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**LETTER OF INTEREST**

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Comments - Commentaires

**Vendor/Firm Name and Address**

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Ottawa

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<b>Title - Sujet</b> Document Scanning & Coding	
<b>Solicitation No. - N° de l'invitation</b> 19217-180065/A	<b>Date</b> 2019-07-04
<b>Client Reference No. - N° de référence du client</b> 19217-18-0065	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CW-011-77431
<b>File No. - N° de dossier</b> cw011.19217-180065	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-07-22</b>	
<b>Time Zone</b> Fuseau horaire Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Leblanc, Marc-André	<b>Buyer Id - Id de l'acheteur</b> cw011
<b>Telephone No. - N° de téléphone</b> (873) 354-5948 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF JUSTICE CANADA 50 O'Connor Street, Suite 600 Attn: Dawn Wright (613-670-6348) OTTAWA Ontario K1A0H8 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM	Destination	Plant/Usine	Del. Offered Liv. offerte	See Herein
1	Electronic Publishing	19217	19217	1	Each	\$	\$			

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## ANNEX "A" STATEMENT OF WORK

### A Introduction

This work requires a Contractor with a proven track record in the litigation technology field, knowledge of the litigation process, and extensive experience with large collections of hard copy and electronic evidence. An advanced knowledge of Ringtail® litigation support software is an asset for this work.

#### **Scope of Work and Services Required**

This Statement of Work is divided into six parts:

- (1) Project Design;
- (2) Conversion of Hard Copy Records (HCR);
- (3) Conversion of Electronically Stored Information (ESI);
- (4) Additional Processing and Electronic Publishing;
- (5) Quality Assurance, Security, Data Management, and Project Management; and
- (6) Monitoring Conflicts of Interest.

All call-ups will require Parts 1, 4, 5, and 6 of this Statement of Work, and will include Part 2 or Part 3 or a combination of Part 2 & Part 3 depending on the nature of the evidence requiring conversion (as confirmed in individual call-ups).

Each call-up against the Standing Offer will have unique requirements that will be confirmed during a project design process, including Justice Canada has required completion schedule for all the services required. If, when the Offeror is approached for a new call-up, it is the Offeror's opinion that the required work cannot be feasibly completed within Justice Canada's required completion schedule (e.g. due to the Offeror's other work commitments or deadlines), Justice Canada will approach the next qualified Offeror per the Standing Offer call-up rotation. In the event that no qualified Offerors are capable of meeting Justice Canada's required completion schedule, Justice Canada reserves the right to issue the call-up to the qualified Offeror capable of completing the work closest to Justice Canada's required completion schedule or to pursue other contracting options.

The options and specifications used will be different for each call-up unless Justice Canada specifies otherwise.

#### **Requirements**

The sections below describe what is required for evidence conversion services, quality assurance, project management, reporting and deliverables.

Section A4.06 (Processing Classified Information), below, is an option service offering and is a non-mandatory; see the related section for more information.

### A1 Part 1 - Project Design and Project Management & Scheduling Notifications

#### **A1.01 Project Design Process**

- A1.01-1 The Offeror must participate in the project design process (correspondence, teleconferences, and/or meetings) with Justice Canada representatives to review and confirm specific call-up requirements (scope, confirmation of processes and standards to be applied, schedules, reporting, deliverables, security considerations, etc.). The project requirements resulting from this process are known as the *Project Design Specifications* (PDS).
- A1.01-2 Unless otherwise specified, the initial PDS will be completed by the Project Authority with the Offeror providing a final version within three (3) working days of a completed *Call-Up against a Standing Offer* form.

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- A1.01-3 PDS deadlines can be subject to reasonable extensions (e.g. project overruns resulting from unforeseen complexity of the evidence being processed or time delays caused by Justice Canada), though all PDS deadlines anticipate that the iterative process of confirming and clarifying, requirements can be accommodated in good faith within the allocated PDS timeframe.
- A1.01-4 The Offeror must update PDS on an ongoing basis as new processing requirements emerge or existing processes are amended to meet the call-up requirements, including further verbal and written instructions from Justice Canada.
- A1.01-5 When there are concurrent or subsequent call-ups (within a 9 month window of one another) for processing HCR, previously processed records, and ESI for the same litigation matter, the Offeror must work pro-actively with Justice Canada to ensure that PDS respect one another and remain consistent.
- A1.01-6 Due to immediate pressures to work, work must be organized so that evidence receipt, organisation, and processing can take place concurrent with the development of the Project Design Specifications.
- A1.01-7 As per the formatting requirements specified during the project design process, the Offeror must provide PDS documentation (including providing updates/revisions/consolidations at certain project milestones) to the designated Justice Canada technical authority.
- A1.01-8 Meet the following performance standards:
- (1) The Offeror must complete the initial project design process within the timeframe designated by the call-up request, unless the delay is due to no fault of the Offeror.
  - (2) PDS documentation must be accurate to the design discussions on which they are based, comprehensive, complete, and be developed using non-technical language that can be clearly understood by litigation team members who ultimately rely on the evidence being processed. Documentation supplied by the Offeror must not require any quality control review, proofreading, or corrections by Justice Canada. PDS material not meeting these requirements will be returned to the Offeror and the Offeror must correct the supplied PDS material at no additional cost to Canada.
  - (3) The Offeror must deliver PDS to Justice Canada in accordance with PDS formatting requirements.

## **A1.02 Project Management & Scheduling Notification**

- A1.02-1 Process overview requirements:
- (1) Within five (5) working days of issuance of a call-up, at the request of Justice Canada the Offeror must review and confirm general workflows (covering call-ups, evidence receipt/shipping, general PDS and documentation requirements, project scheduling, reporting, invoicing, etc.) by teleconference.
  - (2) The Offeror must participate in bi-annual review of general workflows to identify best practices and implement processes to optimize service delivery as requested.
  - (3) The Offeror must always have a Project Manager available to answer questions, action call-ups, and provide progress reports from Monday to Friday (with the exception of statutory holidays) between the hours of 8:00 a.m. to 7:00 p.m. EST.
  - (4) Where the PDS requires accelerated services, the Offeror must have a Project Manager available to answer questions, action call-ups, respond to requests, and provide progress reports during the hours that the accelerated service is being performed.
  - (5) When there is a requirement for accelerated services, only those portions of work (units) performed outside standard service hours are paid at the accelerated service rate. Non-standard services hours are defined as 6:01 PM to 6:59 AM (local time of vendor) Monday through Friday, Statutory Holidays and weekends.
- A1.02-2 PDS and documentation requirements:
- (1) For every call-up, the Offeror must participate in the project design process with Justice Canada representatives to review and confirm specific *Project Design Specifications* (PDS). Unless otherwise specified, the Offeror must complete the initial

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- PDS within three (3) working days of receiving a completed *Call-Up against a Standing Offer* form.
- (2) The Offeror must participate in ongoing discussions (correspondence, teleconferences, and/or meetings) to review the requirements of evidence collections, clarify issues, discuss overruns or deviations from PDS, discuss project progress, obtain guidance, etc.
  - (3) The Offeror must document the PDS for Justice Canada's review and approval. This includes documenting standard processes and exceptions for record preparation, unitization, coding vocabulary and specifications, data normalization, export requirements, project scheduling, reporting requirements, test set parameters, security requirements, etc. Copies of all documentation are to be provided to Justice Canada. The Offeror must provide copies of all documentation to Justice Canada.
- A1.02-3 Test sets: when required by PDS, the Offeror must generate test set(s) for validation, trial load, and acceptance by Justice Canada.
- A1.02-4 Deliverables: per PDS, the Offeror must provide the following deliverables:
- (1) Project schedule;
  - (2) Documentation and training materials;
  - (3) Processing and Reporting Specifications Annex "F";
  - (4) Processing reports (e.g. exception reports);
  - (5) Test set(s) (when required by the PDS);
  - (6) Metadata logs (when applicable);
  - (7) Exported data and/or blowbacks;
  - (8) Fully re-assembled HCR files and/or original ESI source media; and
  - (9) Project summary report containing history, statistics, and lessons learned etc. at the request of Justice Canada.
- A1.02-5 Shipping and Delivery:
- (1) The Offeror upon request is responsible for the pick-up and shipping of HCR and ESI from Government of Canada offices (or other specified locations) to the Offeror's processing facilities.
  - (2) Upon project completion, the Offeror must ship deliverables to the location(s) specified by Justice Canada in PDS. Fully re-assembled HCR files and/or original ESI source media must only be returned once Justice Canada confirms the acceptability of the exported data and/or blowbacks.
  - (3) The Offeror must ensure that delivery is handled via bonded courier that provides a controlled movement service for shipments. This service must conform to Canada's regulations for the security and safe transportation of documents, with proof of signature of each handler.
  - (4) If delivery problems occur, the Offeror must do everything necessary to resolve the situation and provide Justice Canada with the required export and/or blowback within the established deadline.
  - (5) Shipping and delivery charges (pick-up, transit and delivery) must be prepaid by the Offeror and charged at cost with no allowance for mark-up or profit to the Offeror.
- A1.02-6 Reporting requirements: see Annex 'F' (Reporting Specifications).
- A1.02-7 ESI capability updates: keep Justice Canada informed and up-to-date on the file formats that can be handled by the Offeror's ESI processing tools/solutions; Justice Canada will issue call-ups at least partly on the basis of which Offerors are able to handle the ESI formats present in particular projects.
- A1.02-8 Language of work: reports, meetings, correspondence, and discussions are to be in English unless otherwise requested.
- A1.03 Project Management**
- A1.03-1 Project management includes job setup, workflow management, supervision, and reporting.
- A1.03-2 Project management cost is a separate line item and must not be built into the prices and rates for the services.

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A1.03-11 Costs of quality assurance and error correction are to be included in the prices and rates for individual services.

**A1.04 Data Management**

A1.04-1 Export specifications are detailed in Annex “D” and are subject to periodic revision to remain current with Justice Canada’s software requirements. Per the PDS, the Offeror must generate one (1) or any combination of the following:

- (1) Export – images, native files, field values, and full-text content/transcription (when required) in the format required for Ringtail® litigation support software and/or other common formats such as data-neutral exchange formats..
- (2) Field value export – field values exported in tab-delimited, CSV, MDB, Excel format or other common file format such as DAT or OPT..
- (3) All exports must be 100% error-free and must be fully compliant with Annex “D” data standards.
- (4) Image export – images exported in single- or multi-page TIFF format, and/or other common image formats required by PDS (PDF, JPG, GIF, etc.).
- (5) Media preparation (CDs, DVDs, or portable media) and blowbacks (containers) must be labelled, referencing the project name, name of the Offeror, call-up number, number of records/images, security classification, and date of generation/delivery.

A1.04-2 Meet the following performance standards:

- (1) All supplied exports must be 100% error-free.
- (2) All deliverables exports must be completed and delivered by the deadline designated by the PDS, unless delay is due to no fault of the Offeror.

A1.04-3 The Offeror must notify Justice Canada in writing of any anticipated difficulties complying with the project delivery schedule, or whenever there are actual or potential situations threatening to delay the completion of the project. Notification to Justice Canada must include pertinent information describing any scheduling challenges; information of this nature shall not be construed as a waiver by Justice Canada of any delivery schedule or date, or any rights or remedies provided by law or under this Standing Offer.

**A2 Part 2 – Conversion of Hard Copy Records (HCR)**

A2.00-1 When required, Offerors must provide services for the conversion of HCR. Call-ups will require different combinations of the services listed in Part 2 and particular requirements will be specified in the PDS for each call-up.

A2.00-2 Justice Canada requires the conversion of all types of HCR, including (but not limited to) original hard copy records (printed, handwritten, etc.), photocopies of originals, microfiche film, overhead transparencies, printed graphics (photographs, maps, charts), with various forms of binding, of various sizes, and in various states of condition.

A2.00-3 Batches of HCR must be controlled so that a particular batch can be immediately retrieved if and when required by Justice Canada and/or the Court.

A2.00-4 For each call-up, Offerors must use procedures that can be supported and verified by Canada and/or the Court. If and when required by Justice Canada and/or the Court, Offerors must sign a declaration or an affidavit and/or provide oral testimony describing and supporting project-specific efforts by the Offeror to preserve evidence integrity when processing HCR.

**A2.01 Job Setup (for HCR)**

For each initial call-up and as required for any subsequent project specific call-ups, Offerors must:

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- A2.01-1 Per the PDS, develop project specific instructions for inventory, preparation, unitization, reassembly, coding requirements, exception handling, process and quality control for Justice Canada's approval. Costs of job setup are to be included in the cost of project management.
- A2.01-2 Configure their equipment and software (the cost of which is to be incurred by the Offeror) as required for the completion of the work under the initial call-up and under any possible subsequent call-ups for the specific project.
- A2.01-3 Train staff to perform duties (the cost of which is to be incurred by the Offeror).
- A2.01-4 Per the PDS, setup processes and systems for:
- (1) Quality assurance and exception handling;
  - (2) Organizing and preparing HCR for conversion (including HCR reassembly);
  - (3) Conversion to digital image;
  - (4) Generation of full-text content and transcription;
  - (5) Objective coding and batch coding; and
  - (7) Electronic publishing.

## **A2.02 Organize and Prepare HCR for Conversion**

For each call-up, Offerors must:

- A2.02-1 Receive, log, and inventory all incoming material (by box/container/package), capturing source information (including office, box/container, file, and volume information).
- A2.02-2 Control the process to maintain the integrity of material at all times, ensuring that records and their pages can be reinstated to their original location and order (with reinstated bindings/fastenings).
- A2.02-3 Remove all bindings/fastenings (paper clips, staples, binder clips, three-ring binders, cerlox bindings, spiral bindings, rubber bands, etc.) and insert separator sheets (or use another comparable method) to note the exact types and locations of bindings/fastenings so that they can be reinstated post-imaging and, per PDS, apply the required methodology for record unitization and the capturing of source/attachment relationship ranges:
- (1) True sources/attachments only - based on explicit references to attachments/enclosures (e.g. a letter referencing an attached report); or
  - (2) Physical only – based strictly on clips, staples, tabs, and other fastenings; or
  - (3) Hybrid – based on both true and physical attachments (1 & 2 above); or
  - (4) Break sheets – based on existing break sheets placed within the material; or
  - (5) Other methodology developed for PDS.
- A2.02-4 Note transitions from single-sided to double-sided pages.
- A2.02-5 Per the PDS, apply the required methodology for handling sticky notes and flags:
- (1) Leave sticky notes and flags on pages so they can be imaged as-is, moving them (if required) so that they do not obscure other information on the page; or
  - (2) Place sticky notes and flags on a separate page that will be imaged, mimicking the original area of the page on which they were originally affixed; or
  - (3) Place sticky notes and flags on a separate page that will not be imaged, mimicking the original area of the page in which they were originally affixed; or
  - (4) Other methodology developed for PDS.
- A2.02-6 Photocopy torn, folded, and/or fragile pages onto new sheets of paper for imaging, tracking where to replace the originals when imaging is complete.
- A2.02-7 Per the PDS, generate and insert image placeholders for records that will not be imaged (e.g. if Justice Canada instructs that maps larger than a specified dimension are not to be imaged).
- A2.02-8 Meet the following performance standards:
- (1) 100% of HCR must be accurately and consistently logged/inventoried for tracking and control purposes.
  - (2) 100% of HCR must be properly and accurately prepared for conversion (removal and tracking of bindings/fastenings, handling of sticky notes and flags, unitization and capture of source/attachment relationships, etc.) per PDS.

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### **A2.03 Conversion of HCR to Digital Image**

For each call-up, Offerors must:

- A2.03-1 Image HCR and assign unique, sequential identification numbers per Justice Canada standards (see Annex “D”) and PDS. Two levels of imaging must be provided, based on the specific characteristics of the records being processed:
- (1) Level 1 (Standard record sizes with removable bindings) – standard North American and ISO 216 page formats, up to 11 x 17 in size; and
  - (2) Level 2 (Non-standard record sizes and/or non-removable bindings) – page formats falling outside of standard North American and ISO 216 page formats and/or larger than 11 x 17 in size. Included in this category are records that do not lend well to automatic feeding through imaging equipment, due to possible damage to the original record (e.g. onion-skin, thermal fax-paper, carbon-copy paper) and/or due to non-removable bindings (which include stitched, drilled, tape, and saddle stitch bindings found on some records).
- A2.03-2 OPTIONAL - Level 3 – (Microfiche / Microfilm / negatives) - ability to convert to tiff/jpeg individual frames from film.
- A2.03-3 Per the PDS, image specified records or pages in colour (by container, type of record/colour).
- A2.03-4 Per the PDS, capture Level information, sequential page numbers, attachment references, etc. Information for the following fields is mandatory, is to be captured/generated at the time of imaging, and is to be included in the cost of imaging (see Annex “D”, Annex “E” and PDS for further technical specifications):
- (1) Document\_ID;
  - (2) Host\_Reference (when applicable);
  - (3) level\_1 to level\_10 (as applicable);
  - (4) xInfo ProcessedBy;
  - (5) Image\_File\_Name;
  - (6) page\_label;
  - (7) page\_num; and
  - (8) num\_pages.
- A2.03-5 Quality control each image for resolution, density, speckling, skew, 100% accuracy, and reconciliation between scanned images and page indices and adjust sensitivity and other controls to improve the quality of the captured image (all-in pricing must anticipate and include all corrections to images and page indices).
- A2.03-6 Meet the following performance standards:
- (1) 100% of HCR must be imaged, levelled, and numbered per technical specifications and PDS, with no gaps or overlaps in sequences on a per project level (e.g. across related call-ups for the same litigation matter).
  - (2) Records must be imaged in their entirety (no skipped pages or missed transitions from single-sided to double-sided pages), scans must be legible, and image files must be correctly named and indexed.
  - (3) Each page of HCR must be imaged so that all information on the source page that is discernable to the naked eye is clearly legible without aid on paper copies generated from the resulting digital image; reproduction ratios and page orientation must be so that the entire original page appears as the HCR original does. Images rejected by Justice Canada when unacceptable quality is not due to the quality of the source record(s) are to be reimaged from the original source record(s) at no additional cost.

### **A2.04 Post-Conversion Reassembly of HCR**

For each call-up, Offerors must:



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A2.04-1 In conformity with the requirements set out in section A2.02, reinstate all bindings/fastenings, return sticky notes and flags to their original positions, and return records to their original file volumes and containers. Records must be fully reinstated to their pre-conversion state.

A2.04-2 Meet the following performance standards:  
(1) 100% of HCR must be returned to the exact original order, location and condition as received.

**A2.05 Full-Text Content and Transcription (for HCR)**

When required as part of the PDS, the Offeror must:

A2.05-1 Generate full-text OCR (Optical Character Recognition) content (see Annex “D” for technical specifications) from images of HCR.

A2.05-2 Generate full-text transcription of handwritten and poor quality HCR for which OCR processes are unlikely to generate reliable OCR content (see Annex “D” for technical specifications).

A2.05-3 Provide full-text content and transcription services in English and/or French.

A2.05-4 Meet the following performance standards:  
(1) 100% of full-text OCR content must be generated per PDS with the designated OCR language set(s).  
(2) 100% of full-text transcription must be generated per PDS with a keying accuracy rate of at least 97.5% and be quality controlled following the method outlined in *Quality Control Procedures Annex “G”*.  
(3) All full-text content files must meet the required technical specifications and be accurately cross-referenced.

**A2.06 Batch Coding (for HCR)**

When required as part of the PDS and in accordance with Justice Canada standards (see Annex “E”), the Offeror must:

A2.06-1 Batch capture/generate field values from pre-defined, standardized options that can be bulk coded for a complete series of records (e.g. ‘xInfo Source Info’ field, the standardized capture of field values based on coloured flags affixed to the original records or Box/File label). Cost for this service are per unique field entry created and not total number of records coded with a unique field entry

**A2.07 Objective Coding (for HCR)**

A2.07-1 Per the PDS, the Offeror must develop instructions for coding, vocabulary control tools and techniques (authority lists, lookup tables, data entry templates, subject term lists, etc.), exception handling, process control, and quality control, and prepare a project manual/guide based on instructions and submit to Justice Canada for review and approval.

A2.07-2 The Offeror must use dedicated project manager(s) and coding team with a full understanding of the specific project requirements working from the Justice approved project manual/guide, code records using image-enabled workstations (or similar process).

A2.07-3 To safeguard the integrity of the original records, Justice Canada does not permit coding from the original records. If image blowbacks are generated for coding purposes, associated blowback costs are not separately billable and all associated costs must be included in imaging costs (furthermore, blowbacks generated for coding purposes must be destroyed using cross-cut shredders, and costs for handling, storing, and shredding such materials is not separately billable).

A2.07-4 Per the PDS, the Offeror must identify and capture specific information from records in accordance with Justice Canada standards (see Annex “E”), using one or more of the following service levels:

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- (1) Mini coding – capture up to 4 fields of information, including Document\_Date (including Estimated), Document\_Type, Title, and Source value (or other fields equivalent in coding effort); or
  - (2) Basic coding – capture up to 5 fields of information, including Document\_Date (including Estimated), Document\_Type, Title, Source value (or equivalent field), and Persons & Organisation (From, To, CC) (or other fields equivalent in coding effort); or
  - (3) Standard coding – capture up to 10 fields of information, including Document\_Date (including Estimated,) Document\_Type, Date Info, Date Pre-1753, Title, Persons & Organisation (From, To, CC), Features, Language, Tab Value, Source, etc. (or other fields equivalent in coding effort); and/or
  - (4) Expedited coding – capture up to 2 fields of information, Document\_Date and a text field or pick list field (or other field type of equivalent in coding effort).
  - (5) Per-field coding – beyond the thresholds for Expedited, Mini, Basic, and Standard coding, the capture of other fields (options: text, memo, date, number, Boolean, pick list of up to 10 items with billing corresponding directly to the total number of records populated with values;
  - (6) Names Mentioned - - capture the names of Persons and Organisation mentioned in records. Cost is per pages reviewed.).
  - (7) Pick Lists – capture additional pick list items in an existing pick list field. Cost for this service are per each group of five unique field entries added to the unique pick list. This does not apply to pick lists included under mini, basic, standard or expedited coding.

- A2.07-5 Per the PDS, the Offeror must provide coding services in English and/or French (e.g. capture Document\_Title verbatim in either language; capture Document\_Types in either English or French, etc.).
- A2.07-6 When required and per PDS, the Offeror must normalize select field values (e.g. Persons & Organisations values) in accordance with Justice Canada instructions. Costs for this service are per field value normalized (regardless of the number of records the field value normalization is applied to).
- A2.07-7 When Justice Canada supplies pre-existing objective field values in an electronic format (e.g. Word, Excel, Microsoft Access) to be associated with HCR being imaged, services for the strict capture and alignment of supplied field values fall under section A2.08-1 (Data Alignment).
- A2.07-8 Meet the following performance standards:
- (1) 100% of objective coding must be captured per PDS, must meet the required technical specifications, and be accurately cross-referenced, and must meet the be quality controlled method outlined in *Quality Control Procedures Annex “G”*.
  - (2) Ensure controlled review of coding to ensure consistency and reliability of captured field information. Coding for each record is to be quickly reviewed by the first coder and peer-reviewed by another coder (or comparable methodology approved by Justice Canada).
  - (3) The acceptable quality control procedure for objective field coding must be done using the MIL-STD-105E standard table 1 – Sample size code letters & table II-A Single sampling plans for normal inspection that is described in *Quality Control Procedures Annex “G”*.
  - (4) The quality level for the purposes of the sampling inspection under Annex “G” is 97.5-99.99% defect (error) free within a lot.
  - (5) Ensure controlled review of coding to ensure

#### Data Alignment to Documents

- A2.08-1 To align data supplied in an electronic format (Excel or Access) to imaged documents when each contains a matching number that creates an existing cross-reference. The cost is per document aligned
- A2.08-2. To align data supplied in an electronic format to imaged documents where the data and images do not have a control number or cross-reference. The cost is per hour

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- A2.08-3 Meet the following performance standards:
- (1) 100% of batch coding must be captured per PDS, must meet the required technical specifications, and be accurately cross-referenced.

### **A3 Part 3 – Conversion of Electronically Stored Information (ESI)**

- A3.00-1 When required, Offerors must provide services for processing and conversion of ESI. Call-ups will require different combinations of the services listed in Part 3 and particular requirements will be specified in PDS.
- A3.00-2 The scope of some call-ups may include conditional work for additional services that can only be more fully defined once the initial ingestion/processing is complete, which would lead to a potential call-up amendment once the legal team makes further decisions on full processing requirements.
- A3.00-3 Justice Canada requires the processing of all types of ESI, including (but not limited to) word processing and other text files, spreadsheet files, database files, presentation files, email files (including attachments), instant message and chat log files, graphic files, media files (e.g. video, audio, voicemail messages), website files, embedded files and compressed/container files, as well as the handling of system files (e.g. program files, cache files). Offerors must be able to process all common commercially available file types and be able to process new commercial file types created and commonly adopted over the period of the Standing Offer. Justice Canada is not detailing in advance the specific formats that Offerors should be capable of processing; instead, Offerors must keep Justice Canada informed and up-to-date on the formats they are capable of processing (see Annex "E" for the required reporting format); Justice Canada may issue call-ups at least partly on the basis of which Offerors are able to handle the ESI formats present in particular projects.
- A3.00-4 Offerors must be able to discern ESI file types based on file extensions and file content.
- A3.00-5 Justice Canada does not expect Offers to process ESI file types that are not suitable for conversion and processing, such as program/executable files or system configuration files (Offerors must be able to provide DeNISTing services as required by PDS).
- A3.00-6 For each call-up, Offerors must use physical and data security procedures, through the life cycles of projects that can be supported and verified by Canada and/or the Court. If and when required by Justice Canada and/or the Court, Offerors must sign a declaration or an affidavit and/or provide oral testimony describing and supporting project-specific efforts by the Offeror to preserve data integrity when processing ESI.

#### **A3.01 Job Setup (for ESI)**

The Offeror must:

- A3.01-1 Per the PDS, develop project specific instructions for ESI inventory, preparation, initial processing, processing, coding, exception handling, process and quality control for Justice Canada's approval.
- A3.01-2 Preserve and maintain the integrity of the physical media and native file formats, including metadata, and safeguard data from corruption.
- A3.01-3 Configure equipment and software (the cost of which is to be incurred by the Offeror).
- A3.01-4 Train staff to perform duties (the cost of which is to be incurred by the Offeror).
- A3.01-5 Per the PDS, set-up processes and systems for:
- (1) Quality assurance and exception handling;
  - (2) Organizing ESI and initial processing;
  - (3) Conversion to digital image & metadata field alignment;
  - (4) Retention of native format & metadata field alignment;
  - (5) Extraction/generation of full-text content;
  - (6) Objective coding and batch coding; and
  - (7) Electronic publishing.

#### **A3.02 Organize, Ingest, and Process ESI**

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- A3.02-1 The Offeror must receive, log, and inventory all incoming material (physical media), capturing source information per the PDS, (capturing source information may involve generating field information such as custodian codes in accordance with a pre-established algorithm). Offeror must produce an ESI manual that contains a copy of all logs, tracking and process steps for the ESI material from receipt to delivery. The ESI manual must be kept up-to-date and be available to Justice Canada upon request.
- A3.02-2 The Offeror must ingest ESI (including file decompression) and create an electronic inventory of files on physical media, including contents/breakdown of compressed and container files (e.g. individual emails and attachments in PST files), with processes including:
- (1) Generate a summary report on the total number/size of files, breakdowns of file types/formats/sizes, etc. so that Justice Canada has sufficient information to make decisions on further processing steps.
  - (2) If required by the PDS, generate ESI folder/directory/file system information that Justice Canada can use to identify specific subsets of ESI that will require further processing.
- A3.02-3 Based on ESI ingestion results, the Offeror must process all or select ESI confirmed/identified by Justice Canada, with processing services including:
- (1) Extract and log all available metadata from native files in anticipation of possible future reference and analysis. The Offeror must log this metadata in a tab-delimited flat file (or other format required by PDS).
  - (2) When required by the PDS, filter/cull ESI on the basis of file types (inclusive of DeNISTing), file date, file custodian, file path location, domain, etc., and tag subsets of ESI with field values as necessary.
  - (3) Identify and log encrypted and/or password protected files with a report being provided to Justice Canada of the identified documents which details at a minimum the file name, file path and custodian.
  - (4) Identify any files infected with computer viruses or malicious code and provide details in an exception report provided to Justice Canada by the Offeror for determinations on further processing.
  - (5) Identify any files with dependencies on other files (e.g. a spreadsheet file linked to another spreadsheet file) and provide details in an exception report provided to Justice Canada by the Offeror for determinations on further processing.
  - (6) When required by the PDS, identify and extract embedded files (e.g. a spreadsheet file embedded within a presentation file).
  - (7) Identify corrupted and/or zero-byte files and provide details in an exception report provided to Justice Canada by the Offeror.
  - (8) Flag any files posing processing difficulties and troubleshoot to determine if these files can be processed, with the extent/number of troubleshooting attempts as defined in the PDS. Problem files that cannot be processed must be detailed in an exception report provided to Justice Canada by the Offeror.
  - (9) When required by the PDS, identify files that are candidates for conversion to colour images in a report provided to Justice Canada by the Offeror for determinations on further processing.
  - (10) The above processes must be included in the total cost of initial processing services as specified in the Annex B Basis of Payment.
- A3.02-4 When required by the PDS and in accordance with Justice Canada determinations, deduplicate within a single container, across several physical media, or across an entire collection of ESI (including previously processed ESI provided that access to the data falls within the reactivation period per A5.04-7). The Offeror must create a log of files determined to be duplicates and detailing whether they were removed or retained for further processing. Offerors must be able to perform exact deduplication and near-deduplication (e.g., email thread based identification).
- A3.02-5 Only when required and based on explicit further instructions from Justice Canada (arising from processing/exception reports), perform manual processing/conversion attempts on

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- specified material (e.g. problematic file repair, encrypted files). Costs for manual processing are billable at an hourly rate as specified in the Annex B Basis of Payment.
- A3.02-6 Only when required and based on explicit further instructions from Justice Canada (arising from processing/exception reports), perform password cracking/removal for password protected native files. Costs for password cracked/removed are per each file processed as specified in the Annex B Basis of Payment.
- A3.02-7 Based on the processing results of A3.02-3, A3.02-4, and/or A3.02-5, confirm and isolate the subset(s) of processed ESI that requires conversion to another format (i.e. msg files, imaged files, etc.).
- A3.02-8 Per the PDS, provide all processing/exception reports to Justice Canada in the format(s) required (Word, Excel, flat file, PDF, or other comparable formats).
- A3.04-9 Meet the following Performance standards:
- (1) 100% of ESI must be properly processed per PDS, with all processing/exception reports meeting PDS requirement and with all information accurately cross-referenced.
  - (2) All further instructions from Justice Canada (resulting from processing/exception reports) must be accurately documented and applied to ensure that the isolated subset(s) of pre-processed ESI is 100% reliable.

### **A3.03 Conversion of ESI to Digital Image & Metadata Field Alignment**

The Offeror must:

- A3.03-1 When required and as specified by the PDS, use automated processes to convert identified/isolated subsets of processed ESI to digital images and assign unique, sequential identification numbers per Justice Canada standards (see Annex "D") and the PDS, and respecting the following:
- (1) Apply required processing options for specific file types (e.g. whether or not to render tracked changes from Word files, whether or not to render slide notes from PowerPoint files):
  - (2) Must not image specific types that are not suitable for imaging (e.g. native audio, video formats, JPEG etc.) and types identified for exclusion in the PDS (e.g. spreadsheet files and database files, image files (JPEG, Tiff) are typically excluded from imaging); see section A3.04 for required processes.
  - (3) Generate image placeholders for all individual files that cannot be imaged (e.g. compressed/container files, encrypted/password protected files, corrupt files, etc.); unless the PDS require otherwise, image placeholders must contain a standardized description explaining why the related native file could not be processed/imaged.
  - (4) When required and as specified by the PDS, 'manually' image ESI files that require special handling (e.g. if requested, manual imaging of identified spreadsheet files to optimize visual presentation).
  - (5) When required by the PDS, conversion of ESI to colour image file formats must be performed at the same rate as non-colour imaging and is not separately billable.
- A3.03-2 Only when required and as specified by PDS, retain/supply the same identified/isolated subsets of pre-processed ESI in native or near-native file formats; costs associated with retaining/supplying native formats for imaged ESI are not separately billable and all associated costs must be included in ESI imaging costs.
- A3.03-3 Per the PDS, capture Level information, sequential image names, attachment references, etc. Information for the following fields is mandatory, and must be included in the costs of conversion as specified in the Annex B Basis of Payment. The Offeror must capture/generate the following information at the time of conversion, and is to be included in the costs of conversion (see Annex "D", Annex "E" and PDS for further technical specifications):
- (1) Document\_ID;
  - (2) Host\_Reference (when applicable);
  - (3) level\_1 to level\_10 (as applicable);

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- (4) xInfo ProcessedBy;  
(5) Image\_File\_Name;  
(6) page\_label;  
(7) page\_num; and  
(8) num\_pages.
- A3.03-4 Align available metadata per Justice Canada field standards (see Annex “E”) and PDS requirements. Alignment of metadata is to be included in the cost of converting ESI to digital image.
- A3.03-5 Meet the following performance standards:
- (1) 100% of identified/isolated ESI must be properly imaged, levelled, and numbered per technical specifications and PDS, with no gaps or overlaps in sequences on a per project level (e.g. across related call-ups for the same litigation matter).
  - (2) All image files must meet the required technical specifications and be accurately cross-referenced.
  - (3) All numbering and alignment of metadata must meet the required technical specifications and be accurately cross-referenced.

### **A3.04 Retention of ESI Native Formats & Metadata Field Alignment**

The Offeror must:

- A3.04-1 When required and as specified by the PDS, use automated processes to retain identified/isolated subsets of pre-processed ESI in native or near-native file formats and assign unique, sequential identification numbers per Justice Canada standards (see Annex “D”) and the PDS, and respecting the following:
- (1) Ensure that all other metadata associated with retained native/near-native files is preserved and that there is no impact on the original/source files.
  - (2) Per the PDS, generate image placeholders for all individual files that cannot be retained/supplied in native format (e.g. encrypted/password protected files, corrupt files); unless the PDS require otherwise, image placeholders must contain a standardized description explaining why the related native file could not be processed/imaged.
- A3.04-2 Per the PDS, capture Level information, sequential file names, attachment references, etc. Information for the following fields is mandatory and must be captured/generated by the Offeror at the time of processing (see Annex “D”, Annex “E” and the PDS for further technical specifications). Pricing must be included in the costs of processing as specified in the Annex B Basis of Payment:
- (1) Document\_ID;
  - (2) Host\_Reference (when applicable);
  - (3) level\_1 to level\_10 (as applicable);
  - (4) xInfo ProcessedBy;
  - (5) xInfo RecordType;
  - (6) Image\_File\_Name (referencing the name of the related native file);
  - (7) page\_label;
  - (8) page\_num; and
  - (9) num\_pages.
- A3.04-3 Align available metadata per Justice Canada field standards (see Annex “E”) and PDS requirements. The Offeror must include alignment of metadata is to be included in the cost of converting ESI to digital image.
- A3.04-4 Meet the following performance standards:
- (1) 100% of identified/isolated ESI must be properly retained, levelled, and numbered per technical specifications and PDS, with no gaps or overlaps in sequences on a per project level (e.g. across related call-ups for the same litigation matter).
  - (2) All data must meet the required technical specifications and be accurately cross-referenced.
  - (3) All numbering and alignment of metadata must meet the required technical specifications and be accurately cross-referenced.

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### **A3.05 Extraction/Generation of Full-Text Content (for ESI)**

The Offeror must:

- A3.05-1 For textual ESI file types, extract full-text content for identified/isolated subsets of pre-processed ESI directly from native files; generating full-text content from images generated from ESI is not permitted.
- A3.05-2 For graphical ESI file types (image-based PDFs, TIFFs, GIFs, JPEG, etc.), generate full-text OCR (Optical Character Recognition) content from extracted images.
- A3.05-3 Format full-text content files for use with Ringtail (see Annex "D" for technical specifications) or other format specified in PDS.
- A3.05-4 Per the PDS, provide full-text content services in English and/or French.
- A3.05-5 Meet the following performance standards:
  - (a) 100% of identified/isolated ESI must be properly processed per PDS.
  - (b) All full-text content files must meet the required technical specifications and be accurately cross-referenced.

### **A3.06 Batch Coding (for ESI)**

- A3.06-1 When required and as specified by the PDS, the Offeror must perform the same services as set out in section A2.06 with costs for services billed as batch coding for ESI.

### **A3.07 Objective Coding (for ESI)**

- A3.06-1 When required and as specified by the PDS, the Offeror must perform services as set out in section A2.07 with costs for services billed as objective coding for ESI.

## **A4 Part 4 – Additional Processing Services and Electronic Publishing**

### **A4.01 Digitization and/or Conversion of Audio and Video Recordings (REQUIRED AND OPTIONAL COMPONENTS)**

The Offeror must:

- A4.01-1 When requested and per the PDS, convert designated audio and/or video recordings digital (VHS/Cassette tape is OPTIONAL) into the requested industry-standard digital format(s). Requested audio formats may include, but are not limited to WAV, MP3, AIFF and WMA. Requested video formats may include, but are not limited to AVI, MOV, MKV and MPEG. To improve system performance, Justice Canada may impose in PDS a file size threshold per generated media file, resulting in multiple files/records for a single audio or video recording.
- A4.01-2 Assign unique, sequential identification numbers per Justice Canada standards (see Annex "D") and the PDS to digitized audio/video.
- A4.01-3 Per the PDS, capture Level information, file names, attachment references (e.g. if tape was enclosed within an envelope that has been imaged), etc. Information for the following fields is mandatory and must be included in the costs of conversion in the Annex B Basis of Payment. The Offeror must capture the following information at the time of conversion (see Annex "D", Annex "E" and PDS for further technical specifications):
  - (1) Document\_ID;
  - (2) Host\_Reference (when applicable);
  - (3) level\_1 to level\_10 (as applicable);
  - (4) xInfo ProcessedBy;
  - (5) Image\_File\_Name (referencing the name of the digitized file);
  - (6) page\_label;

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- (7) page\_num; and  
(8) num\_pages.
- A4.01-4 Per the PDS, capture objective coding from the source tape(s); costs for this are to be built into the rates for the requested digitization services and are not separately billable.
- A4.01-5 When required by the PDS, generate full-text transcription of converted audio and/or video (see Annex "D" for technical specifications).
- A4.01-6 Meet the following performance standards:
- (1) 100% of designated tapes and/or tape segments must be accurately converted to the specified format(s), properly numbered, objectively coded, and accurately cross-referenced.
    - a. 100% of full-text transcription must be generated per PDS with a keying accuracy rate of at least at or above 97.5% with a defect rate less than 2.5%.
    - b. (3) All full-text content files must meet the required technical specifications and be accurately cross-referenced.

#### **A4.02 Services on Existing Sets of Converted Evidence**

- A4.02-1 When requested and per the PDS, the Offeror must perform select services on existing sets of converted evidence supplied by Justice Canada.
- (1) Data may be supplied to the Offeror in forms such as, but not limited to, Ringtail® Exports, data-neutral exchange formats (e.g. flat files cross-referencing field information and images), or OPT/DAT.
  - (2) Documents may be supplied to the Offeror in forms such as pre-processed electronic documents and pre-imaged HCR in formats such as PDF, TIFF, and JPEG.
- A4.02-2 The Offeror may be required to split PDFs or multi-page tiffs into individual documents and identify any source/attachment (parent child) relationships.
- A4.02-3 Additional required services such as coding and additional processing will be selected from other sections of this Statement of Work, with costs and performance standards to be in accordance with the related sections and the Annex B Basis of Payment.

#### **A4.03 Full-Text Content Comparison**

The Offeror must:

- A4.03-1 When requested and per the PDS, compare full-text content files of imaged HCR and/or ESI evidence sets (comprising evidence being actively processed under the call-up and/or additional evidence sets supplied by Justice Canada) and group records that have similar full-text content (with groupings based on a set percentage of similarity). Output of resulting field values must conform to requirements established in PDS.
- A4.03-2 When requested and per the PDS, generate full-text content files for records without content in accordance with section A2.05.
- A4.03-3 Meet the following performance standards:
- (1) All full-text content files must be compared using appropriate software and processes and results must be accurately cross-referenced in conformity with PDS output specifications.

#### **A4.04 Search and Analysis Services**

- A4.04-1 When requested and per the PDS, the Offeror must use software acceptable to Justice Canada to provide search and analysis capabilities on imaged HCR and/or ESI evidence sets (comprising evidence being actively processed under the call-up and/or additional evidence sets supplied by Justice Canada).



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- A4.04-2 Software used by the Offeror must be able to perform advanced search analysis of full-text content and metadata, must be Unicode compliant, and must be capable of complete and partial term indexing.
- (1) Software must also be able to perform Concept Search methodologies (e.g. latent semantic indexing, text clustering, Bayesian classification, and/or concept search specification) and utilize a variety of additional search methodologies such as keyword, Boolean, grouping, synonym, related word, occurrence count, and parameter searching (or demonstrably equivalent technologies).
  - (2) Software must have the functionality to apply coding values and/or tags to individual records or groups of records based on search and analysis results and/or utilization of seed sets and iterations
- A4.04-3 The Offeror must perform job setup per the PDS using Justice Canada approved software and methodologies.
- A4.04-4 The Offeror must input and process evidence set(s) supplied and/or designated by Justice Canada.
- A4.04-5 The review and coding of evidence is to be performed by members of the Justice Canada legal team (and/or designated subject matter experts) with the Offeror providing technical support and guidance on the use of the software and related methodologies. Searching and coding criteria will be determined by the Justice Canada legal team.
- A4.04-6 The Offeror must facilitate the capture of the legal team's search and analysis coding. The output of resulting field values must conform to the requirements established in the PDS.
- A4.04-7 Per call-up and PDS requirements, Search and Analysis Services must be performed at the location designated by Justice Canada (either at the Offeror's facilities or at an identified Onsite Service Delivery location, per section A4.05), using equipment and software furnished by the Offeror.
- A4.04-8 When requested and per the PDS, the Offeror must generate full-text content files for records without content in accordance with section A2.05.
- A4.04-9 Meet the following performance standards:
- (1) 100% of evidence must be properly processed per PDS.
  - (2) All data must meet the required technical specifications and be accurately cross-referenced.

#### **A4.05 Onsite Service Delivery**

- A4.05-1 When requested and per the PDS, the Offeror must perform select services on sites within Canadian cities/regions identified by Justice Canada: Atlantic (Halifax), Quebec (Montréal), Ontario (Ottawa -National Capital Region, Ontario (Toronto), West (Winnipeg, Saskatoon, Calgary, and Edmonton), and/or Pacific (Vancouver). Justice Canada will not pay travel or living expenses for projects requiring onsite service delivery. Offerors are to self-identify the cities/regions in which they are capable of offering onsite service delivery; Justice Canada will issue call-ups for projects requiring onsite service delivery at least partially on the basis of which Offerors are able to offer on-site services within the applicable city/region.
- A4.05-2 The Offeror is responsible for onsite service delivery setup and furnishing all resources required for onsite service delivery, including (but not limited to automated and manual equipment, computer hardware and software, imaging equipment and software, and supplies and materials (e.g. office supplies, physical media).
- A4.05-3 Required services will be selected from other sections of this Statement of Work, with costs and performance standards to be in accordance with the related sections and the Annex B Basis of Payment.

#### **A4.06 Processing Classified Information (Non-Mandatory Requirement)**

- A4.06-1 When requested and per the PDS, process classified evidence (up to the Secret Level) using facilities, evidence transportation/handling procedures, labour, supervision, and information technology systems cleared to the required level. This requirement is non-mandatory and call-ups with security requirements will on be issued to those Offerors with

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- the requisite security clearances granted and approved by the Canadian Industrial Security Directorate, Public Works and Government Services Canada (refer to Standing Offer Clauses and Conditions). Offerors wishing to seek clearances to process classified information must submit their request in writing to the PWGSC Standing Offer Authority.
- A4.06-2 In light of critical time-sensitive litigation requirements, classified HCR evidence dealing with national security issues must remain in the Ottawa - National Capital Region at all times. Such evidence may need to be inspected by the Court (or other body) with extremely short notice and with no opportunity for delay caused by the transit of material.
- A4.06-3 To offset Offeror costs associated with delivering services on classified evidence, The Offeror may charge direct data management costs (e.g. post-project destruction/replacement of media/memory) associated with processing classified evidence to Canada as specified in **the Annex B Basis of Payment and with no allowances for mark up or profit. All associated data management costs must be submitted to Justice Canada for approval at call-up inception** before any work is undertaken; special costs associated with providing facilities, labour, supervision, and information technology systems are not permitted.
- A4.06-4 Required services will be selected from other sections of this Statement of Work, with costs and performance standards to be in accordance with the related sections and the Annex B Basis of Payment.

#### **A4.07 Additional Processing**

The Offeror must:

- A4.07-1
- (1) PDF export – images exported in Adobe® Portable Document Format (PDF). Requirements may include PDF bookmarking, linking, full-text searchability, etc.
  - (2) Blowback – paper printing of images with document boundaries identified by coloured sheets and/or tab dividers, delivered on 8.5 x 11 or 8.5 x 14 paper organized in: cerlox (1, 1.5, or 2 inch), 3-ring binders (3 inch), file folders (1/2-tab reversible legal size), or expandable legal size file pockets. Work ordered will generally be by container or specified record ranges.
- A4.07-2 Meet the following performance standards:
- (1) All supplied blowbacks must be 100% complete, including all pages in the requested container(s)/range(s) and delivered in the format required by PDS.
  - (2) All deliverables must be completed and delivered by the deadline designated by the PDS, unless delay is due to no fault of the Offeror.

### **A5 Part 5 – Quality Assurance, Security, and Data Security Management**

#### **A5.01 Quality Assurance Requirements**

- A5.01-1 The Offeror must develop, document, implement, maintain, and apply quality assurance processes that ensure that all evidence is properly processed and that all deliverables fully meet the requirements for the requested services. Quality assurance processes must fully address the Performance Standards included in this Statement of Work. Offerors must provide Justice Canada with a copy of the Quality Assurance manual and ensure that the manual is updated per PDS requirements.
- A5.01-2 The Offeror must submit their quality assurance processes for Justice Canada's approval, inclusive of ongoing revisions as processes are amended to provide optimal processing and delivery results
- .A5.01-3 Costs of quality assurance and error correction are to be included in the prices and rates for individual services.

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## **A5.02 Security**

- A5.02-1 'Stream 1: Protected B Level' Offeror must perform call-ups in conformity with the SRCL found at Annex 'I' (IT Security Requirements for Processing of Protected Information) and the security clauses included in the Standing Offer clauses and conditions section.
- A5.02-2 'Stream 2: Secret Level' Offeror must perform call-ups in conformity with the SRCL found at Annex 'I' (IT Security Requirements for Processing Classified Information) and the security clauses included in the Standing Offer clauses and conditions section.
- A5.02-3 Duplication or disclosure of any information that the Offeror has access to as a result of this Standing Offer is strictly prohibited.
- A5.02-4 Security costs must be built into the rates for the requested services as specified in the Annex B Basis of Payment.

## **A5.03 Data Security Management**

- A5.03-1 For each call-up the Offeror must process/maintain evidence (HCR and ESI) and resulting data with equipment, software, and storage systems that operate on a closed/standalone network (external connections to the internet or other network, internal or otherwise, are not permitted).
- A5.03-2 Unless PDS require otherwise, the Offeror must retain all project data in accordance with the reactivation requirements (see section A5.04-7) and for a period of nine (9) months after the full-completion of the project; once these periods have elapsed, the Offeror must delete all of the project data (with the exception of removable media/memory used in conjunction with 'Stream 2: Secret Level' evidence, which must be provided to Justice Canada for destruction per the principles outlined in A5.03-8, with costs billable in accordance with A4.06-3).
- A5.03-3 The Offeror must protect all information against data loss, data corruption, and viruses.
- A5.03-4 The Offeror must ensure no gaps or overlaps in page, document, and batch sequencing.
- A5.03-5 The Offeror must employ systems and processes that are fully Unicode compliant and are capable of generating deliverables that are Unicode compliant.
- A5.03-6 The Offeror must assume any costs related to hardware and software and any modifications required to comply with technical requirements of data management and media preparation for the work to be performed for each call-up.
- A5.03-7 At conclusion of the Standing Offer, the Offeror must provide to Justice Canada all removable media/memory materials employed in delivering services on 'Stream 1: Protected B Level' and 'Stream 2: Secret Level' evidence (includes writeable discs, flash memory data storage devices, CD-ROMs, DVD-ROMs, portable hard drives, magnetic tapes, etc.). The Offeror must immediately provide any of these materials that become defective over the course of the Standing Offer to Justice Canada for destruction. Canada will not compensate the Offeror for the costs of these removable media/memory materials.
- A5.03-8 At the conclusion of the Standing Offer, the Offeror must sanitize (overwrite data and/or degauss) all other media/memory employed in performing services on 'Stream 1: Protected B Level' evidence (including computer hard drives and memory, network server hard drives and memory, etc.) in accordance with procedures approved by Canada, and certify the sanitization. If the Offeror is unable to sanitize the media to Canada's satisfaction, the Offeror must provide the media/memory to Justice Canada for destruction. The Offeror must immediately provide memory/media employed in performing services on 'Stream 2: Secret Level' evidence to Justice Canada for destruction. If any memory/media becomes defective during the course of the Standing Offer, the Offeror must immediately provide it to Justice Canada for destruction; the same applies to media/memory contained in any computers, servers, or other equipment employed in performing services that the Offeror chooses to sell or dispose of for any other reason. Canada will not compensate the Offeror for media/memory sanitization or the costs of media/memory materials.
- A5.03-9 Canada reserves the right to inspect any equipment/media/memory that the Offeror has certified as being sanitized.

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- A5.03-10 The Offeror must ensure that 'Stream 1: Protected B Level' information does not remain on the media/memory (including hard drives, removable discs) of computers/equipment that are removed from the Offeror's premises (or onsite service delivery location designated by Justice Canada) for maintenance or other uses. The Offeror must provide any and all media/memory used in conjunction with 'Stream 2: Secret Level' information to Justice Canada for destruction per the principles outlined in A5.03-8.
- A5.03-11 The Offeror must label all removable media/memory and removed computer/server/equipment media/memory must be clearly labelled with the appropriate security classification level (e.g. Protected B, Secret).
- A5.03-12 Data security management costs must be built into the rates for the requested services as specified in the Annex B Basis of Payment.

## **A6 Part 6 – Reactivation**

- A6.01-01 Reactivation: documents may come to the Offeror in batches at irregular intervals, possibly extending the processing timeframe beyond what was originally anticipated in the initial PDS and call-up. When reactivation occurs, a new call-up will be issued.
- (1) Justice Canada requires that the Offeror be able to re-activate a project in cases where the irregular interval has not been exceeded.
  - (2) For the purposes of this Standing Offer, an irregular interval is defined as a period of no less than six (6) months and no more than twelve (12) months of inactivity.
  - (3) For the purposes of the Standing Offer a charge for re-activation only applies after six (6) months of inactivity has occurred.
  - (4) For the purposes of the Standing Offer when a reactivation occurs the offeror cannot charge for Project Design Specifications.

## **A7 Part 7 – Monitoring Conflicts of Interest**

### **7.01 Conflicts of Interest**

- A7.01-1 The Offeror must identify and advise of any conflict of interest prior to the issuance of a call-up.
- A7.01-2 The Offeror must identify and monitor conflicts of interest and steps taken if a conflict is identified at any point during the period of the call-up and inform Justice Canada immediately of any potential conflict of interest.
- A7.01-3 The Offeror must provide Justice Canada with a copy of their Corporate Conflict of Interest policy.