is subject to security requirements.

6.3 Language of Work

6.3.1 Unless otherwise indicated, the support services must be carried out in English and in French (if available), based on the choice of the User requesting support.

6.3.2 The deliverables of this SOW must be produced in English.

6.4 Hours for Providing Support Services

6.4.1 The Contractor's Resources must be available on-site five (5) days per week during core hours of operations. Core hours of operation are defined as 07:00 to 17:00 Eastern Standard Time (EST), from Monday to Friday. The Contractor's Resources are expected to work 7.5 hours each day between those hours. Contractor resources may be required to work outside core hours (e.g., evening, weekend) to accommodate operational requirements.

6.4.2 In addition, the Contractor's personnel must be responsive to calls after normal working hours including weekends and/or holidays as may be required to provide timely support to Air Operations as authorized by the Technical Authority.

6.5 Travel

6.5.1 There is also a requirement for extensive domestic travel on a demanding schedule especially during the ULTool implementation period outside the NCR region, to military installations across Canada as per Appendix 3 – Wings/Units and Associated Roles.

6.5.2 Some travel within the National Capital Region (NCR) will be required for stakeholder engagements.

6.5.3 The requirement for any travel and trip report will be identified by the Technical Authority. All travel will require prior written approval by the Technical Authority.

6.6 Management and Organization

6.6.1 ISS Contract Control.

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6.6.1.1 All services provided under this Contract must be coordinated, validated, and approved by the Technical Authority, on an “as and when requested” basis through a Task Authorization. The Technical Authority has the authority to co-ordinate and control the assignment of all tasks, including the establishment of task priorities. The Technical Authority for this requirement is the primary point of contact for the Contractor's personnel.

6.6.2 DND Support to Contractor.

6.6.2.1 To aid the Contractor in the provision of the required services, the following information, materials, and assistance will be provided if available and deemed appropriate by the Technical Authority:

- (a) All available data and documents such as policy documents, directives, instructions, performance data, technical documents, and other data deemed necessary by the Technical Authority for the provision of services under this Contract;
- (b) Consultation with the Technical Authority and other DND specialists as may be arranged by the Technical Authority; and
- (c) Other information, data and assistance available and requested by the Contractor subject to concurrence of the Technical Authority.

7.0 MANAGEMENT

7.1 Deliverables

7.1.1 General. Contractor personnel will be required to prepare and submit the following deliverables;

- a. Requirements documentation, briefs, notes, plans and reports;
- b. Presentations;
- c. In-Service Support (ISS) related documentation;
- d. Agenda and Minutes for meetings and conferences. The Agenda must set forth the place, time, date, purpose and objectives of each forthcoming project meeting;
- e. Daily or weekly situation reports (SITREP) when completing implementation activities;
- f. Visit reports for all travels that occurs; and
- g. Other reports as requested by the Technical Authority.

7.1.2 Report Format. The Contractor's Resource must provide a sample format for each report he intends to submit in lieu of a recommended format by the client. Where the contractor uses automated management systems, the format of the report may vary from the specification with the approval of the Technical Authority. All reports must be distributed as per the contract directive.

7.2 General Administration Support

7.2.1 The Contractor must provide administrative services to joint DND/Contractor meetings, briefings and visits, including preparation and printing of minutes, and reports as listed in Appendix 4 of this SOW.

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7.2.2 The Contractor must maintain Problem, History and Lessons Learned files. Inputs to these files are to be solicited periodically from the appropriate ISS personnel and must be available to the ISS personnel as needed.

7.3 Quality Assurance

7.3.1 The Contractor must adhere to the current AFCCIS Quality Assurance Plan. This program applies to all AFCCIS and AF ITSM definition and implementation cycles.

7.3.2 DND will witness all Contractor efforts to accomplish the SOW requirements and maintains the right to approve or reject resulting processes and products before subsequent related processes and products are implemented.

APPENDICES

- Appendix 1 Specifications and Applicable Documents
- Appendix 2 Wings / Units and Associated Role
- Appendix 3 List of Reports
- Appendix 4 Acronyms
- Appendix 5 Glossary

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APPENDIX 1

APPLICABLE DOCUMENTS

TECHNICAL DOCUMENTS

Canadian Forces Technical Orders (CFTOs)

RCAF Flying Operations Manual (FOM)

ULTool In-Service Support Plan

AFCCIS Quality Assurance Plan

Document Management Process

Air Force Information Technology System Management Guide

TECHNICAL SPECIFICATIONS

FlightPro® "Current Series" Release Notes

FlightPro® Acceptance Test Plan (ATP)

FlightPro® Business Requirements Specification (BRS)

FlightPro® Detailed Design Document (DDD) (a.k.a. Functional Specification)

FlightPro® "Day in the Life" Test Procedures (DITL)

FlightPro® System Requirements Specification (SRS)

FlightPro® Verification Cross Reference Matrix (VCRM)

SOFTWARE PUBLICATIONS

FlightPro® Prioritized Ticket List

FlightPro® Upgrade Plan

FlightPro® Problem, History and Lessons Learned files (as applicable)

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APPENDIX 2

Wings/Units & Associated Role

Wings/Units	City	Province	Role
RCAF Commander	NDHQ, Ottawa	Ontario	Strategic Command
1st Canadian Air Division Winnipeg (1 Cdn Air Div)	Winnipeg	Manitoba	NORAD, Operational/Tactical Command and Control (C2)
1 Wing	Kingston	Ontario	Tactical Aviation (Various Helicopter Squadrons as required)
2 Wing	Bagotville	Quebec	Air Expeditionary Wing
3 Wing (w/12ER)	Bagotville	Québec	Fighter Air Activity
4 Wing (w/42 Rdr Sqn)	Cold Lake	Alberta	Fighter Air Activity
5 Wing	Goose Bay	Newfoundland & Labrador	NATO
8 Wing	Trenton	Ontario	Air Mobility / SAR / 8ACCS / ATESS
9 Wing	Gander	Newfoundland & Labrador	SAR
12 Wing	Shearwater	Nova Scotia	Maritime Aviation
14 Wing	Greenwood	Nova Scotia	Maritime Patrol / SAR
17 Wing	Winnipeg	Manitoba	Training
19 Wing	Comox	British Columbia	Maritime Patrol / SAR
22 Wing	North Bay	Ontario	Aerospace Control / NORAD

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APPENDIX 3

LIST OF REPORTS

1. The following is a list of the reports that are required by this SOW. The list provides the requirements and the frequency of requirement distribution.

2. Report Listing

<u>REQUIREMENT</u>	<u>FREQUENCY OF DISTRIBUTION</u>
Agenda, Meetings	As required
Daily Activity Report	Daily
Weekly Activity Report	Weekly
Monthly Activity Report	Monthly
Trip Report	As required

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APPENDIX 4

ACRONYMS

1 CAD	1 Canadian Air Division
A6 C2IS	A6 Command and Control Information Systems
AF	Air Force
AFCCIS	Air Force Command and Control Information System
AF ITSM	Air Force Information Technology Service Management
AF NSD	Air Force National Service Desk
Assyst	RCAF Trouble Ticket Reporting System
ATP	Business Requirements Specification (FlightPro®)
ATPROCS	Acceptance Test Procedures (FlightPro®)
BA	Business Analyst
BA2	Business Analyst – Level 2
BA3	Business Analyst – Level 3
Bld	Boulevard
C2IS	Command and Control Information System
CF	Canadian Forces
CA	Contracting Authority
CBT	Computer-Based Training
CF	Canadian Forces
CFTO	Canadian Forces Technical Orders
COTS	Commercial-Off-The-Shelf
DAEPM(R&CS)	Director Aerospace Equipment Program Management (Radar and Communications Systems)
DB	Database
DDD	Detailed Design Document (FlightPro®)
DITL	“Day in the Life” Test Procedures (FlightPro®)
DLN	Defence Learning Network
DND	Department of National Defence
EST	Eastern Standard Time
FOM	Flight Operations Manual
FSS	Field Support Specialist
GUI	Graphical User Interface
HQ	Headquarters
HHQ	Higher Headquarters
IAW	In Accordance With

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IM	Information Management
ISO	International Organization for Standardization
ISS	In-Service Support
IT	Information Technology
LCM	Life Cycle Management
LCMM	Life Cycle Materiel Management (Manager)
N/A	Not Applicable
NDA	Non-Disclosure Agreement
OS	Operating System
OJT	On-Job Training
OEM	Original Equipment Manufacturer
OWG	Operational Working Group
PWGSC	Public Works and Government Services Canada
RCAF	Royal Canadian Air Force
SME	Subject Matter Expert
SRS	System Requirements Specification (FlightPro®)
SSRS	Microsoft SQL Server Reporting Services
SDA	Service Desk Agent
SOW	Statement Of Work
SBA	Business System Analyst
SBA3	Business System Analyst (Level 3)
ULTool	Unit Level Tool
VCR	Visit Clearance Request
VCRM	Verification Cross Reference Matrix (FlightPro®)
WO	Work Order
XAML	eXtensible Application Markup Language

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APPENDIX 5

GLOSSARY

Term	Description
Client	Under this SOW, the “ Client ” is the Department of National Defence (DND) and the Canadian Forces (CF). The “ Client ” representative is the Technical Authority.
Discovery Sessions	A discovery session usually involves bringing together a group of subject matter experts (SMEs) with the business analyst and key stakeholders to determine the content/processes that will be included in software requirements. These sessions may use multi-day in-person appointments. Sessions may vary in length they are commonly two to three hours long, sometimes split across multiple sessions.
Implementation Team	<p>Implementation Team is a group of individuals that determines process improvement solutions to remedy performance gaps identified by business analysis techniques, and works to implement those solutions to improve business process outputs.</p> <p>Implementation Team members have special expertise regarding programs, implementation know how and practice, improvement cycles, and organization and system change methods. They are accountable for making it happen; for assuring that effective interventions and effective implementation methods are in use to produce intended outcomes for operational users and higher headquarters.</p> <p>Implementation is the carrying out, execution, or practice of a plan, a method, or any design, idea, model, specification, standard or policy for doing something. As such, implementation is the action that must follow any preliminary thinking in order for something to actually happen.</p> <p>A product software implementation method is a systematically structured approach to effectively integrate a software based service or component into the workflow of an organizational structure or an individual end-user.</p>
Joint Site Survey	A “ joint ” site survey team may include military, civilian project personnel, contractor personnel and representatives from higher headquarters, wings and/or units being surveyed. The joint site survey process is data-driven, user-centered and focused on evaluating actual processes in order to deliver the right software features.
Lab Environment	A Lab Environment is a collection of virtual machines (i.e., workstations, web servers, data base servers, etc.) which can be used to develop and test software application.
Military Flight Operation	Activities that include assessing flight crew and aircraft availability and mission requirements and complexity, assembling flight

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Term	Description
	package containing necessary mission parameters including safety briefing, prioritizing missions according to weather, deadlines, and efficiency, assessing Daily Activity Reports and flight logs and update status board.
Operational Environment	A composite of the conditions, circumstances, and influences that affect the employment of resources/capabilities and help a commander/senior management in making decisions.
Stakeholder	<p>A stakeholder is a person, group or organization that has interest or concern in an organization. Stakeholders can affect or be affected by the organization's actions, objectives and policies.</p> <p>Some examples of key stakeholders are: operational users (Primary), higher headquarters (Owner), etc.</p> <p>Primary stakeholders may include people directly benefiting from or affected by a particular business activity, such as the distribution of a software product or a change to a service agreement.</p> <p>Process Owner has "final" say on how tool will be implemented.</p>
Task Authorization	A task authorization is a structured administrative process enabling a client to authorize work by a contractor on an "as-and-when-requested" basis according to the terms and conditions of an existing contract.

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APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor. Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 2 working days (or any longer time period specified in the draft TA) turnaround time to submit a quotation.
2. For each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
 - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
 - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be

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considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.
4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.
5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
6. Once the quotation has been accepted by the Technical Authority via the DND Procurement Representative, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

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**APPENDIX B TO ANNEX A
TASK AUTHORIZATION FORM DND 626**

All invoices/progress claims must show the referenced Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. - No du contrat
		Task no. - No de la tâche
Amendment no. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous value - Valeur précédente
To - À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above referenced Contract. Only services included in the Contract can be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.	
Delivery location - Expédiez à	À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seules les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.	
Delivery/Completion date - Date de livraison/d'achèvement From - De : To - À :	_____ Date _____ for the Department of National Defence pour le ministère de la Défense nationale	
Contract item no. No d'article du contrat	Services	Cost Prix
	Applicable Taxes Taxes applicables	
	Total	
TECHNICAL AUTHORITY : Name (type or print) _____ Title (type or print) _____ Signature _____ Date _____ THE CONTRACTOR HEREBY ACCEPTS THE TASK AUTHORIZATION IDENTIFIED ABOVE : Name (type or print) _____ Title (type or print) _____ Signature _____ Date _____		
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contracting Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the Contract. NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat. _____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux		
		DND 626 (01-05)

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APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

1.0 Mandatory Resource Assessment Criteria:

2.0 Point Rated Resource Assessment Criteria:

Note to Bidders: Attachment 4.1 – Mandatory Technical Criteria and Attachment 4.2 - Point-Rated Technical Criteria will be inserted and will form part of the resulting contract.

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4. CERTIFICATION OF LANGUAGE -

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

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ANNEX B
BASIS OF PAYMENT

INITIAL CONTRACT PERIOD:

Initial Contract Period – Year 1		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.8 Business System Analyst (SA3)	Level 3	
A.8 Business System Analyst (SA2)	Level 2	
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	
B.1 Business Analyst (BA3)	Level 3	
B.1 Business Analyst (BA2)	Level 2	
B.1 Business Analyst (BA2) Training Specialist	Level 2	
B.1 Business Analyst (BA2)	Level 2	

Initial Contract Period – Year 2		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.8 Business System Analyst (SA3)	Level 3	
A.8 Business System Analyst (SA2)	Level 2	
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	
B.1 Business Analyst (BA3)	Level 3	
B.1 Business Analyst (BA2)	Level 2	
B.1 Business Analyst (BA2) Training Specialist	Level 2	
B.1 Business Analyst (BA2)	Level 2	

OPTION PERIODS:

Option Period 1 – Year 3		
Resource Category	Level of Expertise	Firm Per Diem Rate

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A.8 Business System Analyst (SA3)	Level 3	
A.8 Business System Analyst (SA2)	Level 2	
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	
B.1 Business Analyst (BA3)	Level 3	
B.1 Business Analyst (BA2)	Level 2	
B.1 Business Analyst (BA2) Training Specialist	Level 2	
B.1 Business Analyst (BA2)	Level 2	

Option Period 2 – Year 4		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.8 Business System Analyst (SA3)	Level 3	
A.8 Business System Analyst (SA2)	Level 2	
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	
B.1 Business Analyst (BA3)	Level 3	
B.1 Business Analyst (BA3)	Level 2	
B.1 Business Analyst (BA2) Training Specialist	Level 2	
B.1 Business Analyst (BA2)	Level 2	

Option Period 3 – Year 5		
Resource Category	Level of Expertise	Firm Per Diem Rate
A.8 Business System Analyst (SA3)	Level 3	
A.8 Business System Analyst (SA2)	Level 2	
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	
B.1 Business Analyst (BA3)	Level 3	

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B.1 Business Analyst (BA2)	Level 2	
B.1 Business Analyst (BA2) Training Specialist	Level 2	
B.1 Business Analyst (BA2)	Level 2	

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ANNEX C SECURITY REQUIREMENTS CHECK LIST

ANNEX A: SECURITY REQUIREMENTS CHECKLIST (SRCL)



Contract Number / Numéro du contrat W8485-184785 AMENDMENT 2
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	DND / ADM(MAT)	2. Branch or Directorate / Direction générale ou Direction DAEPM (R&CS)
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail To provide technical support professional services in the sustainment of the Unit Level Tools application ("Software") and future versions of the application, as required, across Canada, on an "as and when requested" basis. Contractors will require access to unclassified networks (DWAN & AFCCIS Test network) for configuration and testing. Active Level II clearance (no restrictions)/citizen of Canada or a citizen of the United States.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input type="checkbox"/> No / Non <input checked="" 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 type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input checked="" type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays: United States / Canada	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 A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED



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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: No Yes

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

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

Special comments:
Commentaires spéciaux : Secret United States/Canada citizens for on-site contractors.

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens Production																	
IT Media / Support IT 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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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ANNEX D

EMBEDDED CONTRACTOR LETTER OF ACKNOWLEDGEMENT

Name of Person (contractor): _____

Name of Company: _____

DND Contract Number: _____

You have been identified by the Canadian Department of National Defence (DND) as an “embedded contractor” with a need to examine, possess or transfer controlled goods and/or controlled technical data as defined in the DAOD 3003-0 regarding controlled goods. “Embedded contractors” are specifically identified individuals under contract to DND working under the day-to-day direction and control of the DND, within a DND establishment.

In accordance with the DAOD 3003-1, Management, Security and Access Requirements Relating to Controlled Goods, “embedded contractors” are permitted to have access to controlled goods and/or controlled technical data on the same basis as DND personnel on the condition that certain criteria are met. Your initials are required next to each of the following items to confirm that you, as an individual, meet these criteria:

- a. You, or your parent company, is registered, or exempt from registration, with the Controlled Goods Directorate at Public Works and Government Services Canada (PWGSC – CGD):
 - i. Company Name: _____
 - ii. Registration #: _____
 - iii. Registration Expiry Date: _____
- b. You have a specific need to know; and
- c. You maintain a Level II (Secret) clearance issued by the Government of Canada.

By receiving this permission to access controlled material within DND when such access is required, you are under an obligation to comply with all elements of the DAOD 3003-1 with respect to the handling and safeguarding of controlled goods. You are also required to complete all applicable training on controlled goods.

As an “embedded contractor” in DND, you are not permitted to disclose controlled goods or technical data to anyone other than authorized DND personnel who have a need to know, and have a minimum SECRET level clearance. This includes other individuals who have been identified as embedded contractors. You **MUST NOT** disclose or transfer controlled goods including controlled technical data to any outside third parties, including the company employing you or contracting for your services, unless authorized by the CTAT Office.

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Non-compliance with the terms of the DAOD 3003-1 and this letter may result in the denial to access controlled goods/technical data and/or may be considered a default under your current contract and may be subject to violations under the Defence Production Act (DPA).

By signing below, you acknowledge your obligations and responsibilities as an embedded contractor in DND with respect to controlled goods.

I, the undersigned, hereby agree to abide by the terms of this letter and the DAOD 3003.

Signature _____

Name of Contractor (Print) _____

Date _____

Name of CO/Manager (Print) _____

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ANNEX E

NON-DISCLOSURE AGREEMENT

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. _____ between Her Majesty the Queen in right of Canada, represented by the Minister of National Defence and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.:

_____.

Signature

Date

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**ATTACHMENT 3.1
BID SUBMISSION FORM**

Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]		
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder.]		

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If it does not, the security clearance is not valid for the Bidder.]		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
Signature of Authorized Representative of Bidder		

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ATTACHMENT 4.1

MANDATORY EVALUATION CRITERIA

1.0 MANDATORY CRITERIA

1.1 RESOURCE REQUIREMENTS

1.1.1 APPLICATIONS SERVICES CLASS

1.1.1.1 A.8 SYSTEM ANALYST (BSA3) – LEVEL 3			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-01	<p>The proposed resource must hold an undergraduate degree from a recognized university in engineering or computer science and a minimum of 60 months of demonstrated experience in software development or software maintenance,</p> <p>OR</p> <p>A two-year college level certificate in computer science combined with a minimum of 84 months of demonstrated experience in software development or software maintenance.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p>		
M-02	<p>The proposed resource must have a minimum of 60 months demonstrated knowledge* and experience within the last 84 months working as a System Analyst in a military operational environment or the federal government.</p> <p>*Knowledge: By including evidence of work performed such as:</p> <ol style="list-style-type: none"> (1) Evidence / description of work/environment of where Resource has worked as a system Analyst; (2) Subject knowledge audit/report; (3) Demonstrate an awareness/comprehension of activities while working in a military operational environment; and (4) Attend appropriate external training opportunities, e.g. those provided by the organization or trade. 		
M-03	<p>The proposed resource must have a minimum of 36 months of demonstrated experience within the last 84 months in analyzing software performance and system sizing.</p>		

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1.1.1.1 A.8 SYSTEM ANALYST (BSA3) – LEVEL 3			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-04	The proposed resource must have a minimum of 48 months demonstrated experience within the last 84 months identifying training requirements for an enterprise user's application.		
M-05	The proposed resource must have a minimum 48 months of demonstrated experience ¹ within the last 84 months in an Information Technology (IT) environment as a business analyst or systems analysis or systems training or technical support with experience leading, supervising, directing or managing the process involved in planning and implementing new information systems, planning and integrating new technologies into existing systems. <i>¹ Experience may include but is not limited to a software-systems development component, process improvement, organizational change or strategic planning and policy development.</i>		
M-06	The proposed resource must have a minimum of 36 months experience within the last 60 months supervising, monitoring and managing the rollout of software upgrades such as service packs, security patches, and anti-virus products.		

1.1.1.2 A.8 SYSTEM ANALYST (BSA2) - LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-07	The proposed resource must hold an undergraduate degree from a recognized university in engineering or computer science and a minimum of 48 months of demonstrated experience in software development or software maintenance, OR A two-year college level certificate in computer science combined with a minimum of 60 months demonstrated experience in software development or software maintenance, OR A minimum of 84 months of demonstrated experience as a System Analyst with emphasis in software development or software maintenance, plus OEM configuration and		

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1.1.1.2 A.8 SYSTEM ANALYST (BSA2) - LEVEL 2		
	management of VMWare, SQL Server, SQL Database and SQL Server Reporting Services. <i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i>	
M-08	The proposed resource must have a minimum of 36 months of demonstrated experience in the coordination, installation, operation, maintenance, resolution of hardware and software installation problems, monitoring of traffic, capacity planning, system backup, and user training for a software application.	
M-09	The proposed resource must have a minimum of 36 months of demonstrated experience in the evaluation, testing and deployment of new / upgrade software.	
M-10	The proposed resource must have a minimum of 36 months of demonstrated experience in the installation and coordination of installation of network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions.	
M-11	The proposed resource must have a minimum of 36 months of demonstrated experience in the configuration of equipment with assistance from vendor or other computing resources.	
M-12	The proposed resource must have a minimum of 36 months of demonstrated experience within the last 120 months in analyzing software performance and system sizing.	

1.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-13	The proposed resource must hold an undergraduate degree from a recognized university in engineering or computer science and a minimum of 60 months of demonstrated quality assurance experience, OR A two-year college level certificate in computer science combined with a minimum of eighty-four (84) months of demonstrated quality assurance experience, OR		

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1.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)			
	<p>A secondary school diploma combined with a minimum of 120 months of demonstrated quality assurance experience.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p> <p><i>Note. The proposed Resource must possess, at a minimum, a certificate from a recognized Canadian institution, or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website: https://www.cicic.ca/1374/obtain-an-academic-credential-assessment-for-general-purposes/index.canada</i></p>		
M-14	The proposed Resource must demonstrate having a minimum of 60 months of work experience developing system test strategies, scripts and test plans based on system requirements, use cases and system design documentation, according to a system development methodology.		
M-15	The proposed Resource must clearly demonstrate having a minimum of 60 months within the past 84 months of work experience establishing software testing procedures, integration test and regression test with emphasis on making these tests automated using automation testing tools such as Selenium.		
M-16	<p>The proposed resource must demonstrate a minimum of 60 months of experience* within the last 84 months, at the time of bid closing, in the following technologies:</p> <ol style="list-style-type: none"> (1) SQL server 2012 (or later version); and (2) Visual Studio 2012 (or later version); and (3) .net Framework 3.5 (or later version), or .net Core 2.0 (or later version); and (4) XML, or JSON; and (5) HTML, or AJAX, or Telerik Control Toolkit, or KENDO UI or Angular.JS; and (6) Team Foundation Server (TFS), or Git, or SVN. <p>* For the experience to qualify the Resource must have worked with technology for a minimum of six (6) months.</p>		
M-17	The proposed Resource must clearly demonstrate having a minimum of 48 months of work experience with establishing a software verification and validation framework which includes functional and performance compliance.		
M-18	The proposed Resource must clearly demonstrate having a minimum of 60 months of work experience executing system		

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1.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)		
	test scripts and test plans, and acceptance criteria, as well as providing documented test results.	
M-19	The proposed Resource must clearly demonstrate having a minimum of 36 months within the last 60 months of work experience in testing Service-Oriented Architecture, Web services in a distributed architectural environment working asynchronously.	
M-20	The proposed Resource must clearly demonstrate having a minimum of 36 months within the last 60 months of work experience as a test lead coaching/mentoring junior team members.	

1.1.1.4 A.7 PROGRAMMER ANALYST/REPORT WRITER – LEVEL 3 (PA/RW3)			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-21	<p>The proposed resource must hold an undergraduate degree from a recognized university in engineering or computer science and a minimum of 60 months of demonstrated Report Writer experience,</p> <p>OR</p> <p>A three-year college level certificate in computer science combined with a minimum of eighty-four (84) months of demonstrated quality assurance experience,</p> <p>OR</p> <p>A secondary school diploma combined with a minimum of 120 months of demonstrated quality assurance experience.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p> <p><i>Note. The proposed Resource must possess, at a minimum, a certificate from a recognized Canadian institution, or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website: https://www.cicic.ca/1374/obtain-an-academic-credential-assessment-for-general-purposes/index.canada</i></p>		

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1.1.1.4 A.7 PROGRAMMER ANALYST/REPORT WRITER – LEVEL 3 (PA/RW3)			
M-22	The proposed Resource must demonstrate having 48 months' experience with SQL 2012 (or later version) developing stored procedures, views, and functions to manipulate data.		
M-23	The proposed Resource must demonstrate having a minimum of 48 months of relevant work experience developing reports using a business intelligence software package that generates a wide variety of reports from computer data such as but not limited to SQL SSRS, Crystal Reports or equivalent software package.		
M-24	The proposed Resource must have worked on a minimum of two (2) projects* in the last sixty (60) months, at the time of bid closing, where the Resource developed applications using SSRS, Crystal Report or equivalent software package. *For the project to qualify, the Resource must have worked on the project for a minimum of twelve (12) months.		
M-25	The proposed resource must demonstrate having a minimum of 36 months in software development using Visual Studio, C#, .net Framework 3.5 (or later version) or equivalent software package.		

1.1.2 BUSINESS SERVICES CLASS

1.1.2.1 B.1 BUSINESS ANALYST (BA3) – LEVEL 3			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-26	The proposed resource must hold an undergraduate degree from a recognized university degree and a minimum of 48 months of demonstrated experience in delivery of Information Management/Information Technology enterprise software application, OR A two-year college level certificate or acceptable equivalent combined with a minimum of 60 months of demonstrated experience in software development or software maintenance, OR		

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1.1.2.1 B.1 BUSINESS ANALYST (BA3) – LEVEL 3			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
	<p>120+ months of demonstrated experience as a Business Analyst with emphasis delivery of Information Management/Information Technology enterprise software application.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p>		
M-27	The proposed resource must have demonstrated a minimum of 84 months of demonstrated experience in military flight planning and scheduling experience.		
M-28	<p>The proposed resource must have a minimum 48 months of demonstrated experience¹ within the last 84 months in an Information Technology (IT) environment as a business analyst or systems analysis or systems training or technical support with experience leading, supervising, directing or managing the process involved in planning and implementing new information systems, planning and integrating new technologies into existing systems.</p> <p>¹ <i>Experience may include but is not limited to a software-systems development component, process improvement, organizational change or strategic planning and policy development.</i></p>		
M-29	<p>The proposed resource must possess 48 months experience in the analysis of requirements, document writing, conducting briefings to senior leadership/management¹ and dealing with stakeholders².</p> <p>¹ <i>Senior leadership/management is defined as Director Level and above.</i></p> <p>² <i>Dealing with stakeholders": the proposed resource must have had interactions with stakeholders in face-to-face meetings/workshops, telephone conversations, or emails.</i></p>		
M-30	The proposed resource must possess 48 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software ¹ at a minimum of two sites ² . Team leading includes initial planning, scheduling, implementation, testing and acceptance/handover.		

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1.1.2.1 B.1 BUSINESS ANALYST (BA3) – LEVEL 3			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
	<p>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</p> <p>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</p>		
M-31	The proposed resource must have demonstrated a minimum of 24 months of experience in developing test plans and conducting testing of software solution.		

1.1.2.2 B.1 BUSINESS ANALYST (BA2) – LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-32	<p>The proposed resource must hold an undergraduate degree from a recognized university degree and a minimum of 24 months of demonstrated experience in delivery of Information Management/Information Technology enterprise software application,</p> <p>OR</p> <p>A two-year college level certificate or acceptable equivalent combined with a minimum of 36 months of demonstrated experience in software development or software maintenance,</p> <p>OR</p> <p>60+ months of demonstrated experience as a Business Analyst with emphasis in delivery of Information Management/Information Technology enterprise software application.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p>		

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1.1.2.2 B.1 BUSINESS ANALYST (BA2) – LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-33	The proposed resource must have demonstrated a minimum of 60 months of demonstrated experience in military flight planning and scheduling experience.		
M-34	The proposed resource must have a minimum 48 months of demonstrated experience ¹ within the last 84 months in an Information Technology (IT) environment as a business analyst or systems analysis or systems training or technical support with experience leading, supervising, directing or managing the process involved in planning and implementing new information systems, planning and integrating new technologies into existing systems. <i>¹ Experience may include but is not limited to a software-systems development component, process improvement, organizational change or strategic planning and policy development.</i>		
M-35	The proposed resource must possess 48 months experience in the analysis of requirements, document writing, conducting briefings to senior leadership/management ¹ and dealing with stakeholders ² . <i>¹ Senior leadership/management is defined as Director Level and above.</i> <i>² "Dealing with stakeholders": the proposed resource must have had interactions with stakeholders in face-to-face meetings/workshops, telephone conversations, or emails.</i>		
M-36	The proposed resource must possess 12 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software ¹ at a minimum of one (1) site ² or as a participating member ³ for two (2) site implementations. Team leading includes initial planning, scheduling, implementation, testing and acceptance/handover. <i>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</i> <i>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</i> <i>³ The term "participating member" is defined as "working as a member of a multi-disciplinary team tasked to plan,</i>		

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1.1.2.2 B.1 BUSINESS ANALYST (BA2) – LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
	<i>requirements gathering and analysis, develop work plan(s) and schedule, implement, test and acceptance/handover and on-going user support of the ULTools Resource Management application.</i>		
M-37	The proposed resource must have demonstrated a minimum of 12 months of experience in developing test plans and conducting testing of software solution.		

1.1.2.3 B.1 BUSINESS ANALYST (BA2) – LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-38	<p>The proposed resource must hold an undergraduate degree from a recognized university degree and a minimum of 24 months of demonstrated experience in delivery of Information Management/Information Technology enterprise software application,</p> <p>OR</p> <p>A two-year college level certificate or acceptable equivalent combined with a minimum of 36 months of demonstrated experience in software development or software maintenance,</p> <p>OR</p> <p>60+ months of demonstrated experience as a Business Analyst with emphasis in delivery of Information Management/Information Technology enterprise software application.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p>		

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1.1.2.3 B.1 BUSINESS ANALYST (BA2) – LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-39	The proposed resource must have demonstrated a minimum of 60 months of demonstrated experience in military flight planning and scheduling experience.		
M-40	<p>The proposed resource must have a minimum 48 months of demonstrated experience¹ within the last 84 months in an Information Technology (IT) environment as a business analyst or systems analysis or systems training or technical support with experience leading, supervising, directing or managing the process involved in planning and implementing new information systems, planning and integrating new technologies into existing systems.</p> <p>¹ <i>Experience may include but is not limited to a software-systems development component, process improvement, organizational change or strategic planning and policy development.</i></p>		
M-41	<p>The proposed resource must possess 48 months experience in the analysis of requirements, document writing, conducting briefings to senior leadership/management¹ and dealing with stakeholders².</p> <p>¹ <i>Senior leadership/management is defined as Director Level and above.</i></p> <p>² <i>“Dealing with stakeholders”: the proposed resource must have had interactions with stakeholders in face-to-face meetings/workshops, telephone conversations, or emails.</i></p>		
M-42	<p>The proposed resource must possess 12 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software¹ at a minimum of one (1) site² or as a participating member³ for two (2) site implementations. Team leading includes initial planning, scheduling, implementation, testing and acceptance/handover.</p> <p>¹ Software such as, but not limited to, Ocean’s Software - FlightPro® or BKS FOX software application.</p> <p>² The term “Site” can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</p> <p>³ <i>The term “participating member” is defined as “working as a member of a multi-disciplinary team tasked to plan,</i></p>		

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1.1.2.3 B.1 BUSINESS ANALYST (BA2) – LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
	<i>requirements gathering and analysis, develop work plan(s) and schedule, implement, test and acceptance/handover and on-going user support of the ULTools Resource Management application.</i>		
M-43	The proposed resource must have demonstrated a minimum of 12 months of experience in developing test plans and conducting testing of software solution.		

1.1.2.4 B.1 BUSINESS ANALYST (BA2) – TRAINING SPECIALIST - LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-44	<p>The proposed resource must hold an undergraduate degree from a recognized university degree and a minimum of 24 months of demonstrated experience in Education, Instructional Design, Human Resources, Organizational Design, Business Administration,</p> <p>OR</p> <p>A two-year college level certificate combined with a minimum of 36 months of demonstrated experience in software development or software maintenance,</p> <p>OR</p> <p>48 months of demonstrated experience as a Business Analyst with emphasis in delivery of Information Management/Information Technology enterprise software application.</p> <p><i>Note. Proof of degree, diploma/certificate must be submitted with the bid, if applicable.</i></p>		
M-45	The proposed resource must have a minimum of 60 months of demonstrated experience in an Air Force operational flying environment.		

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1.1.2.4 B.1 BUSINESS ANALYST (BA2) – TRAINING SPECIALIST - LEVEL 2			
Number	Description of Requirement	Met Yes/No	Proposal Page No.
M-46	The proposed resource must have a minimum of 60 months of demonstrated experience in military flight planning and scheduling experience.		
M-47	The proposed resource must have a minimum of 60 months of professional experience as a learning, training and development, technical training or organizational development professional.		
M-48	<p>The proposed resource must possess 24 months experience in the analysis of requirements, document writing, conducting briefings to senior leadership/management¹ and dealing with stakeholders².</p> <p>¹ Senior leadership/management is defined as Director Level and above.</p> <p>² <i>“Dealing with stakeholders”</i>: the proposed resource must have had interactions with stakeholders in face-to-face meetings/workshops, telephone conversations, or emails.</p>		

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ATTACHMENT 4.2

POINT RATED EVALUATION CRITERIA

2.0 POINT RATED CRITERIA

2.1 RESOURCE REQUIREMENTS

2.1.1 APPLICATIONS SERVICES CLASS

2.1.1.1 A.8 SYSTEM ANALYST (SA3) – LEVEL 3					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-01	The proposed resource should have a minimum of 48 months of demonstrated experience in a military flight operation, as civilian or as a military member.	10	48 months = 49-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-02	The proposed resource should have a minimum of 24 months of demonstrated experience in flight planning and scheduling experience.	10	24 months = 25-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-03	The proposed resource should possess 60 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software ¹ at a minimum of two sites ² . Team leading includes initial planning, requirement gathering and analysis, developing work plan, scheduling, implementation, testing and acceptance/handover. <i>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</i> <i>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</i>	14	60 months = Over 60 months = 2 sites = 3-5 sites =	5pt 7 pts 5pt 7 pts	

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2.1.1.1 A.8 SYSTEM ANALYST (SA3) – LEVEL 3					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-04	The proposed resource should have demonstrated a minimum of 24 months of experience in developing test plans and conducting testing of software solution.	3	24 months = 25-59 months = Over 60 months =	1 pt 2 pts 3 pts	
R-05	The proposed resource should have demonstrated a minimum of 36 months of experience in previous customer service or phone support experience.	8	36 months = each additional 12 months (up to 60 additional months) =	3 pts 1 pt	
R-06	The proposed resource should have a minimum of 36 months demonstrated experience developing procedures to ensure data integrity in the database and devise data structures to support them.	8	36 months = each additional 12 months (up to 60 additional months) =	3 pts 1 pt	
R-07	The proposed resource should have proficiency with Microsoft SQL Technology and understanding of relational database systems: <ul style="list-style-type: none"> • SQL Server 2012 (or later version); • SQL Database Management; • SQL Server Reporting Services (SSRS); • Various versions of the Microsoft Windows Operating System; • NET Framework, Windows Presentation Foundation (WPF) using eXtensible Application Markup Language (XAML); • Java, Java Applets; and • 3rd party middleware software. 	23	SQL Server 2000 and later version = SQL Database Management = SQL Server Reporting Services (SSRS) = Various versions of the Microsoft Windows Operating System = NET Framework, Windows Presentation Foundation (WPF)= Java, Java Applets =	7 pts 5 pts 5 pts 3 pts 1 pt 1 pt	

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2.1.1.1 A.8 SYSTEM ANALYST (SA3) – LEVEL 3					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
			3 rd Party middleware software =	1 pt	
R-08	The proposed resource should have demonstrated experience within the last three (3) years working with: (1) Windows 7 desktop configuration; (2) VMWare and; (3) NetApps SAN Storage.	10	Windows 7= VMWare = NetApps SAN Storage =	2 pts 5 pts 3pts	
R-09	The proposed resource should have demonstrated experience in working in a classified environment.	5	1 point per 12 months (to a maximum of 60 months) =	1 pt	
R-10	The proposed resource should have demonstrated experience within the last 48 months working with: plan, analyze, design, code, test, integrate, implement, evaluate, support and deliver software and/or software changes in order to integrate the current and future versions of ULTool (FlightPro) and related applications into AFCCIS.	4	Ocean™ FlightPro®= AFCCIS =	3 pts 1 pts	
R-11	The proposed resource should have demonstrated experience within the last 60 months executing test plans and documenting test results.	8	Ocean™ FlightPro®= AFCCIS =	5 pts 3 pts	
Maximum Points = 103					
Minimum Points = 62					

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2.1.1.2 A.8 SYSTEMS ANALYST (BSA2) – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-12	The proposed resource should have a minimum of 36 months demonstrated experience maintaining CIS equipment, liaising with vendors, Life Cycle Material Managers (LCMM), and technical information services agencies, in the resolution of hardware and software failure / faults / distribution / installation and configuration.	6	36 months = For each additional 12 months (up to a maximum of 72 months total) =	3 pts 1 pt	
R-13	The proposed resource should have demonstrated a minimum of 24 months of experience in developing test plans and conducting testing of software solution.	3	24 months = 25-60 months = +60 months =	1 pt 2 pts 3 pts	
R-14	The proposed resource should have minimum 36 months of hands-on experience in providing customer service and technical support.	6	36 months = For each additional 12 months (up to a maximum of 72 months total) =	3 pts 1 pt	
R-15	The proposed resource should have demonstrated experience within the last 36 months working with: (1) Windows 7 desktop configuration; (2) VMWare; and (3) NetApps SAN Storage.	6	Windows 7= VMWare = NetApps SAN Storage =	1 pt 3 pts 2 pts	
R-16	The proposed resource should have demonstrated proficiency with Microsoft SQL Technology and understanding of relational database systems: <ul style="list-style-type: none"> • SQL Server 2012 (or later version); • SQL Database Management; • SQL Server Reporting Services (SSRS); • Various versions of the Microsoft Windows Operating System; • NET Framework, Windows Presentation Foundation (WPF) 	15	SQL Server 2000 and later version = SQL Database Management = SQL Server Reporting Services (SSRS) = Various versions of the Microsoft Windows Operating System = NET Framework, Windows Presentation	3 pts 3 pts 3 pts 3 pts	

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2.1.1.2 A.8 SYSTEMS ANALYST (BSA2) – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
	using eXtensible Application Markup Language (XAML); <ul style="list-style-type: none"> • Java, Java Applets; and • 3rd party middleware software. 		Foundation (WPF) = Java, Java Applets = 3 rd party middleware software =	1 pt 1 pt 1 pt	
R-17	The proposed resource should have demonstrated experience in working in a classified environment.	5	1 point per 12 months (to a maximum of 60 months total)=	1 pt	
R-18	The proposed resource should have a minimum of 36 months demonstrated experience developing procedures to ensure data integrity in the database and devise data structures to support them.	8	36 months = For each additional 12 months (to a maximum of 96 months total) =	3 pts 1pt	
Maximum Points = 49					
Minimum Points = 29					

2.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-19	The proposed Resource should possess a college diploma or undergraduate degree in engineering or computer science or other related field from a recognized post-secondary institution. <u>Note.</u> The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website: https://www.cicic.ca/1374/obtain-	5	College Diploma = Undergraduate =	2 pts 5 pts	

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2.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
	an-academic-credential-assessment-for-general-purposes/index.canada.				
R-20	The proposed resource should demonstrate having a minimum of 84 months of experience developing system test strategies, scripts, test scenarios, test cases, and test plans based on system requirements, use cases, and system design documentation, according to a system development methodology.	7		84-95 months = 1 pt 95-107 months = 3 pts 108-119 months = 5 pts 120-131 months = 7 pts	
R-21	The proposed resource should demonstrate a minimum of 60 months of combined experience* within the last 84 months, at the time of bid closing, in each of the following 7 categories: (1) SQL Server 2012 (or later version); (2) Visual Studio 2012 (or later version); (3) .net Framework 3.5 (or later version), (4) .net Core 2.0 (or later version); (5) XML, or JSON; (6) HTML, or AJAX, or Telerik Control Toolkit, or KENDO UI, or Angular.JS; or (7) Team Foundation Server (TFS), or Git, or SVN. <i>* For the project to qualify, the Resource must have worked with the technology for a minimum of six (6) months.</i>	8		61-70 months = 3 pts 71-83 months = 5 pts 83+ months = 8 pts	
R-22	The proposed resource should demonstrate a minimum of 3 months of combined experience within the last 36 months, at the	10		3 Systems = 3 pts 4 Systems = 5 pts	

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2.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
	time of bid closing, in any of the following systems: (1) TBMCS; (2) GCCS-J/M/N/I3; (3) NAPPIC; (4) FlightPro/ULTool; (5) JMPS, PFPS; (6) M2S; (7) DSS; (8) RFE; (9) APT; or (10) SAFTE-FAST.		5 Systems = 6 Systems =	8 pts 10 pts	
R-23	The proposed Resource should clearly demonstrate having a minimum of 60 months within the past 84 months of work experience establishing software testing procedures, integration test and regression test with emphasis on making these tests automated using automation testing tools such as Selenium.	8	60-71 months = 72-83 months = 84+ months =	3 pts 5 pts 8 pts	
R-24	The proposed Resource should clearly demonstrate having a minimum of 36 months within the last 60 months of work experience in testing Service-Oriented Architecture, Web services in a distributed architectural environment working asynchronously.	8	36-47 months = 48-59 months = 60+ months =	3 pts 5 pts 8 pts	
R-25	The proposed Resource should clearly demonstrate having a minimum of 36 months within the last 60 months of work experience as a test lead coaching/mentoring junior team members.	8	36-47 months = 48-59 months = 60+ months =	3 pts 5 pts 8 pts	
Maximum Points =		54			

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2.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
	Minimum Points =	32			

2.1.1.4 A.7 PROGRAMMER ANALYST/REPORT WRITER – LEVEL 3 (PA/RW3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-26	<p>The proposed Resource should possess a college diploma or undergraduate degree in engineering or computer science or other related field from a recognized post-secondary institution.</p> <p><u>Note.</u> The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website: https://www.cicic.ca/1374/obtain-an-academic-credential-assessment-for-general-purposes/index.canada.</p>	5	<p>College Diploma =</p> <p>Undergraduate =</p>	<p>2 pts</p> <p>5 pts</p>	
R-27	<p>The proposed resource should have more than 48 months of demonstrated of combined experience with Microsoft SQL Technology and understanding of relational database systems, specifically including:</p> <ul style="list-style-type: none"> • SQL Server 2012 (or later version); • SQL Database Management; • SQL Server Reporting Services (SSRS); and • Various versions of the Microsoft Windows Operating System. 	20	<p>48-59 months =</p> <p>60-71 months =</p> <p>72-83 months =</p> <p>84+ months =</p>	<p>7 pts</p> <p>12 pts</p> <p>17 pts</p> <p>20 pts</p>	

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2.1.1.4 A.7 PROGRAMMER ANALYST/REPORT WRITER – LEVEL 3 (PA/RW3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-28	The proposed resource should have a more than 48 months of demonstrated experience with SQL Server 2012 (or later version); developing, maintain and optimizing SQL Server stored procedure, views and functions.	8	For each additional 12 months beyond 48 months (to a maximum of 96 months total) =	2 pts	
R-29	The proposed resource should demonstrate a minimum of twenty-four (24) months of experience in the last sixty (60) months, at the time of bid closing, in the following technologies: (1) SQL Server; (2) Visual Studio; (3) .net Framework 3.5 and later version; (4) .net Core 2.0 and later version; (5) XML, JSON, HTML; (6) AJAX; (7) C# .net, VB.net; (8) TFS, Git, SVN	10	4 Technologies = 5 Technologies = 6 Technologies = 7+ Technologies =	3 pts 5 pts 8 pts 10 pts	
R-30	The proposed resource should have more than 48 months of demonstrated experience developing reports using a business intelligence software package that generates a wide variety of reports from computer data such as but not limited to SQL SSRS, Crystal Reports and other software packages.	8	For each additional 12 months beyond 48 months (to a maximum of 96 months total) =	2 pts	
R-31	The proposed Resource should demonstrate having more than 48 months of work experience gathering requirements from stakeholders and advising units/end users on effective use of the new reporting functions.	8	For each additional 12 months beyond 48 months (to a maximum of 96 months total) =	2 pts	

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2.1.1.4 A.7 PROGRAMMER ANALYST/REPORT WRITER – LEVEL 3 (PA/RW3)					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-32	<p>The proposed Resource should demonstrate having worked as a software developer on at least three (3) projects* in the last sixty (60) months, at the time of bid closing, where the resource performed all of the following on each project:</p> <p>(1) Developed software systems; (2) Prepared functional and technical design documents; and (3) Participated in the implementation phase.</p> <p>*For the project to qualify, the Resource must have worked on the project for a minimum of twelve (12) months.</p>	6	<p>24-35 months = 36-47 months = 48-59 months = 60+ months =</p>	<p>2 pts 3 pts 4 pts 6 pts</p>	
R-33	<p>The proposed resource should have more than 36 months of hands-on experience in providing customer service and technical support via phone or email to more than 100 users.</p>	6	<p>For each additional 12 months beyond 36 months (up to a maximum of 72 months total) =</p>	<p>2 pts</p>	
R-34	<p>The proposed resource should have a minimum of 36 months of demonstrated experience writing application software using Microsoft APIs (Word, Excel, and Access API).</p>	10	<p>Word = Excel = Access =</p>	<p>3 pts 3 pts 4 pts</p>	
Maximum Points =		81			
Minimum Points =		49			

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Table 2.1: Application Services Class - Rated Requirements Points Summary

2.1.1 Applications Services Class (SA) - Rated Requirements Points Summary	Maximum Score	Minimum Score	Bidder Score
2.1.1.1 A.8 BUSINESS SYSTEM ANALYST (SA3) – LEVEL 3	103	62	
2.1.1.2 A.8 BUSINESS SYSTEM ANALYST (SA2) – LEVEL 2	49	29	
2.1.1.3 A.6 COMPUTER APPLICATION SUPPORT/QUALITY ASSURANCE SPECIALIST – LEVEL 3 (QAS3)	54	32	
2.1.1.4 A.7 PROGRAMMER ANALYST/REPORT WRITER – LEVEL 3 (PA/RW3)	81	49	
TOTAL POINTS =	287	172	

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2.1.2 BUSINESS SERVICES CLASS

2.1.2.1 B.1 BUSINESS ANALYST (BA3) – LEVEL 3					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-35	The proposed resource should have a minimum of 48 months of demonstrated experience in a military flight operation, as civilian or as a military member.	10	48 months = 49-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-36	The proposed resource should have a minimum of 24 months of demonstrated experience in flight planning and scheduling experience.	10	24 months = 25-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-37	The proposed resource should possess 60 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software at a minimum of two sites. Team leading includes initial planning, requirement gathering and analysis, developing work plan, scheduling, implementation, testing and acceptance/handover. <i>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</i> <i>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</i>	14	60 months = Over 60 months = 2 sites = 3-5 sites =	5pt 7 pts 5pt 7 pts	
R-38	The proposed resource should have demonstrated a minimum of 24 months of experience in developing test plans and conducting testing of software solution.	3	24 months = 25-60 months = Over 60 months =	1 pt 2 pts 3 pts	
R-39	The proposed resource should have demonstrated a minimum of 36 months of experience in	8	36 months = For each additional 12 months (to a	3 pts	

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2.1.2.1 B.1 BUSINESS ANALYST (BA3) – LEVEL 3					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
	previous customer service or phone support experience.		maximum of 96 months total)=	1 pt	
R-40	The proposed resource should have a minimum of 36 months demonstrated experience in the development of training plans and delivering training to users allowing the use of the network and related software.	13	36 months = For each additional 12 months (to a maximum of 156 months total) =	3 pts 1 pt	
R-41	The proposed resource should have a minimum of 36 months demonstrated experience developing procedures to ensure data integrity in the database and devise data structures to support them.	8	36 months = For each additional 12 months (to a maximum of 96 months total) =	3 pts 1 pt	
R-42	The proposed resource should have demonstrated experience with Microsoft SQL Technology and understanding of relational database systems: <ul style="list-style-type: none"> • SQL Server 2000 and up. • SQL Database Management. • SQL Server Reporting Services (SSRS). • Various versions of the Microsoft Windows Operating System. 	20	SQL Server 2000 = SQL Database Management = SQL Server Reporting Services (SSRS) = Various versions of the Microsoft Windows Operating System =	7 pts 5 pts 5 pts 3 pts	
R-43	The proposed resource should have demonstrated experience in working in a classified environment.	5	1 point per 12 months (to a maximum of 60 months total) =	1pt	
Maximum Points =		91			
Minimum Points =		55			

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2.1.1.2.2 B.1 BUSINESS ANALYST (BA2) – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-44	The proposed resource should have a minimum of 48 months of demonstrated experience in a military flight operation, as civilian or as a military member.	10	48 months = 49-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-45	The proposed resource should have a minimum of 24 months of demonstrated experience in flight planning and scheduling experience.	10	24 months = 25-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-46	<p>The proposed resource should possess 12 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software¹ at a minimum of one site² or a participating member³ for two (2) site implementations. Team leading includes initial planning, requirement gathering and analysis, developing work plan, scheduling, implementation, testing and acceptance/handover.</p> <p>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</p> <p>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</p> <p>³ The term "participating member" is defined as "working as a member of a multi-disciplinary team tasked to plan, requirements gathering and analysis, develop work plan(s) and schedule, implement, test and acceptance/handover and on-going user support of the ULTools Resource Management application.</p>	14	12 months = 24 months = Over 24 months =	3 pt 5 pts 7 pts	
R-47	The proposed resource should have demonstrated a minimum of 12 months of experience in developing test plans and conducting testing of software solution.	3	12 months = 13-24 months = Over 24 months =	1 pt 2 pts 3 pts	

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2.1.2.2 B.1 BUSINESS ANALYST (BA2) – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-48	The proposed resource should have demonstrated a minimum of 24 months of experience in previous customer service or phone support experience.	7	24 months = For each additional 12 months (to a maximum of 84 months total)=	2 pts 1 pt	
R-49	The proposed resource should have a minimum of 24 months demonstrated experience in the development of training plans and delivering training to users allowing the use of the network and related software.	20	24 months = 25-36 months = For each additional 36 months (to a maximum of 144 months total) =	2 pts 3 pts 5pts	
R-50	The proposed resource should have a minimum of 36 months demonstrated experience developing procedures to ensure data integrity in the database and devise data structures to support them.	8	36 months = For each additional 12 months (to a maximum of 96 months total) =	3 pts 1 pt	
R-51	The proposed resource should have familiarity with Microsoft SQL Technology and understanding of relational database systems: <ul style="list-style-type: none"> • SQL Server 2000 (or later version). • SQL Database Management. • SQL Server Reporting Services (SSRS). • Various versions of the Microsoft Windows Operating System. 	7	SQL Server 2000 and up = SQL Database Management = SQL Server Reporting Services (SSRS) = Various versions of the Microsoft Windows Operating System =	2 pts 2 pts 2 pts 1 pt	
R-52	The proposed resource should have demonstrated experience in working in a classified environment.	5	1 point per 12 months (to a maximum of 60 months total) =	1 pt	
Maximum Points =		84			
Minimum Points =		51			

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2.1.1.2.3 B.1 BUSINESS ANALYST (BA2) – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-53	The proposed resource should have a minimum of 48 months of demonstrated experience in a military flight operation, as civilian or as a military member.	10	48 months = 49-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-54	The proposed resource should have a minimum of 24 months of demonstrated experience in flight planning and scheduling experience.	10	24 months = 25-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-55	<p>The proposed resource should possess 12 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software¹ at a minimum of one site² or a participating member³ for two (2) site implementations. Team leading includes initial planning, requirement gathering and analysis, developing work plan, scheduling, implementation, testing and acceptance/handover.</p> <p>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</p> <p>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</p> <p>³ The term "participating member" is defined as "working as a member of a multi-disciplinary team tasked to plan, requirements gathering and analysis, develop work plan(s) and schedule, implement, test and acceptance/handover and on-going user support of the ULTools Resource Management application.</p>	14	12 months = 24 months = Over 24 months = 1 site = 2 sites = 3-5 sites =	3 pt 5 pts 7 pts 1 pt 5 pts 7 pts	
R-56	The proposed resource should have demonstrated a minimum of 12 months of experience in developing test plans and conducting testing of software solution.	3	12 months = 13-24 months = Over 24 months =	1 pt 2 pts 3 pts	

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2.1.2.3 B.1 BUSINESS ANALYST (BA2) – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-57	The proposed resource should have demonstrated a minimum of 24 months of experience in previous customer service or phone support experience.	7	24 months = For each additional 12 months (to a maximum of 84 months total)=	2 pts 1 pt	
R-58	The proposed resource should have a minimum of 24 months demonstrated experience in the development of training plans and delivering training to users allowing the use of the network and related software.	20	24 months = 25-36 months = For each additional 36 months (to a maximum of 144 months total) =	2 pts 3 pts 5pts	
R-59	The proposed resource should have a minimum of 36 months demonstrated experience developing procedures to ensure data integrity in the database and devise data structures to support them.	8	36 months = For each additional 12 months (to a maximum of 96 months total) =	3 pts 1 pt	
R-60	The proposed resource should have familiarity with Microsoft SQL Technology and understanding of relational database systems: <ul style="list-style-type: none"> • SQL Server 2000 (or later version). • SQL Database Management. • SQL Server Reporting Services (SSRS). • Various versions of the Microsoft Windows Operating System. 	7	SQL Server 2000 and up = SQL Database Management = SQL Server Reporting Services (SSRS) = Various versions of the Microsoft Windows Operating System =	2 pts 2 pts 2 pts 1 pt	
R-61	The proposed resource should have demonstrated experience in working in a classified environment.	5	1 point per 12 months (to a maximum of 60 months total) =	1 pt	
Maximum Points =		84			
Minimum Points =		51			

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2.1.2.4 B.1 BUSINESS ANALYST (BA2) – TRAINING SPECIALIST – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-62	The proposed resource should have a minimum of 48 months of demonstrated experience in a military flight operation, as civilian or as a military member.	10	48 months = 60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-63	The proposed resource should have a minimum of 24 months of demonstrated experience in flight planning and scheduling experience.	10	24 months = 25-60 months = 61-120 months = Over 120 months =	3 pts 5 pts 7 pts 10 pts	
R-64	The proposed resource should possess 12 months experience as Team Lead for the implementation of a resource, qualification and currency scheduling capability/software ¹ at a minimum of one site ² or a participating member for two (2) site implementations. Team leading includes initial planning, requirement gathering and analysis, developing work plan, scheduling, implementation, testing and acceptance/handover. <i>¹ Software such as, but not limited to, Ocean's Software - FlightPro® or BKS FOX software application.</i> <i>² The term "Site" can be substituted by Unit, Base, Squadron, Department or entire Air Force Community.</i>	10	12 months = 24 months = +24 months = 1 site = 2 sites = 3-5 sites =	1 pt 3 pts 5 pts 1 pt 3 pts 5 pts	
R-65	The proposed resource should have demonstrated a minimum of 24 months of experience in developing training plans and curriculum that align with the team's and individual units' objectives.	3	24 months = 25-60 months = Over 60 months =	1 pt 2 pts 3 pts	
R-66	The proposed resource should have demonstrated a minimum of 24 months of experience in analyzing and assessing training and development needs within the user's community and designing tools/programs with performance based outcomes.	7	24 months = For each additional 12 months (to a maximum of 84 months total)=	2 pts 1 pt	

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2.1.2.4 B.1 BUSINESS ANALYST (BA2) – TRAINING SPECIALIST – LEVEL 2					
Rated	Description	Max Points	Experience / Knowledge Factor	Points	Proposal Page No.
R-67	The proposed resource should have a minimum of 24 months demonstrated experience in determining the most effective instructional methods and tools based on assessments and/or specified training needs including, individual training, group instruction, workshops, demonstrations, meetings, refreshers, in person, virtual, and/or self-study.	3	24 months = 25-60 months = Over 60 months =	1 pt 2 pts 3 pts	
R-68	The proposed resource should have a minimum of 24 months demonstrated experience in the development of training (course) and delivering training to users allowing the use of the network and related software.	3	24 months = 25-60 months = Over 60 months =	1 pt 2 pts 3 pts	
R-69	The proposed resource should have demonstrated experience in working in a classified environment.	5	1 point per 12 months (to a maximum of 60 months total) =	1 pt	
R-70	The proposed resource should have a minimum of 36 months demonstrated experience in designing, developing, evaluating and updating training content, materials, manuals, tests and related training aids.	8	36 months = For each additional 12 months (to a maximum of 96 months total) =	3 pts 1 pt	
Maximum Points =		59			
Minimum Points =		36			

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Table 2.2: Business Services Class - Rated Requirements Points Summary

2.1.2 Business Services Class (BA) - Rated Requirements Points Summary	Maximum Score	Minimum Score	Bidder Score
2.1.2.1 B.1 BUSINESS ANALYST (BA3) – LEVEL 3	91	55	
2.1.2.2 B.1 BUSINESS ANALYST (BA2) – LEVEL 2	84	51	
2.1.2.3 B.1 BUSINESS ANALYST (BA2) – LEVEL 2	84	51	
2.1.2.4 B.1 BUSINESS ANALYST (BA2) – LEVEL 2 – TRAINING SPECIALIST	59	36	
TOTAL POINTS =	318	193	

Table 2.3: Overall Rated Requirements Points Summary

2.1 Overall – Rated Requirements Points Summary	Maximum Score	Bidder Score
2.1.1 APPLICATIONS SERVICES CLASS (SA)	287	
2.1.2 BUSINESS SERVICES CLASS (BA)	318	
TOTAL POINTS =	605	

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ATTACHMENT 4.3 PRICING SCHEDULE

In respect of the “Estimated Number of Days” listed below in (C*) the estimated number of days is for evaluation purposes only during the solicitation process and does not represent a commitment of the future usage.

Initial Contract Period:

Initial Contract Period – Year 1				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C x D)
A.8 Business System Analyst (SA3)	Level 3	230	\$	\$
A.8 Business System Analyst (SA2)	Level 2	230	\$	\$
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	230	\$	\$
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	230	\$	\$
B.1 Business Analyst (BA3)	Level 3	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
B.1 Business Analyst (BA2) Training Specialist	Level 2	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
Total Price Initial Contract Period				\$ <TBD>

Initial Contract Period – Year 2				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C x D)
A.8 Business System Analyst (SA3)	Level 3	230	\$	\$

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A.8 Business System Analyst (SA2)	Level 2	230	\$	\$
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	230	\$	\$
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	230	\$	\$
B.1 Business Analyst (BA3)	Level 3	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
B.1 Business Analyst (BA2) Training Specialist	Level 2	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
Total Price Initial Contract Period				\$ <TBD>

Option Periods:

Option Period 1 – Year 3				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C x D)
A.8 Business System Analyst (SA3)	Level 3	230	\$	\$
A.8 Business System Analyst (SA2)	Level 2	230	\$	\$
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	230	\$	\$
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	230	\$	\$
B.1 Business Analyst (BA3)	Level 3	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
B.1 Business Analyst (BA2) Training Specialist	Level 2	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
Total Price Option Period 1				\$ <TBD>

Option Period 2 – Year 4				
	(B)	(C*)	(D)	(E)

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Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C x D)
A.8 Business System Analyst (SA3)	Level 3	230	\$	\$
A.8 Business System Analyst (SA2)	Level 2	230	\$	\$
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	230	\$	\$
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	230	\$	\$
B.1 Business Analyst (BA3)	Level 3	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
B.1 Business Analyst (BA2) Training Specialist	Level 2	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
Total Price Option Period 2				\$ <TBD>

Option Period 3 – Year 5				
	(B)	(C*)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate (if applicable)	Total Cost (C x D)
A.8 Business System Analyst (SA3)	Level 3	230	\$	\$
A.8 Business System Analyst (SA)	Level 2	230	\$	\$
A.6 Computer Application Support/Quality Assurance Specialist (QAS3)	Level 3	230	\$	\$
A.7 Programmer Analyst/Report Writer (PA/RW3)	Level 3	230	\$	\$
B.1 Business Analyst (BA3)	Level 3	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$
B.1 Business Analyst (BA2) Training Specialist	Level 2	230	\$	\$
B.1 Business Analyst (BA2)	Level 2	230	\$	\$

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Total Price Option Period 3	\$ <TBD>
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Total Bid Price	
(Initial Contract Period – Year 1 + Initial Contract Period – Year 2 + Option Period 1 + Option Period 2 + Option Period 3)	\$ <TBD>

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ATTACHMENT 5.1

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
- A5.1 The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- A5.2 The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).