



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

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

Place du Portage, Phase III

Core 0B2 / Noyau 0B2

11 Laurier St./11, rue Laurier

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

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

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Shared Systems Division (XL)/Division des systèmes
partagés (XL)

Terrasses de la Chaudière

4th Floor, 10 Wellington Street

4th etage, 10, rue Wellington

Gatineau

Québec

K1A 0S5

Title - Sujet RFP for Enterprise Time Reporting S	
Solicitation No. - N° de l'invitation 59017-180013/A	Date 2019-07-05
Client Reference No. - N° de référence du client 59017-18-0013	
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-113-35875	
File No. - N° de dossier 113xl.59017-180013	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-08-19	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: Xu, Hong	Buyer Id - Id de l'acheteur 113xl
Telephone No. - N° de téléphone (613) 720-7742 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: OFFICE OF THE SUPERINTENDENT OF FINANCIAL INSTITUTIONS ATTN: Michele Bridges 255 ALBERT ST, 12TH FLOOR OTTAWA Ontario K1A0H2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Planning and Resource Management Software

for

**Office of the Superintendent of Financial
Institutions (OSFI)**

Request for Proposal (RFP)

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FORM 1– BID SUBMISSION FORM

FORM 2– SOFTWARE PUBLISHER CERTIFICATION FORM

FORM 3 – SOFTWARE PUBLISHER AUTHORIZATION FORM

FORM 4 - LIST OF NAMES FORM

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into six 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: includes the certifications to be provided;

Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work, the Technical Evaluation Criteria, the Basis of Payment, Electronic Payment Instruments and any related forms.

1.2 Summary

- 1.2.1 Canada has an initial requirement for a commercial off the shelf (COTS) Planning and Resource Management Software Solution (PRMSS, the "**Software Solution**") for approximately 750 Perpetual Software User Licenses for the Office of the Superintendent of Financial Institutions (OSFI). The Software Solution is to replace an existing 'end of life' time reporting application and a custom-developed planning application. The planning capabilities of the solution will initially be implemented to support OSFI's Supervision sectors, and may be deployed in the future to the rest of OSFI, who currently use manual planning methods. The required Software Solution must be integrated, or work with, Microsoft Dynamics 365 for Customer Engagement (Dynamics CRM) to extend the functionality of Dynamics CRM. The new PRMSS will be deployed on premise at OSFI.

The required Software Solution must include Perpetual Licensed Software, a 12-month warranty, software maintenance and support, and documentation. The bid solicitation is intended to result in the award of a contract for 1 year, plus 9 additional one-year irrevocable option(s) allowing Canada to extend the term of the contract. All parts of the Software Solution must be available to the Client Users 24 hours a day, 7 days a week, 365 days a year, in English, and operate at all times in accordance with the Statement of Work in the Client's operational environment described in the bid solicitation.

The term "**Client User**" refers to the employees of the Government of Canada, the Minister's office and staff, and other individuals authorized by the Client to perform services in relation to the business and affairs of the Client, including public servants from other departments and contractors or consultants performing work for the Client from time to time. Although Canada may make the Software Solution available to any or all of the Clients, this bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.

- 1.2.2 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

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Agreement (CPanFTA) if it is in force, the Canada-European Union Comprehensive Economic and Trade Agreement (CETA) and the Canadian Free Trade Agreement (CFTA).

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.

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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) (<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.
- (c) The 2003 (2018-05-22) 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 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - (i) Delete: 60 days
 - (ii) Insert: 365 days
- (e) The 2003 standard instructions is amended as follows:
 - Section 5, entitled Submission of bids, is amended as follows:
 - subsection 1 is deleted entirely and replaced with the following: "Canada requires that each bid, at solicitation closing date and time or upon request from the Contracting Authority, for example in the case of epost Connect service, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with the section entitled Joint venture."
 - subsection 2.d is deleted entirely and replaced with the following: "send its bid only to the specified Bid Receiving Unit of Public Works and Government Services Canada (PWGSC) identified in the bid solicitation, or to the address specified in the bid solicitation, as applicable;"
 - subsection 2.e is deleted entirely and replaced with the following: "ensure that the Bidder's name, return address and procurement business number, bid solicitation number, and solicitation closing date and time are clearly visible on the bid; and,"
 - Section 6, entitled Late bids, is deleted entirely and replaced with the following: "PWGSC will return bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in the section entitled Delayed bids. For bids submitted using means other than the Canada Post Corporation's epost Connect service, the bid will be returned. For bids submitted using Canada Post Corporation's epost Connect service, conversations initiated by the Bid Receiving Unit via the epost Connect service that contain access, records and information pertaining to a late bid will be deleted."
 - Section 07, entitled Delayed bids, is amended as follows:
 - Subsection 1 is amended to add the following piece of evidence: "d. a CPC epost Connect service date and time record indicated in the epost Connect conversation activity."

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- Section 8, entitled Transmission by facsimile, is deleted and replaced by the following:

"Transmission by facsimile or by epost Connect"

1. Facsimile

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2. ePost Connect

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect service](https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send_a) provided by Canada Post Corporation (https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send_a).
- b. To submit a bid using epost Connect service, the Bidder must either:
 - 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, 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 is sending an email to the Bid Receiving Unit, the Bid Receiving Unit will then initiate an epost Connect conversation which will allow the Bidder to transmit its bid afterward at any time prior to the solicitation closing date and time. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access the message within the conversation, and the Bidder can reply to the email notification by transmitting its bid.
- 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 solicitation closing date and time.
- e. The email address of PWGSC Bid Receiving Unit in Headquarters is: TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca. The solicitation number must 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 address, they may use the Bid Receiving Unit address specified on page 1 of 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 or incomplete bid;
 - ii. availability or condition of the epost Connect service;

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- 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.

A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with the section entitled Submission of bids."

2.2 Submission of Bids

- (a) Bids must be submitted only to Public Works and Government Services Canada PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 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 FPS, 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.

"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](#)

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[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 FPS 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.

2.4 Enquiries - Bid Solicitation

- (a)** All enquiries must be submitted in writing to the Contracting Authority no later than 15 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

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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 questions or may request that the Bidder do so, so that the proprietary nature of the question 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.

2.5 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.

Note to Bidders: Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of its 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 Improvement of Requirement during Solicitation Period

Should bidders consider that the Statement of Work in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

2.7 Volumetric Data

The data related to a number of Users 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 Solution and services 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

- 3.1.1 (a)** If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid

Section II: Financial Bid

Section II: Certifications

If the Bidder is simultaneously providing a hard copy of the bid using another acceptable delivery method, and if there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the soft copy will have priority over the wording of the hard copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

- (b)** If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows: Canada requests that Bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (2 hard copies and 1 soft copy on USB key)

Section II: Financial Bid (1 hard copy and 1 soft copy on USB key)

Section III: Certifications (1 hard copy)

3.1.2 Format for Bid:

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation;
- (c) 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
- (d) include a table of contents.

- 3.1.3 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:

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

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- b) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.

3.1.4 Submission of Only One Bid:

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, Canada will choose in its discretion which bid to consider.

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:

- (i) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- (ii) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
- (iii) 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
- (iv) 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.
- (v) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

3.1.5 Joint Venture Experience:

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.

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, 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.

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

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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 submitted 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.

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) In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- b) The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- c) The technical bid consists of the following:
 - (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form – Form 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) **Response to Annex B – Technical Evaluation Criteria**
 - (iii) **Description of the Bidder's Maintenance and Support Services:** The Bidder must include a description of its maintenance and support services for software, which must be consistent with all the requirements described in the Resulting Contract Clauses, including the Statement of Work. At a minimum, the Bidder must describe its:
 - a) Problem reporting and response procedures;
 - b) Escalation procedures; and
 - c) On-site support availability.

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d) The Bidder may also describe any other information it considers relevant.

(v) **Customer Reference Contact Information:**

The Bidder must provide customer references, as required in Annex B – Technical Evaluation Criteria, under Mandatory Criteria M1.

The form of question to be used to request confirmation from customer references is as follows:

[Sample Question to Customer Reference: "Has [the bidder] provided your organization with [describe the good and/or services and, if applicable, describe any required time frame within which those goods and/or services must have been provided]?"

____ Yes, the bidder has provided my organization with the goods and/or services described above.

____ No, the bidder has not provided my organization with the goods and/or services described above.

____ I am unwilling or unable to provide any information about the goods and/or services described above.]

For each customer reference, the Bidder must, at a minimum, provide the name and e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the goods and/or services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

(vi) **List of Proposed Software:**

The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed Software Solution.

3.3 Section II: Financial Bid

a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex C. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

b) **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.

c) **Exchange Rate Fluctuation**

C3011T (2013-11-06), Exchange Rate Fluctuation

d) **Electronic Payment of Invoices – Bid**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex D Electronic Payment Instruments, to identify which ones are accepted.

If Annex D Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required under Part 5.

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 Canada will evaluate the bids.

4.1.1 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.

4.1.2 Requests for Further Information: If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:

- a) verify any or all information provided by the Bidder in its bid; or
- b) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.

4.1.3 Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

(a) Mandatory Technical Criteria:

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.

The mandatory technical criteria are described in Annex B – Technical Evaluation Criteria.

(b) Point-Rated Technical Criteria:

Each bid that meets the Mandatory Technical Criteria 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. The point-rated technical criteria are described in Annex B – Technical Evaluation Criteria. For greater clarity, this stage of the evaluation process will evaluate the elements contained in the bidder's technical bid. Bids that do not comply with the minimum pass marks

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stipulated in Annex B – Technical Evaluation Criteria will be declared non-responsive and be disqualified

(c) Software Usability Demonstration (Usability Demo)

- (i) Each compliant Bidder will be invited to participate in a one-on-one Software Usability Demonstration session. The purpose of the demonstration session is to evaluate and score the usability of the proposed PRMS in terms of the ease of configuration and user friendliness.
- (ii) Compliant Bidders will be given no less than five (5) business days' notice of the Software Usability Demonstration date. The Software Usability Demonstration will be conducted at a location of Canada's choosing in the National Capital Region or via Webex. Demonstrations will be at the Bidder's expense and are expected to last no more than four hours per Bidder.
- (iii) The Software Usability Demonstration notification package will be issued via email and will detail the requirements and guidelines for the session. Bidders will be required to demonstrate the proposed PRMS in accordance with the scenarios set-out in the notification package.
- (iv) A Software Usability Demonstration score, out of 150 points, will be determined for each Bidder as follows:

Software Usability Demonstration Scenario	Maximum Points
Scenario #1	10
Scenario #2	40
Scenario #3	40
Scenario #4	40
Scenario #5	20
Total	150

- (v) Each of the five scenarios demonstrated will be evaluated separately in accordance with the criteria that follows:

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Software Usability Demonstration Scenario #1	
Evaluation Criteria	Evaluation Finding
1. Intuitive Design and Navigation – The PRMS design follows well established patterns and common navigation methods that can be easily learned and are memorable (e.g. right click, swipe).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Continuity of Design – The PRMS design patterns are consistently applied to user interfaces across the solution.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
3. Responsive - The PRMS requirements for input or reaction to input are clear and consistent by providing appropriate and meaningful feedback (e.g. Errors, notifications, messages, indicators).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Effective – Every element on the PRMS interface fulfills a purpose and/or facilitates engagement.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Efficient – The PRMS system allows the user to complete the intend task with a minimal amount navigation.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
Scoring Guide	
<ul style="list-style-type: none"> • 10 points – Excellent. 5 (out of 5) criteria demonstrated; • 7.5 points – Very Good. 4 (out of 5) criteria demonstrated; • 5 points – Acceptable. 3 (out of 5) criteria demonstrated; or • 0 points – Unacceptable. 2, or fewer, (out of 5) criteria demonstrated. 	

Software Usability Demonstration Scenario #2	
Evaluation Criteria	Evaluation Finding
1. Intuitive Design and Navigation – The PRMS design follows well established patterns and common navigation methods that can be easily learned and are memorable (e.g. right click, swipe).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Continuity of Design – The PRMS design patterns are consistently applied to user interfaces across the solution.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
3. Responsive - The PRMS requirements for input or reaction to input are clear and consistent by providing appropriate and meaningful feedback (e.g. Errors, notifications, messages, indicators).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Effective – Every element on the PRMS interface fulfills a purpose and/or facilitates engagement.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Efficient – The PRMS system allows the user to complete the intend task with a minimal amount navigation.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
Scoring Guide	
<ul style="list-style-type: none"> • 40 points – Excellent. 5 (out of 5) criteria demonstrated; • 30 points – Very Good. 4 (out of 5) criteria demonstrated; • 20 points – Acceptable. 3 (out of 5) criteria demonstrated; or • 0 points – Unacceptable. 2, or fewer, (out of 5) criteria demonstrated. 	

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Software Usability Demonstration Scenario #3	
Evaluation Criteria	Evaluation Finding
1. Intuitive Design and Navigation – The PRMS design follows well established patterns and common navigation methods that can be easily learned and are memorable (e.g. right click, swipe).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Continuity of Design – The PRMS design patterns are consistently applied to user interfaces across the solution.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
3. Responsive - The PRMS requirements for input or reaction to input are clear and consistent by providing appropriate and meaningful feedback (e.g. Errors, notifications, messages, indicators).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Effective – Every element on the PRMS interface fulfills a purpose and/or facilitates engagement.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Efficient – The PRMS system allows the user to complete the intend task with a minimal amount navigation.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
Scoring Guide	
<ul style="list-style-type: none"> • 40 points – Excellent. 5 (out of 5) criteria demonstrated; • 30 points – Very Good. 4 (out of 5) criteria demonstrated; • 20 points – Acceptable. 3 (out of 5) criteria demonstrated; or • 0 points – Unacceptable. 2, or fewer, (out of 5) criteria demonstrated. 	

Software Usability Demonstration Scenario #4	
Evaluation Criteria	Evaluation Finding
1. Intuitive Design and Navigation – The PRMS design follows well established patterns and common navigation methods that can be easily learned and are memorable (e.g. right click, swipe).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Continuity of Design – The PRMS design patterns are consistently applied to user interfaces across the solution.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
3. Responsive - The PRMS requirements for input or reaction to input are clear and consistent by providing appropriate and meaningful feedback (e.g. Errors, notifications, messages, indicators).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Effective – Every element on the PRMS interface fulfills a purpose and/or facilitates engagement.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Efficient – The PRMS system allows the user to complete the intend task with a minimal amount navigation.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
Scoring Guide	
<ul style="list-style-type: none"> • 40 points – Excellent. 5 (out of 5) criteria demonstrated; • 30 points – Very Good. 4 (out of 5) criteria demonstrated; • 20 points – Acceptable. 3 (out of 5) criteria demonstrated; or • 0 points – Unacceptable. 2, or fewer, (out of 5) criteria demonstrated. 	

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Software Usability Demonstration Scenario #5	
Evaluation Criteria	Evaluation Finding
1. Intuitive Design and Navigation – The PRMS design follows well established patterns and common navigation methods that can be easily learned and are memorable (e.g. right click, swipe).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
2. Continuity of Design – The PRMS design patterns are consistently applied to user interfaces across the solution.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
3. Responsive - The PRMS requirements for input or reaction to input are clear and consistent by providing appropriate and meaningful feedback (e.g. Errors, notifications, messages, indicators).	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
4. Effective – Every element on the PRMS interface fulfills a purpose and/or facilitates engagement.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
5. Efficient – The PRMS system allows the user to complete the intend task with a minimal amount navigation.	Demonstrated criteria: <input type="checkbox"/> Yes <input type="checkbox"/> No
Scoring Guide	
<ul style="list-style-type: none"> • 10 points – Excellent. 5 (out of 5) criteria demonstrated; • 7.5 points – Very Good. 4 (out of 5) criteria demonstrated; • 5 points – Acceptable. 3 (out of 5) criteria demonstrated; or • 0 points – Unacceptable. 2, or fewer, (out of 5) criteria demonstrated. 	

- (vi) Bidders are required to achieve a Minimum Pass Mark of 50% (75 points) for the Software Usability Demonstration. Only Bidders that meet the minimum pass mark will be considered compliant and move to the next phase in the evaluation process.

(d) Reference Checks for Top-Ranked Bid:

Canada will at its discretion conduct reference checks of the top-ranked bid (identified after the financial evaluation). For reference checks, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by the Bidder within a 48-hour period using the e-mail address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.

On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.

Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.

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Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

Whether or not to conduct reference checks is discretionary.

(e) Proof of Proposal Test for Top-Ranked Bid:

- (i) Through the Proof of Proposal (PoP) test, Canada will at its discretion test the proposed Software in the top-ranked bid (identified after the financial evaluation) to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex A – Statement of Work. The PoP test will take place at a site in the National Capital Region, provided by Canada that recreates the technical environment described in Annex A – Statement of Work, or the PoP test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in Annex A – Statement of Work (it is within the Contracting Authority's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoP test.
- (ii) After being notified by the Contracting Authority, the Bidder will be given a maximum of 7 working days to start the installation of the proposed software. The installation must be completed and functional within 5 working days of the Bidder starting the installation (7.5 hrs/day during normal working hours, to be determined by the Contracting Authority). Canada will then conduct the PoP test. Up to 2 representatives of the Bidder may be present during the PoP test. The representative(s) named in the bid to provide technical support during the PoP test should be available by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable. Once the Pop test has begun, it must be completed within 10 working days.
- (iii) Canada will document the results of the PoP Test. If Canada determines that the proposed software does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test. If the Bidder's score is reduced as a result of the PoP test, Canada will reassess the ranking of all bidders.
- (iv) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software for testing and evaluation purposes.
- (v) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web

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site, the Contracting Authority will verify that i) the files were commercially released to the public before the bid closing date; ii) the files do not include new releases or versions of the software; iii) the files belong to software components identified in the technical bid; and iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP test.

4.3 Financial Evaluation

- (a) The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders.

(b) 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.

(c) Ranking of Bids

The top ranked bid will be determined based on the highest responsive combined rating of technical merit and price.

55% weightage will be given to the technical bid, 15% weightage will be given to the Software Usability Demonstration and 30% weightage will be given to the financial bid as per the following formula:

$(\text{Points received for point-rated requirements} \div \text{Maximum score possible}) \times 55\% = \text{Total 1}$

$(\text{Points received for Software Usability Demonstration} \div \text{Maximum score possible}) \times 15\% = \text{Total 2}$

$(\text{Lowest Total Bid Price} \div \text{Total Bid Price of the bid being ranked}) \times 30\% = \text{Total 3}$

(Total 1) + (Total 2) + (Total 3) = Combined Rating of Technical Merit and Price.

The top ranked responsive bid will be determined based on the proposal which has met all mandatory criteria and offers the Highest Responsive Combined Rating of Technical Merit and Price as calculated above.

4.4 Basis of Selection

- (a) To be declared responsive, a bid must:
- (i) comply with the requirements of the bid solicitation; and,
 - (ii) meet all mandatory evaluation criteria.
- (b) The responsive bid with the highest combined rating of technical merit and price must also successfully pass the Proof of Proposal Test.
- (c) The responsive bid with the highest combined rating of technical merit and price that has also successfully passed the Proof of Proposal test will be recommended for award of a contract.
- (d) 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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- (e) If more than one bidder is ranked first because of identical overall scores, then the Bidder with the best technical score will become the top-ranked Bidder.

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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. 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 the 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 Required with Bid

Bidders must submit the following duly completed certifications as part of their bid.

(a) Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, the completed Declaration Form, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

(a) Integrity Provisions – List of Names (Form 4)

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

(b) 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\)](#) - Labour's website.

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](#)" 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](#)" list during the period of the Contract.

(c) Bidder Certifies that All Software is "Off-the-Shelf"

Any software bid to meet this requirement must be "off-the-shelf" (unless otherwise stated in this bid solicitation), meaning that each item of equipment and software is commercially

Solicitation No. – N° de l'invitation 59017-180013/001/XL	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur 113XL
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the software bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that all the equipment and software bid is off-the-shelf.

(d) Software Publisher Certification and Software Publisher Authorization

If the Bidder is the Software Publisher for any of the proprietary software products it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation. Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

Any Bidder that is not the Software Publisher of all the proprietary software products proposed in its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation. Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders/Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

In this bid solicitation, "Software Publisher" means the owner of the copyright in any software products proposed in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Requirement

(a) _____ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes:

- (i) granting a perpetual license to use the Licensed Software described in the Contract;
- (ii) 12 month warranty;
- (iii) providing the Software Documentation in English and in an electronic format;
- (iv) providing maintenance and support for the Licensed Software during the Software Support Period;

to one or more locations to be designated by Canada, including locations in areas subject to any of the Comprehensive Land Claims Agreements.

(b) **Client:** The initial Client is the **Office of Superintendent of Financial Institutions (OSFI)**. However, the Contracting Authority can add additional Clients from time to time, which may include any department or Crown corporation as described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act.

(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 or Technical Authority, 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. Also, the following words and expressions have the following meanings:

any reference to a "**deliverable**" or "**deliverables**" includes the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract not sold or transferred).

6.2 Optional Goods and/or Services

(a) The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at the Annex C of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.

(b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

6.3 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) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

(a) General Conditions:

2030 (2018-06-21), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

(b) Supplemental General Conditions:

The following Supplemental General Conditions:

4003 (2010-08-16), Supplemental General Conditions - Licensed Software;

4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

apply to and form part of the Contract.

6.4 Security Requirement

(a) There is no security requirement applicable to this Contract.

6.5 Contract Period

6.5.1 Contract Period: The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- a) The "Initial Contract Period", which begins on the date the Contract is awarded and ends one (1) year later; and
- b) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

6.5.2 Option to Extend the Contract:

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 9 additional one (1) year period(s) 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 Annex C, the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 5 calendar days 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.

6.6 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Name:	Hong Xu
Title:	Supply Specialist
Organization	Public Works and Government Services Canada Acquisitions Branch
Directorate:	Software and Shared Systems Procurement Directorate
Address:	Terrasses de la Chaudière 10 Wellington Street Gatineau, Quebec K1A 0H4

Telephone: 613-720-7742
E-mail address: Hong.Xu@tpsgc-pwgc.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

(To be inserted at Contract Award)

Telephone: _____
Facsimile: _____
E-mail address: _____

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) Contractor's Representative

(To be inserted at Contract Award)

6.7 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.

6.8 Payment

(a) Basis of Payment

(i) Licensed Software: For the perpetual license(s) to use the Licensed Software (including delivery, Warranty Protection, installation, integration and configuration of the Licensed Software and the Software Documentation), in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex C, (FOB destination), including all customs duties, Applicable Taxes extra. The firm prices include the warranty during the Software Warranty Period and maintenance and support during the Software Support Period (including for any additional licenses purchased during the Contract Period).

(ii) Maintenance and Support for Licensed Software: For maintenance and support services throughout the Software Support Period, in accordance with the Contract, Canada will pay the Contractor, in advance, the firm price(s) set out in Annex C, (FOB destination), including all customs duties, Applicable Taxes extra.

(iii) Optional Additional Software Licenses: For additional perpetual licenses for additional Users to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price per user set out in Annex C, (FOB destination), including all customs duties, Applicable Taxes extra.

For Software Maintenance and Support on additional Software Licenses: In order to provide for a common termination date for the Software Maintenance and Support Services, Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the common Maintenance termination date (in order to

reflect the fact that maintenance and support services will only be provided for those licenses for a partial year). In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.

(iv) Optional Software Support: If Canada exercises its option to extend the Software Support Period, Canada will pay the Contractor the firm annual price set out in Annex C, (FOB destination), including all customs duties, Applicable Taxes extra.

(vi) 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.

(vii) Purpose of Estimates: All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

(b) Limitation of Price

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

(c) Method of Payment - Multiple Payments

H1001C (2008-05-12), Multiple Payments

(d) Method of Payment - Advance Payment

Canada will pay the Contractor in advance for the software maintenance and support services if:

- (i) An accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (ii) All such documents have been verified by Canada.
- (iii) Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

(e) Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

(f) Electronic Payment of Invoices – Contract

(Contracting officers will include in the contract Electronic Payment Instruments accepted by the contractor, as identified in its bid and renumber accordingly.)

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

6.9 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.
- (c) By submitting invoices (other than for any items subject to an advance payment), 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 the original of each invoice to the Technical Authority, and a copy to the Contracting Authority.

6.10 Certifications

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, or fails to provide the additional information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.11 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.

6.12 Applicable Laws

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

6.13 Priority of Documents

If there is a discrepancy between the wordings 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 Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
 - 4003 – Licensed Software;
 - 4004 – Maintenance and Support Services for Licensed Software;
- (c) general conditions (2030) (2018-06-21 General Conditions – Higher Complexity – Goods);
- (d) Annex A, Statement of Work
- (e) Annex B, Technical Evaluation Criteria
- (f) Annex C, Basis of Payment; and
- (g) the Contractor's bid dated _____ (insert date of bid) (If the bid was clarified or amended, insert the time of contract award), as clarified on _____ "or" as amended on _____ (insert date(s) of clarification(s) or amendment(s) if applicable), not including any

software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

6.14 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*

6.15 Foreign Nationals (Foreign Contractor)

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

6.16 Insurance Requirements

- (a) SACC Manual clause G1005C (2016-01-28) Insurance Requirements

6.17 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:
 - (1) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (2) physical injury, including death.
- 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 its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its 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) (1) 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:

- (1) 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
- (2) 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 by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.25 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 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).

6.18 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: _____.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

_____ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the Contract;

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

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.

6.19 Licensed Software

- (a) With respect to the provisions of Supplemental General Conditions 4003:

(i) Licensed Software	The Licensed Software, which is defined in 4003, includes all the products offered by the Contractor in its bid, and any other software code required for those products to function in accordance with the Software Documentation and the Specifications, including without limitation all of the _____ following _____ products: _____ [this information will be completed at contract award using information in the Contractor's bid]
(ii) Type of License being Granted	Perpetual User License
(iii) Number of Licenses	750

(iv) Option to Purchase Additional Licenses for Additional Users	<p>The Contractor grants to Canada the irrevocable option to purchase additional user licenses at the price set out in Annex C on the same terms and conditions as the initial User licenses granted under the Contract. This option may be exercised at any time during the Contract Period, as many times as Canada chooses. This option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.</p> <p><i>For Software Maintenance and Support on additional Software Licenses:</i> In order to provide for a common termination date for the Software Maintenance and Support Services, Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the common Maintenance termination date (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year). In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.</p>
(v) Language of Licensed Software	The Licensed Software must be delivered in both English and Canadian French.
(vi) Media on which Licensed Software must be Delivered	Internet download.
(vii) Software Warranty Period	<p>12 months.</p> <p>During the Warranty Period the Contractor shall meet its warranty obligations at no cost to Canada. The Contractor's obligations under the Maintenance and Support Services for Licensed Software of this Contract are in addition to and not in substitution for the Contractor's obligations during the Warranty Period.</p>

6.20 Licensed Software Maintenance and Support

(a) With respect to the provisions of Supplemental General Conditions 4004:

Software Support Period	The Software Support Period is the Initial Contract Period.
Maintenance Releases:	Include all commercially available enhancements, extensions, improvements, upgrades, updates, releases, versions, renames, rewrites, cross-grades, components and back grades and other modifications to the Licensed Software made commercially available.

Software Support Period when Additional Licenses added during Contract Period	For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
Option to Extend Software Support Period	The Contractor grants to Canada the irrevocable option(s) to extend the Software Support Period by 9 additional one-year periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in Annex C. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
Contact Information for Accessing the Contractor's Support Services	In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following: Toll-free Telephone Access: _____ Toll-free Fax Access: _____ Email Access: _____ The Contractor must respond to all telephone, fax or email communications (with a live service agent) within 60 minutes of the initial time of the Client or User's initial communication. Note to Bidders: to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids.
Website	In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet. To do so, the Contractor must include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address for web support is _____. [Note to Bidders: to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids].
Language of Support Services	The Support Services must be provided in English.

(b) On-going Maintenance of Software Code: The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e., the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for at least 2 years from the date the Contract is awarded. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide upgrades to the Licensed Software as part of the Software Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

6.21 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.
- (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.

6.22 Representations and Warranties

The Contractor made statements regarding its experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. 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, 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.

6.23 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.

6.24 Termination for Convenience

Notwithstanding the Termination for Convenience provisions contained at Section 32 of 2030 - General Conditions - Higher Complexity - Goods, the parties agree that in the event of termination of services for the convenience of Canada for which an advance payment has been made, charges up to the date of termination will be calculated on a prorata basis of a twelve month year and a thirty day month. The Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1 ¼ percent per annum.

ANNEX A - STATEMENT OF WORK

As attached.

ANNEX B – TECHNICAL EVALUATION CRITERIA

AS ATTACHED

ANNEX C - BASIS OF PAYMENT

<div>TABLE 1</div> <div>PERPETUAL LICENSED SOFTWARE DURING INITIAL CONTRACT PERIOD (1 Year)</div> <div>(Price includes 12-month Warranty, Maintenance and Support Services for 750 Perpetual Software User Licenses and Software Documentation)</div> <div>FIRM ALL-INCLUSIVE LOT PRICE (CAD \$)</div>			
ITEM # (A)	DESCRIPTION (B)	UNIT OF MEASURE (C)	ALL-INCLUSIVE LOT PRICE (D)
1	For the provision of 750 Perpetual Software User Licenses to use the Software Solution during the Initial Contract Period (1 year)	Price per Lot	\$_____
2	TOTAL FOR EVALUATION PURPOSES (Sum of Item 1, Column D):		\$_____
Note 1: Canada will initially purchase 750 Perpetual Software User Licenses.			

TABLE 2 – OPTIONAL YEARS
SOFTWARE MAINTENANCE AND SUPPORT SERVICES
Firm Annual Percentage %

<u>Item #</u> (A)	<u>DESCRIPTION</u> (B)	<u>Firm Annual Percentage</u> (C)	<u>Estimated amounts paid for Perpetual Software User Licenses fee, for each option year after the Initial Contract Period.</u> (D)	<u>Number of Optional Years</u> (E)	<u>Extended Price for Evaluation Purposes</u> (F) = (C X D X E)
1	<p>Firm annual percentage rate for the provision of annual Software Maintenance and Support Services on Perpetual Software User Licenses owned by Canada, for each option year after the Initial Contract Period.</p> <p>The amounts paid for Perpetual Software User Licenses fee will be multiplied by the Firm Percentage Rate to determine the annual fee payable for Software Maintenance and Support Services. This rate applies for the duration of all Option Years, if Canada exercises these options.</p>	_____ %	Column D from Table 1 above	9	_____ \$

TOTAL FOR EVALUATION PURPOSES (Sum of Item 1, Column F):

\$ _____

Note 2: For Software Maintenance and Support on additional Software Licenses: In order to provide for a common termination date for the Software Maintenance and Support Services, Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the common Maintenance termination date (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year). In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.

Note 3: Canada may exercise the option to acquire Software Maintenance and Support Services for any number of Licenses, and will not be obligated to acquire or renew Software Maintenance and Support Services for all of the Licenses purchased under the Contract. In the event that Canada does not require Software Maintenance and Support Services for all of the Licenses acquired under the Contract, the price for Software Maintenance and Support will be calculated by multiplying the price paid for Licensed Software by the percentage in Column C (above), dividing this number by the number of Licenses acquired under the Contract, and multiplying it by the number of Licenses for which Software Maintenance and Support Services are required.

TABLE 3 OPTIONAL FOR ADDITIONAL USER LICENSES DURING THE INITIAL CONTRACT PERIOD AND ALL OPTION PERIODS				
ITEM # (A)	DESCRIPTION (B)	COST PER ADDITIONAL USER (C)	ESTIMATED NUMBER OF USERS (for evaluation purposes) (D)	EXTENDED PRICE (for evaluation purposes) (E) = (C X D)
1	For the provision of each additional one (1) Perpetual Software User Licenses to use the Software Solution during the Initial Contract Period And All Option Periods	\$_____	100	\$_____
TOTAL FOR EVALUATION PURPOSES (Sum of Item 1, Column E):				\$_____
Note 4: Canada will issue amendments to acquire additional user licenses in whichever amount necessary (if any).				

TABLE 4 CALCULATION OF TOTAL BID PRICE		
ITEM # (A)	DESCRIPTION (B)	TOTAL EVALUATED PRICE PER TABLE (C)
1	Table 1 – Perpetual Licensed Software (Initial Requirement for Licensed Software)	Total of Table 1
2	Table 2 – Optional Software Maintenance and Support Services	Total of Table 2
3	Table 3 - Optional additional Perpetual Software User Licenses to use the Software Solution during the Initial Contract Period and All Option Periods	Total of Table 3
4	TOTAL BID PRICE FOR EVALUATION PURPOSES	(Sum of Column C, Items 1-3)

ANNEX D to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ VISA Acquisition Card;
- ☐ MasterCard Acquisition Card;
- ☐ Direct Deposit (Domestic and International);
- ☐ Electronic Data Interchange (EDI);
- ☐ Wire Transfer (International Only);
- ☐ Large Value Transfer System (LVTS) (Over \$25M)

BIDDER FORMS

FORM 1– BID SUBMISSION FORM

Bidder's full legal name <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name:	
	Title:	
	Address:	
	Telephone #:	
	Fax #:	
	Email:	
Bidder's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> <i>[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.]</i>		
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".	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>	

	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>	
Licensed Software Maintenance and Support: <i>(Contracting Authority should only insert when supplemental General Conditions 4004 has been inserted in Part 7).</i>	Toll-free Telephone Access:	
	Toll-Free Fax Access:	
	E-Mail Access:	
	Website address for web support:	
<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 products 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; and4. 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	<hr/>	

FORM 2– SOFTWARE PUBLISHER CERTIFICATION FORM

Software Publisher Certification Form (to be used where the Bidder itself is the Software Publisher)
The Bidder certifies that it is the software publisher of all the following software products and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada pursuant to the terms set out in the resulting contract:
<hr/>
<hr/>
<hr/>
<hr/>
<i>[Bidders should add or remove lines as needed]</i>

FORM 3 – SOFTWARE PUBLISHER AUTHORIZATION FORM

Software Publisher Authorization Form
(to be used where the Bidder is not the Software Publisher)

This confirms that the software publisher identified below has authorized the Bidder named below to license its proprietary software products under the contract resulting from the bid solicitation identified below. The software publisher acknowledges that no shrink-wrap or click-wrap or other terms and conditions will apply, and that the contract resulting from the bid solicitation (as amended from time to time by its parties) will represent the entire agreement, including with respect to the license of the software products of the software publisher listed below. The software publisher further acknowledges that, if the method of delivery (such as download) requires a user to "click through" or otherwise acknowledge the application of terms and conditions not included in the bid solicitation, those terms and conditions do not apply to Canada's use of the software products of the software publisher listed below, despite the user clicking "I accept" or signalling in any other way agreement with the additional terms and conditions.

This authorization applies to the following software products:

[Bidders should add or remove lines as needed]

Name of Software Publisher (SP) _____

Signature of authorized signatory of SP _____

Print Name of authorized signatory of SP _____

Print Title of authorized signatory of SP _____

Address for authorized signatory of SP _____

Telephone no. for authorized signatory of SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

FORM 4 - LIST OF NAMES FORM

In accordance with Part 5, Article 5.2, (a) – Integrity Provision – List of Names, please complete the Form below.

Complete Legal Name of Company	
Company's address	
Company's Procurement Business Number (PBN)	
Solicitation number	
Board of Directors (Use Format – first name last name)	
Or put the list as an attachment	
1. Director	
2. Director	
3. Director	
4. Director	
5. Director	
6. Director	
7. Director	
8. Director	
9. Director	
10. Director	
Other members	

Solicitation No. - N° de l'invitation
59017-180013/001/XL
Client Ref. No. - N° de réf. du client

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

Buyer ID - Id de l'acheteur
113XL
CCC No./N° CCC - FMS No./N° VME

Comments

Planning and Resource Management Software

for

**Office of the Superintendent of Financial
Institutions (OSFI)**

Statement of Work (SOW)

v7

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1. INTRODUCTION

The Office of the Superintendent of Financial Institutions (OSFI) has a requirement for a commercial off the shelf (COTS) Planning and Resource Management Software Solution (PRMSS) to replace an existing 'end of life' time reporting application and a custom-developed planning application. The planning capabilities of the solution will initially be implemented to support OSFI's Supervision sectors, and may be deployed in the future to the rest of OSFI, who currently use manual planning methods. The required PRMSS must be integrated, or work with, Microsoft Dynamics 365 for Customer Engagement (Dynamics CRM) to extend the functionality of Dynamics CRM. The new PRMSS will be deployed on premise at OSFI.

The detailed software products) requirements are set-out in section 3 of this SOW and the associated Attachments 1 and 2.

2. BACKGROUND

2.1 Office of the Superintendent of Financial Institutions (OSFI)

OSFI is an independent agency of the Government of Canada, established in 1987 to contribute to the safety and soundness of the Canadian financial system. OSFI supervises and regulates federally registered banks and insurers, trust and loan companies, as well as private pension plans subject to federal oversight. OSFI does not manage the daily operations of financial institutions or private pension plans but OSFI plays an important oversight role in ensuring that the risk management processes of the institution are prudent.

OSFI's responsibilities include:

- **Risk assessment and intervention** - OSFI supervises and regulates financial institutions – including banks, trust companies and insurance companies – to determine whether they are in sound financial condition and are complying with their governing statute law and supervisory requirements. OSFI promptly advises the management and board of directors of a financial institution if there are any concerns, and works with management and boards as they implement corrective measures.
- **Regulation and guidance** - OSFI promotes the adoption by financial institutions of policies and procedures designed to control and manage risk. In doing so, OSFI balances the goals of safety and soundness with the need for institutions to operate within a competitive marketplace.
- **Approvals and precedents** - OSFI provides regulatory approvals for certain types of financial institution transactions, as specified by legislation. In situations requiring the approval of the Minister of Finance, OSFI provides the Minister with reasoned and prudent advice based on relevant legislation and regulation.
- **Private Pension Plan Supervision** - OSFI supervises private pension plans covering employees who work in federally regulated areas of employment to determine whether the plans meet minimum funding requirements and are complying with legislative and supervisory requirements. OSFI promptly advises the administrator of a pension plan when problems are identified, and works with the administrator to ensure the necessary corrective measures are taken as rapidly as possible.

Additional information about OSFI can be found at www.osfi-bsif.gc.ca .

2.2 Supervision Technology & Tools Renewal (STTR) Project

OSFI undertook the STTR Project to improve the efficiency of OSFI's supervisory processes in meeting its mandate of assessing the safety and soundness of federally regulated financial institutions and developing sound risk assessments. More specifically, the STTR Project and implementation of the resulting system, referred to as "Vu", is expected to:

- Eliminate unnecessary duplication and manual activities in existing supervision processes;
- Improve the quality and consistency of supervisory documentation;

- Improve planning and seek efficiencies in time management; and
- Enhance management reporting related to planning and managing resources.

The initial focus of the STTR Project was to conduct a detailed supervision business process review (BPR), identifying the challenges and gaps, and agreeing to a set of high level business requirements. OSFI subsequently conducted an options analysis which concluded that CRM technology provides the best overall fit with OSFI's business requirements, as well as the requirements for integration with OSFI's existing technology investments. Dynamics CRM was recommended as the core technology platform for the STTR System.

Following an Industry Research Initiative (IRI) to notify Industry of OSFI's intentions with respect to the STTR Project / System and solicit feedback regarding their experience with similar technology initiatives, the STTR Project received OSFI Business Council approval to proceed in November 2016.

A Request for Proposal (RFP) was issued in late 2017 to procure the services of a System Integrator (SI) for the STTR Dynamics CRM implementation as well as to supply and implement a Planning and Resource Management software solution to extend the Dynamics CRM functionality. After this combined procurement approach failed to yield a qualified bid, OSFI decided to separate the acquisition of Planning and Resource Management software and the procurement of the SI professional services into two distinct activities, a contract was awarded in mid-2018 for the required SI services. .

2.3 Electronic Time Reporting Project

Time reporting in OSFI serves the purposes of project costing, tracking and reporting, billing of cost recovery agreements and base assessments, and managing resource allocations more effectively. OSFI's current Time Reporting System (TRS) is an 18-year-old custom application that has reached end-of-life. In addition, while the STTR Project will implement MS Dynamics 365 for Customer Engagement (Dynamics CRM) to deliver most of its requirements, there is also a need to modernize the PRM tools within the Supervision sectors with new software that would integrate easily with Dynamics CRM. OSFI has determined that these needs can be met through available COTS PRMSSs.

The PRMSS will replace the existing in-house TRS and support the STTR Project requirements. The ETR Project will be responsible for the implementation of the new PRMSS to support OSFI-wide time tracking and reporting. The STTR Project will retain responsibility for rollout of functionality required to support Supervision and the STTR Project, as well as any integration between Dynamics CRM and the new PRMSS.

2.4 Standard Technologies

The following table presents OSFI's current-state technology standards as approved by OSFI's Enterprise Architecture Council (EAC), as well as additional de facto standards that are emerging or that are currently in the EAC pipeline. It also includes key technology standards that are expected to be relevant for the PRMSS and is subject to change.

Technology Domain	Current Technology Standards
EDRMS	SharePoint 2013 SP1
	Office Web App Server for SP 2013
BI Reporting and Analytics	Cognos 11.0 (Analysis Studio, ReportNet)
	SQL Server Analysis Services (SSAS) 2016
	Power Pivot for Excel 2016
	Power Query for Excel 2016
Case Management	Microsoft Dynamics 365 for Customer Engagement On-Premises V9.0
RDBMS and Master Data Management	SQL Server Enterprise Edition 2016 SP1
	Microsoft Master Data Services (MDS) 2016
Data Integration (ETL)	SQL Server Integration Services (SSIS) 2016
Email	Microsoft Exchange Server 2016
Office Productivity	Microsoft Office Professional Plus 2016
	Microsoft Visio Premium 2016
Browser	Internet Explorer 11
	Google Chrome
Server Operating System	Windows Server 2016
Workstation Operating System	Windows 10 Enterprise V1709
Programming Languages/Frameworks	.Net 4.5
	(ASP.NET, C#.NET, Entity Framework, etc.)
	HTML5
	CSS 2
	JavaScript , for JavaScript compatibility with IE 11 refer to https://msdn.microsoft.com/en-us/library/s4esdbwz(v=vs.94).aspx

OSFI utilizes SharePoint 2013 for its EDRMS system. This system, referred to as “eSpace”, has an associated SOAP interface for interoperation with applications. OSFI also has a SharePoint 2016 farm that is used for other SharePoint applications and content management.

OSFI has a mature BI practice. OSFI's BI stack consists of a combination of Cognos tools with Microsoft's SSAS as the OLAP provider. OSFI currently has near-term projects on its IM/IT roadmap that will use Microsoft self-service BI capability, such as Power Pivot and Power Query, so a BI self-service capability is in play if needed.

Microsoft SSIS is OSFI's ETL tool of choice. OSFI has a Master Data Hub and a number of Enterprise Data Warehouses (EDWs) within its enterprise architecture. Recently, OSFI has adopted Microsoft's Master Data Services (MDS) to supplement capabilities provided by MDH and help OSFI's EIM and EA groups as well as select authorized users, manage and govern master data.

OSFI employs a number of mature SOAP and RESTful web-services that have been developed in-house using the Windows Communication Foundation (WCF) framework. The Microsoft Entity Framework is used for relational-to-OO mapping. Our programming language of choice is C#. A standard set of JavaScript frameworks has not been selected yet, but OSFI is exploring the use of frameworks that are promoted by Microsoft; namely, Angular 2 and KnockOut.

2.5 OSFI Roles

OSFI has a variety of roles that will utilize the PRMSS including:

- Power roles that will use the PRMSS to set up planning templates, define reports and dashboards, create groups, and define time reporting structures;
- Regular roles that will use the PRMSS to define and approve activities, and manage groups;
- Casual roles that will use the PRMSS to report time and effort against activities; and
- Product administrator roles that will use the PRMSS to configure the product settings.

3. PLANNING AND RESOURCE MANAGEMENT SOFTWARE REQUIREMENTS

3.1 Overview

OSFI's high-level business requirements for PRMSS include functionality in the areas of:

- Plan Administration
- Resource Capacity and Capability Management
- Activity Definition and Approval
- Resource Allocation
- Plan Change Management
- Prioritization
- Activity Tracking

OSFI uses Dynamics CRM as the core platform for the STTR solution, as such the required PRMSS must be integrated, or work with, Dynamics CRM to extend the functionality of Dynamics CRM.

The Contractor must provide a PRMSS that meets the detailed requirements as set-out in section 3.2 and its' associated Attachments 1 and 2. The software provided must be the most current version at the time of purchase.

3.2 Detailed Requirements

- a) The Contractor must provide perpetual software licenses for the PRMSS for an estimated 750 users, which includes all OSFI roles identified in section 2.5 above.
- b) The PRMSS must be from a single Software Publisher with a single user interface and common look and feel.
- c) The **Mandatory** Non-Functional Requirements, set out in Appendix 1 to this SOW, must be met by the current version of the PMSS.
- d) The **Mandatory** Functional Requirements, as set out in Appendix 2 to this SOW, must be met by the current version of the PRMSS with no change; only configuration changes; or with tailoring (defined in A., B., C., and D.) as follows:
 - A. The proposed PRMSS will fulfill the stated Functional Requirement upon installation with **no change** required; or
 - B. The proposed PRMSS will fulfill the stated Functional Requirement with **only configuration changes** required to reflect organizational features that do not change the basic functionality of the product required, where:
 - a) The required configuration change(s) is made using the administrative interface provided by the proposed software;
 - b) The required configuration change(s) can be completed by a GC Business User that has taken appropriate Vendor recommended non-technical training course;
 - c) The configuration activities are limited to the following types of changes or modifications to the proposed PRMSS:
 - i. Changes to labels, such as field names, button names, window names and menu item names;
 - ii. Changes to code table values, such as activity names, organization names and request types;
 - iii. Field additions and deletions on pre-existing windows;

- iv. Changes, additions and/or deletions to field edits; or
 - v. Business rule changes that can be implemented in a single statement;
- d) The required configuration activities do not include the following types of changes to the proposed PRMSS:
- i. Application code changes; or
 - ii. Business rule changes beyond changes and/or additions to simple business rules; and
- e) The required configuration change(s) is accomplished through the following types of activities or actions:
- i. Administrator selectable option;
 - ii. Clicking a button or a link;
 - iii. Launching a task or a service;
 - iv. Changing a configuration file;
 - v. Running a Wizard; or
 - vi. Filling out a form in an administration GUI.
- C. The proposed PRMSS will fulfill the stated Functional Requirement with tailoring changes, where:
- a) The required tailoring change(s) is made using the administrative interface provided by the proposed PRMSS;
 - b) The required tailoring change(s) requires the application of technical knowledge and skill that can be completed by a GC technical resource that has taken an appropriate Vendor recommended technical training course;
 - c) The tailoring activities are limited to the following types of changes or modifications to the proposed PRMSS :
 - i. Modifications to Aliases;
 - ii. Modifications to Headers and Footers;
 - iii. Modifications to Macros, Agents, Buttons and Links;
 - iv. Business rule changes and/or minor application code changes;
 - v. Work flow changes;
 - vi. Code table additions;
 - vii. Additions, changes and/or deletions of columns to pre-existing tables;
 - viii. Business rule changes and/or minor application code changes to utilize these table changes on pre-existing windows, and
 - ix. Changes to menu and/or window navigation.
 - d) The level of effort required to complete the required tailoring change(s) does not exceed one (1) day (where a day is defined as maximum 7.5 hours).
- Note:** “Level of Effort” includes the effort to complete the required change as well as testing and certification of the proposed change(s).
- D. The proposed PRMSS will fulfill the stated Functional Requirement with tailoring changes, where:
- a) The required tailoring change(s) is made using the administrative interface provided by the proposed PRMSS;
 - b) The required tailoring change(s) requires the application of technical knowledge and skill that can be completed by a GC technical resource that has taken an appropriate Vendor recommended technical training course;
 - c) The tailoring activities are limited to the following types of changes or modifications to the proposed software:
 - i. Modifications to Aliases;

- ii. Modifications to Headers and Footers;
 - iii. Modifications to Macros, Agents, Buttons and Links;
 - iv. Business rule changes and/or minor application code changes;
 - v. Work flow changes;
 - vi. Code table additions;
 - vii. Additions, changes and/or deletions of columns to pre-existing tables;
 - viii. Business rule changes and/or minor application code changes to utilize these table changes on pre-existing windows, and
 - ix. Changes to menu and/or window navigation.
- d) The level of effort required to complete the required tailoring change(s) does not exceed five (5) days (where a day is defined as maximum 7.5 hours).

Note: "Level of Effort" includes the effort to complete the required change as well as testing and certification of the proposed change(s).

- e) The Contractor must provide documentation in English, and if available in French, for the PRMSS including at a minimum the following:
- 1) Installation Guide
 - 2) Administration Guide
 - 3) User Guide
 - 4) Release Notes
 - 5) Performance Tuning and capacity planning guidance.
- f) The Contractor must provide Software Maintenance and Support for the PRMSS, including Software Error Correction Services; Maintenance Releases and Upgrades; and Support Service, in accordance with the contract.

ATTACHMENT 1: MANDATORY NON-FUNCTIONAL REQUIREMENTS

The PRMSS must meet each of the Non-Functional Requirements stipulated in the table below.

NFR #	Category	Mandatory Requirements
NFR-M-1	Usability	The PRMSS must deliver, enable and support the Graphical User Interface (GUI) functionality in both Official Languages of Canada, English and French, and allow users a choice of which official language they want to work in.
NFR-M-2	Usability	The PRMSS must allow text information to be entered in either English or French, with support for all French characters.
NFR-M-3	Standards Compliance	The PRMSS must operate in the OSFI enterprise environment as described in Section 2.4 of the Statement of Work.
NFR-M-4	Standards Compliance	The PRMSS must provide all user functionality primarily through both OSFI standard web browsers: 1) Microsoft Internet Explorer 11; and 2) Google Chrome
NFR-M-5	Mobility	The PRMSS must support access from Surface and Android mobile devices with the user interface optimized for mobile form factors.
NFR-M-6	Availability, Recoverability and Fault Tolerance	The architecture of the PRMSS must allow the software to be configured such that, in the event of a disaster, data loss is limited to a maximum of 24 hours.
NFR-M-7	Availability, Recoverability and Fault Tolerance	The PRMSS must enable authorized users to back-up and restore information on a scheduled or ad-hoc basis.
NFR-M-8	Availability, Recoverability and Fault Tolerance	The PRMSS architecture must be configurable for high availability and fault tolerance and not contain any single point of failure.
NFR-M-9	Availability, Recoverability and Fault Tolerance	The PRMSS must allow for addition/removal/replacement of instances for maintenance and upgrades while meeting the availability requirements, and support a process to handle system patching and upgrades with minimal service interruption. This includes the capability to easily migrate changes from environment to environment.
NFR-M-10	Availability, Recoverability and Fault Tolerance	The PRMSS architecture must allow for multiple backup and restore strategies that are dependent on: Data content, Metadata, code, web files & configuration data.
NFR-M-11	Security	All user activity in the PRMSS must be end-to-end auditable for tracking, troubleshooting and access control purposes.
NFR-M-12	Security	The PRMSS must be capable of recording and storing a minimum of 30 days of audit logs, or be capable of sending the security audit logs to a centrally managed third-party logging software (i.e. Security Information and Event Management (SIEM) software).
NFR-M-13	Security	The PRMSS must support single sign-on using standard Windows authentication mechanisms for internal systems.

NFR #	Category	Mandatory Requirements
NFR-M-14	Security	The PRMSS must not require end-users to have elevated system privileges.
NFR-M-15	Security	The PRMSS must not store or transmit user and service account passwords in clear text.
NFR-M-16	Security	All PRMSS components must be able to log activity information to allow for security monitoring tools to generate the security alerts and reports. (Subject to the limitations of the system and performance)
NFR-M-17	Security	The PRMSS's application/service and user accounts rights and permissions must be configurable to allow for separation of duties.
NFR-M-18	Security	If the PRMSS utilizes an SQL Server database; access to the database, either directly or through an application interface, must be done using Windows authentication mode, not SQL authentication.
NFR-M-19	Security	The PRMSS must support mutual authentication and encryption of network traffic between all server components.
NFR-M-20	Security	The PRMSS must support mutual authentication and encryption of network traffic (TLS1.2+) between server components and the client web browser.
NFR-M-21	Supportability	The PRMSS must provide administrative and support tools and procedures that support an availability objective of 99% availability between the hours of 7:00 AM EST to 8:00 PM EST, excluding planned maintenance windows.
NFR-M-22	Supportability	The PRMSS must provide logging capability, in a format that is able to be parsed.
NFR-M-23	Supportability	The PRMSS must have a published upgrade roadmap and patch management strategy that addresses compatibility with upgrades to other software (operating systems, middleware, etc.) that is required to operate the PRMSS.
NFR-M-24	Interoperability	The PRMSS must be able to consume RESTful and SOAP web services.
NFR-M-25	Interoperability	Data must be able to be loaded into the PRMSS using native functionality available in Microsoft SQL Server Integration Services, or using a Web Services layer.
NFR-M-26	Interoperability	<p>The PRMSS must be able to provide standard data interfaces for other OSFI systems to utilize when consuming data. Standard interfaces must include vendor-supported and documented SQL-based views or web services including:</p> <ul style="list-style-type: none"> i. The provision of data interfaces so that the data managed in the software can be made available to OSFI's standard BI tools for reporting and analytics; ii. The provision of data interfaces so that data managed in the software that is deemed to be master data can be made available for publishing within OSFI's Master Data Hub (MDH); and

NFR #	Category	Mandatory Requirements
		iii. The provision of interfaces so that any documents managed by the Planning and Resource Management software can be accessed for storage in OSFI's EDRMS.
NFR-M-27	Enterprise Information Management	The PRMSS must have the capability to identify personal information and implement controls to ensure that personal information is protected against unauthorized use or disclosure.
NFR-M-28	Enterprise Information Management	The PRMSS must allow for the collection of metadata that can be used to apply business rules for the purposes of, but not limited to: <ul style="list-style-type: none"> i. managing the retention and disposition of content, and ii. supporting data quality reviews.
NFR-M-29	Data Quality	The PRMSS must have capabilities that ensure integrity of data. For example, support for ACID transactions.
NFR-M-30	Data Quality	The PRMSS must provide a data dictionary to support the administration and configuration of the software.

ATTACHMENT 2: MANDATORY FUNCTIONAL REQUIREMENTS

The PRMSS must meet each of the Mandatory Functional Requirements stipulated in the table below, with no change; only configuration changes; or with tailoring as defined in section 3.2 c) above.

FR #	Category	Mandatory Requirements
FR-M-1	Plan Administration	The PRMSS must enable the user to define a plan which spans a specific period and is related to a set of activities.
FR-M-2	Plan Administration	The PRMSS must have the capability to develop multiple plans (e.g. for multiple fiscal years) concurrently.
FR-M-3	Plan Administration	The PRMSS must have the capability to set global planning constraints including but not limited to work days per year, weekends and holidays.
FR-M-4	Plan Administration	The PRMSS must have the capability to set planning constraints including but not limited to forecasted leave (vacation, other paid) vacancy, % of FTE to establish capacity by individual and across a group.
FR-M-5	Resource Capacity and Capability Management	The PRMSS must have the capability to add or remove a resource (internal or external) and update capacity accordingly.
FR-M-6	Resource Capacity and Capability Management	The PRMSS must have the capability to create user defined groups and use pre-defined groups from external data repositories.
FR-M-7	Resource Capacity and Capability Management	The PRMSS must have the capability to view availability and capacity by group and by individual.
FR-M-8	Resource Capacity and Capability Management	The PRMSS must have the capability to view and update activities in the plan to support scheduling and allocation of resources.
FR-M-9	Activity Definition and Approval	The PRMSS must have the capability to define proposed Activities with attributes.
FR-M-10	Activity Definition and Approval	The PRMSS must have the capability to set status for activities (e.g. approved, rejected, deferred, canceled) and provide justification for status.
FR-M-11	Resource Allocation	The PRMSS must have the capability to allocate resources and resource groups to approved or proposed activities.
FR-M-12	Activity Tracking	The PRMSS must have the ability to define reports based on any available planning attribute or constraint.
FR-M-13	Activity Tracking	The PRMSS must have the ability to use planned and reported effort against specified industries or clients in combination with planned and actual cost data from external data repositories to generate a cost allocation by industry or client.

ATTACHMENT 3: GLOSSARY OF ACRONYMS AND TERMS

Acronym / Term	Definition
GC	Government of Canada
Dynamics CRM	Refers to the Microsoft Dynamics CRM software suite of products.
SharePoint	Refers to the Microsoft SharePoint software suite of products
MS	Microsoft
FRFI	Federally Regulated Financial Institutions
Integrated with Dynamics CRM	A software that is “integrated with Dynamics CRM” is defined as an “app” or software that is built on the Dynamics CRM platform and made available through Microsoft’s AppSource online store or a similar mechanism.
Works with Dynamics CRM	A software product that “works with Dynamics CRM” is defined as a stand-alone product that provides industry standard interfaces (e.g. web services) that can be used to integrate the tool with Dynamics CRM.

TECHNICAL EVALUATION CRITERIA

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The Bidder must include in its Bid a response to each of the mandatory and point-rated technical evaluation criteria that follows.

1. Technical Evaluation Criteria

The evaluation team will utilize a consensus-based approach to conduct a multi-phase evaluation and selection process as follows:

- Phase 1: Evaluation of Mandatory Criteria
- Phase 2: Evaluation of Point Rated Criteria, Determination of Technical Bid Score & Verification of Minimum Pass Marks

Note: Bidders that meet the mandatory criteria (Phase 1) will be subject to the point-rated evaluation criteria (Phase 2). Bidders that do not meet the mandatory requirements will receive no further consideration

Technical Evaluation Criteria	Maximum Points	Minimum Pass Mark
R-1 Migration from On-premise to Cloud	50	
R-2 Integration with Dynamics CRM	100	
R-3 Point-Rated Functional Requirements	380	190 (50%)
R-4 Point-Rated Non-Functional Requirements	160	
Technical Bid Score (Total Points)	690	345 (50%)

2. Mandatory Evaluation Criteria

M-1 Corporate References, PRMS

M-1 Corporate References, PRMS	
<p>The Bidder must provide three Customer References that demonstrate the maturity of the proposed Planning and Resource Management software (PRMS).</p> <p>a) To be compliant, each of the three Customer References provided must:</p> <ul style="list-style-type: none"> i) Have been deployed to production and accepted by the client within five years preceding the issuance date of this RFP; ii) Have been deployed to support an organization with a minimum of 350 employees; and iii) The COTS Software Publisher (Planning and Resource Management) delivered ongoing software maintenance and support services for the PRMS on a monthly or annual contract basis and included, at a minimum, the following services: <ul style="list-style-type: none"> a. COTS Software Product Updates; b. Notice of Correction and Defaults; and c. Telephone Support. <p>b) And, where at least one of the three references was deployed as part of a bilingual implementation (i.e. any two languages).</p> <p>The Bidder is encouraged to use the Bidder Response template that follows for each Reference.</p>	
Submission Requirement	Bidder Response
Customer Reference #1:	
1) Client Particulars: <ul style="list-style-type: none"> a. Client Organization Name b. Address c. Contract or Purchase Order Number d. Project Title e. Client Contact Name and Title f. Contact telephone number and/or e-mail address 	
2) Identify the version of the PRMS implemented including a list of modules implemented as applicable.	
3) Identify the number of employees supported by the PRMS	
4) Identify if the implementation supports two or more languages, and if so, which languages.	
5) Specify the date the PRMS was deployed to production and accepted by the client (mm/yyyy)	
6) Detail the ongoing software maintenance and support services provided by the COTS Software Publisher in support of the PRMS, including demonstration that the following monthly services were provided: <ul style="list-style-type: none"> a. COTS Software Product Updates; b. Notice of Correction and Defaults; and c. Telephone Support 	
Customer Reference #2	

M-1 Corporate References, PRMS	
1) Client Particulars: a. Client Organization Name b. Address c. Contract or Purchase Order Number d. Project Title e. Client Contact Name and Title f. Contact telephone number and/or e-mail address	
2) Identify the version of the PRMS implemented including a list of modules implemented as applicable.	
3) Identify the number of employees supported by the PRMS	
4) Identify if the implementation supports two or more languages, and if so, which languages.	
5) Specify the date the PRMS was deployed to production and accepted by the client (mm/yyyy)	
6) Detail the ongoing software maintenance and support services provided by the COTS Software Publisher in support of the PRMS , including demonstration that the following monthly services were provided: a. COTS Software Product Updates; b. Notice of Correction and Defaults; and c. Telephone Support	
Customer Reference #3:	
1) Client Particulars: a. Client Organization Name b. Address c. Contract or Purchase Order Number d. Project Title e. Client Contact Name and Title f. Contact telephone number and/or e-mail address	
2) Identify the version of the PRMS implemented including a list of modules implemented as applicable.	
3) Identify the number of employees supported by the PRMS	
4) Identify if the implementation supports two or more languages, and if so, which languages.	
5) Specify the date the PRMS was deployed to production and accepted by the client (mm/yyyy)	
6) Detail the ongoing software maintenance and support services provided by the COTS Software Publisher in support of the PRMS , including demonstration that the following monthly services were provided: a. COTS Software Product Updates; b. Notice of Correction and Defaults; and c. Telephone Support	

M-2 Mandatory Functional Requirements (FRs)

M-2 Mandatory Functional Requirements (FRs)	
1) The Bidder must specify the PRMS proposed in response to this requirement by identifying the name of the PRMS product and current version number, including any modules as applicable, required to meet the Technical requirements and reflected in the Financial Proposal; and	
2) The Mandatory Functional Requirements (FRs) must be met through configuration that can be completed using the administrative interface provided by the proposed PRMS with the following limitations: <ul style="list-style-type: none"> a. The level of effort required to complete the required configuration must not exceeds five (5) days (where a day is defined as maximum 7.5 hours); and b. The configuration must be within the parameters of a Vendor supported upgrade path that will apply the changes across the PRMS in an automated fashion during subsequent upgrade of the Planning and Resource Management software or the Vu system core solution (i.e. Dynamics CRM and SharePoint). 	
Note: A PRMS which meets the FR with out of the box functionality (i.e. no configuration is required) meets the mandatory criteria.	
3) The Bidder must respond to each of the Mandatory FRs contained in the table below. The Bidder must provide all data as set-out below and is encouraged to use the Bidder Response Table that follows: <ul style="list-style-type: none"> a. Under column C titled "Included in Bid (Y/N)", for each associated FR listed under column B, the Bidder must insert "Yes" or "No" to indicate if the Functional Requirement is met by the proposed PRMS and included in the Bidder's Financial Proposal; and b. Under column D titled "Substantiating Response", for each associated FR listed under column B, the Bidder must provide a description of how the FR is met by the PRMS, including a cross reference to applicable PRMS product documentation (contained in the Bidder's Technical Proposal) which substantiates that the proposed PRMS provides the mandatory functionality. 	

#M-2 Mandatory Functional Requirements Bidder Response Table			
A	B	C	D
FR #	Mandatory Requirement	Included in Bid (Y/N)	Substantiating Response
FR-M-1	The PRMS must enable the user to define a plan which spans a specific period and is related to a set of activities.		
FR-M-2	The PRMS must have the functionality to develop multiple plans (e.g. for multiple fiscal years) concurrently.		
FR-M-3	The PRMS must have the functionality to set global planning constraints including but not limited to work days per year, weekends and holidays		

FR-M-4	The PRMS must have the functionality to set planning constraints including but not limited to forecasted leave (vacation, other paid) vacancy, % of FTE to establish capacity by individual and across a group		
FR-M-5	The PRMS must have the functionality to add or remove a resource (internal or external) and update capacity accordingly		
FR-M-6	The PRMS must have the functionality to create user defined groups and use pre-defined groups from external data repositories.		
FR-M-7	The PRMS must have the functionality to view availability and capacity by group and by individual.		
FR-M-8	The PRMS must have the functionality to view and update activities in the plan to support scheduling and allocation of resources.		
FR-M-9	The PRMS must have the functionality to define proposed Activities with attributes.		
FR-M-10	The PRMS must have the functionality to set status for activities (e.g. approved, rejected, deferred, canceled) and provide justification for status.		
FR-M-11	The PRMS must have the functionality to allocate resources and resource groups to approved or proposed activities.		
FR-M-12	The PRMS must have the functionality to define reports based on any available planning attribute or constraint.		
FR-M-13	The PRMS must have the functionality to use planned and reported effort against specified industries or clients in combination with planned and actual cost data from external data repositories to generate a cost allocation by industry or client		

M-3 Mandatory Non-Functional Requirements (NFRs)

M-3 Mandatory Non-Functional Requirements (NFRs)	
The Bidder must demonstrate that the proposed PRMS meets each of the Mandatory Non-Functional Requirements (NFRs) contained in the response table that follows.	
The Bidder is encouraged to complete the Bidder Response Table as follows:	
a.	Under column D titled "Bidder Response", for each associated NFR listed under column C, the Bidder must provide a written response which demonstrates that the proposed PRMS meets each individual Non-Functional Requirement, including a cross reference to applicable PRMS product documentation (contained in the Bidder's Technical proposal) which substantiates the written response.

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
NFR-M-1	Usability	The PRMS must deliver, enable and support the Graphical User Interface (GUI) functionality in both Official Languages of Canada, English and French, and allow users a choice of which official language they want to work in.	
NFR-M-2	Usability	The PRMS must allow text information to be entered in either English or French, with support for all French characters.	
NFR-M-3	Standards Compliance	The PRMS must operate in the OSFI enterprise environment as described in Section 2.4 of the Statement of Work.	
NFR-M-4	Standards Compliance	The PRMS must provide all user functionality through both OSFI standard web browsers: 1) Microsoft Internet Explorer 11; and 2) Google Chrome	

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
NFR-M-5	Mobility	The PRMS must support access from Surface and Android mobile devices with the user interface optimized for mobile form factors.	
NFR-M-6	Availability, Recoverability and Fault Tolerance	The architecture of the PRMS must allow the software to be configured such that, in the event of a disaster, data loss is limited to a maximum of 24 hours.	
NFR-M-7	Availability, Recoverability and Fault Tolerance	The PRMS must enable authorized users to back-up and restore information on a scheduled or ad-hoc basis.	
NFR-M-8	Availability, Recoverability and Fault Tolerance	The PRMS architecture must be configurable for high availability and fault tolerance and not contain any single point of failure.	
NFR-M-9	Availability, Recoverability and Fault Tolerance	The PRMS must allow for addition/removal/replacement of instances for maintenance and upgrades while meeting the availability requirements, and support a process to handle system patching and upgrades with minimal service interruption. This includes the functionality to easily migrate changes from environment to environment.	
NFR-M-10	Availability, Recoverability and Fault Tolerance	The PRMS architecture must allow for multiple backup and restore strategies that are dependent on: Data content, Metadata, code, web files & configuration data.	
NFR-M-11	Security	All user activity in the PRMS must be end-to-end auditable for tracking, troubleshooting and access control purposes.	

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
NFR-M-12	Security	The PRMS must be capable of recording and storing a minimum of 30 days of audit logs, or be capable of sending the security audit logs to a centrally managed third-party logging software (i.e. Security Information and Event Management (SIEM) software).	
NFR-M-13	Security	The PRMS must support single sign-on using standard Windows authentication mechanisms for internal systems.	
NFR-M-14	Security	The PRMS must not require end-users to have elevated system privileges.	
NFR-M-15	Security	The PRMS must not store or transmit user and service account passwords in clear text.	
NFR-M-16	Security	All PRMS components must be able to log activity information to allow for security monitoring tools to generate the security alerts and reports. (Subject to the limitations of the system and performance)	
NFR-M-17	Security	The PRMS's application/service and user accounts rights and permissions must be configurable to allow for separation of duties.	
NFR-M-18	Security	If the PRMS utilizes an SQL Server database, access to the database, either directly or through an application interface must be done using Windows authentication mode, not SQL authentication.	

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
NFR-M-19	Security	The PRMS must support mutual authentication and encryption of network traffic between all server components.	
NFR-M-20	Security	The PRMS must support mutual authentication and encryption of network traffic (TLS1.2+) between server components and the client web browser.	
NFR-M-21	Supportability	The PRMS must provide administrative and support tools and procedures that support an availability objective of 99% availability between the hours of 7:00 AM EST to 8:00 PM EST, excluding planned maintenance windows.	
NFR-M-22	Supportability	The PRMS must provide logging functionality, in a format that is able to be parsed.	
NFR-M-23	Supportability	The PRMS must have a published upgrade roadmap and patch management strategy that addresses compatibility with upgrades to other software (operating systems, middleware, etc.) that is required to operate the PRMS.	
NFR-M-24	Interoperability	<p>The PRMS must be able to consume RESTful and SOAP web services.</p> <p>Notes:</p> <ul style="list-style-type: none"> A RESTful web service is based on representational state transfer (REST) technology, an architectural style and approach to communications often used in web services development. 	

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
		<ul style="list-style-type: none"> Simple Object Access Protocol (SOAP) is a messaging protocol specification for exchanging structured information in the implementation of web services in computer networks. Its purpose is to provide extensibility, neutrality and independence 	
NFR-M-25	Interoperability	<p>Data must be able to be loaded into the PRMS using out-of-the-box functionality available in Microsoft SQL Server Integration Services, or using a Web Services layer.</p>	
NFR-M-26	Interoperability	<p>The PRMS must be able to provide standard data interfaces which for other systems to utilize when consuming data. Standard interfaces must include vendor-supported and documented SQL-based views or web services including:</p> <ul style="list-style-type: none"> i. The provision of data interfaces so that the data managed in the software can be made available to OSFI's standard BI tools for reporting and analytics (refer to SOW section 2.4); ii. The provision of data interfaces so that data managed in the software that is deemed to be master data can be made available for publishing within OSFI's Master 	

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
		<p>Data Hub (MDH) (refer to SOW section 2.4); and</p> <p>iii. The provision of interfaces so that any documents managed by the PRMS can be accessed for storage in OSFI's Electronic Document and Records Management System, (EDRMS).</p>	
NFR-M-27	Enterprise Information Management	The PRMS must have the functionality to identify personal information and implement controls to ensure that personal information is protected against unauthorized use or disclosure.	
NFR-M-28	Enterprise Information Management	<p>The PRMS must allow for the collection of metadata that can be used to apply business rules for the purposes of, but not limited to:</p> <ul style="list-style-type: none"> managing the retention and disposition of content supporting data quality reviews 	
NFR-M-29	Data Quality	<p>The PRMS must have capabilities that ensure integrity of data. For example, support for ACID transactions.</p> <p>Note: ACID (Atomicity, Consistency, Isolation, Durability) is a set of properties of database transactions intended to guarantee validity even in the event of errors, power failures, etc.</p>	

#M3 – Mandatory Non-Functional Requirements Bidder Response Table			
A	B	C	D
NFR #	Category	Mandatory Requirement	Substantiating Response
NFR-M-30	Data Quality	The PRMS must provide a data dictionary in English to support the administration and configuration of the software.	

3. Point-Rated Evaluation Criteria

R-1 Migration from On-Premise to Cloud Deployment

R-1 Migration from On-Premise to Cloud Deployment			
The Bidder should describe the effort required, in the event of a migration of the proposed PRMS from an on-premise deployment to a Cloud deployment. The response should include a high-level description of the migration process or roadmap and any supporting tools that are available, and identification if it is recommended that professional services resources complete the migration or if the work can be completed by a GC technical resource that has taken an appropriate Vendor recommended technical training course.			
Item #	Point Rated Requirement	Max Points	Evaluation Criteria
R-1.1	High-level description of the process	20	<ul style="list-style-type: none"> • 20 points – The process was fully described including details of lessons learned and recommended best practices; • 10 points – The process was described although lacking in detail; • 5 points – The process was poorly described; or • 0 points – The process was not described.
R-1.2	Availability of supporting tools that are available	15	<ul style="list-style-type: none"> • 15 points – Automation tools are currently available • 0 points – No tools available
R-1.3	Technical knowledge and skill required to complete the migration	15	<ul style="list-style-type: none"> • 15 points – Work can be completed by a GC technical resource that has taken an appropriate Vendor recommended technical training course • 0 points - Professional services resources recommended
Maximum Points		50	

R-2 Integration with Dynamics CRM

R-2 Integration with Dynamics CRM			
The Bidder should demonstrate that the proposed PRMS is: a) Integrated with Dynamics CRM; or b) Works with Dynamics CRM.			
Item #	Point Rated Requirement	Max Points	Evaluation Criteria
R-2	Integration with Dynamics CRM	100	<ul style="list-style-type: none"> • 100 points – Proposed PRMS is integrated with Dynamics CRM (i.e. is an “app” or Dynamics CRM solution that is built on the Dynamics CRM platform; or • 50 points – Proposed PRMS works with Dynamics CRM (i.e. is a stand-alone product that provides industry standard interfaces (e.g. web services) that can be used to integrate the tool with Dynamics CRM).
Maximum Points		100	

R-3 Point-Rated Functional Requirements

R-3 Point-Rated Functional Requirements	
The Bidder should respond to each of the Point-Rated Functional Requirements (FRs) contained in the table below. The Bidder is encouraged to complete the Bidder Response Table as follows:	
<p>a. Under columns D to I, for each associated FR listed under column B, the Bidder should assess how the PRMS meets each associated FR (i.e. No Changes Required; Configuration Required, Classification 1, 2, 3 or 4; or Not Provided the PRMS in accordance with the Evaluation Criteria below) indicate by placing an "X" in the applicable column;</p> <p>b. Under column J titled "Substantiating Response", for each associated FR listed under column B, the Bidder should provide a description of how the FR is met by the PRMS as assessed by the Bidder (in columns D – I). Under column D titled "Substantiating Response", for each associated FR listed under column B, the Bidder must provide a description of how the FR is met by the PRMS, including a cross reference to applicable PRMS product documentation (contained in the Bidder's Technical Proposal) which substantiates that the proposed PRMS provides the point-rated functionality</p>	

Item #	Point-Rated Requirement	Max Points	Evaluation Criteria
FR-R-1 to R-30	FRs as set-out in Response Table Below	Points allotted to each FR is specified in column C of the Response Table below.	<p>The Bidder's response to each FR will be evaluated and points awarded as follows (A maximum of 380 points will be awarded):</p> <ul style="list-style-type: none"> 100% (of Max. Points) Out of the Box The Bidder's response demonstrates that the proposed PRMS will fulfill the stated Functional Requirement out of the box (i.e. upon installation with no configuration required). 95% (of Max. Points) Configuration Required - Classification 1 The Bidder's response demonstrates that the proposed PRMS will fulfill the stated Functional Requirement with configuration changes that are limited to the following: <ul style="list-style-type: none"> a) The required configuration change(s) is made using the administrative interface provided by the proposed PRMS ; b) The required configuration change(s) can be completed by a GC Business User that has taken appropriate Vendor recommended non-technical training course; c) The configuration activities are limited to the following: <ul style="list-style-type: none"> i. Changes to labels, such as field names, button names, window names and menu item names;

Item #	Point-Rated Requirement	Max Points	Evaluation Criteria
			<ul style="list-style-type: none"> ii. Changes to code table values, such as activity names, organization names and request types; iii. Field additions and deletions on pre-existing windows; iv. Changes, additions and/or deletions to field edits; or v. Business rule changes that can be implemented in a single statement; <p>d) The required configuration activities <u>do not include</u> the following types of changes to the proposed PRMS:</p> <ul style="list-style-type: none"> i. Application code changes; or ii. Business rule changes beyond changes and/or additions to simple business rules; and <p>e) The required configuration change(s) is accomplished through the following types of activities or actions:</p> <ul style="list-style-type: none"> i. Administrator selectable option; ii. Clicking a button or a link; iii. Launching a task or a service; iv. Changing a configuration file; v. Running a Wizard; or vi. Filling out a form in an administration GUI. <ul style="list-style-type: none"> • 80% (of Max. Points) <p><u>Configuration Required - Classification 2</u> The Bidder's response demonstrates that the proposed PRMS will fulfill the stated Functional Requirement with configuration changes that are limited to the following:</p> <ul style="list-style-type: none"> a) The required configuration change(s) is made using the administrative interface provided by the proposed PRMS; b) The required configuration g change(s) requires the application of technical knowledge and skill that can be completed by a GC technical resource that has taken an appropriate Vendor recommended technical training course; c) The configuration activities are limited to the following: <ul style="list-style-type: none"> i. Modifications to Aliases; ii. Modifications to Headers and Footers; iii. Modifications to Macros, Agents, Buttons and Links; iv. Business rule changes and/or minor application code changes; v. Work flow changes;

Item #	Point-Rated Requirement	Max Points	Evaluation Criteria
			<ul style="list-style-type: none"> vi. Code table additions; vii. Additions, changes and/or deletions of columns to pre-existing tables; viii. Business rule changes and/or minor application code changes to utilize these table changes on pre-existing windows, and ix. Changes to menu and/or window navigation. <p>d) The level of effort required to complete the required configuration change(s) does not exceed one (1) day (where a day is defined as maximum 7.5 hours).</p> <p>Configuration Required - Classification 3 The Bidder's response demonstrates that the proposed PRMS will fulfill the stated Functional Requirement with configuration changes that are limited to the following:</p> <p>a) The required configuration change(s) is made using the administrative interface provided by the proposed PRMS;</p> <p>b) The required configuration change(s) requires the application of technical knowledge and skill that can be completed by a GC technical resource that has taken an appropriate Vendor recommended technical training course;</p> <p>c) The configuration activities are limited to the following:</p> <ul style="list-style-type: none"> i. Modifications to Aliases; ii. Modifications to Headers and Footers; iii. Modifications to Macros, Agents, Buttons and Links; iv. Business rule changes and/or minor application code changes; v. Work flow changes; vi. Code table additions; vii. Additions, changes and/or deletions of columns to pre-existing tables; viii. Business rule changes and/or minor application code changes to utilize these table changes on pre-existing windows, and ix. Changes to menu and/or window navigation. <p>d) The level of effort required to complete the required configuration change(s) does not exceed five (5) days (where a day is defined as maximum 7.5 hours).</p> <p>Configuration Required - Classification 4 The Bidder's response demonstrates that the proposed PRMS will fulfill the stated Functional Requirement with configuration changes that are limited to the following:</p>
			<ul style="list-style-type: none"> • 50% (of Max. Points)
			<ul style="list-style-type: none"> • 20% (of Max. Points)

Item #	Point-Rated Requirement	Max Points	Evaluation Criteria
			<p>a) The required change(s) must be made outside of the administrative interface provided by the proposed PRMS; or</p> <p>b) The required configuration change(s) is made using the administrative interface provided by the proposed PRMS and, the level of effort required to complete the required change(s), including configuration changes as defined above, exceeds five (5) days (where a day is defined as maximum 7.5 hours).</p> <ul style="list-style-type: none"> • 0% (of Max. Points) <p><u>Not Provided</u> The Bidder's response demonstrates that:</p> <p>A. The proposed PRMS does not provide the desired Functionality; or</p> <p>B. The required change(s) to the PRMS does not have a Vendor supported upgrade path that will apply the changes across the PRMS in an automated fashion during subsequent upgrade of the Planning and Resource Management software or the Vu system core solution (i.e. Dynamics CRM and SharePoint).</p> <p>Note: "Level of Effort" includes the effort to complete the required change as well as testing and certification of the proposed change(s).</p>

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
FR-R-1	The PRMS should have the functionality to approve and publish a plan.	20								
FR-R-2	The PRMS should have the functionality to integrate with external HR systems allowing the system to automatically reflect any changes in resource capacity (e.g. resources joining or leaving the organization)	5								
FR-R-3	The PRMS should have the functionality to define business roles and assign individuals and groups to roles.	20								
FR-R-4	The PRMS should have the functionality to integrate with external systems to access resource criteria such as: skillsets, level of experience, accreditations	5								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
	and allow for assignment of these attributes to individuals.									
FR-R-5	The PRMS should have the functionality to define resource criteria such as: additional skillsets, accreditations and allow for assignment to business roles and/or individuals	5								
FR-R-6	The PRMS should have the functionality to view resources availability given factors including but not limited to group, role and skillset.	5								
FR-R-7	The PRMS should have the functionality to allow for scheduling of individual activities by providing visibility on constraints such as resource availability and timing dependencies.	20								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
FR-R-8	The PRMS should have the functionality to support scenario analysis to identify scheduling timeline options for a set of activities that satisfy the activity constraints.	10								
FR-R-9	The PRMS should have the functionality to sort, filter and group planning activities by any available activity attributes.	20								
FR-R-10	The PRMS should have the functionality to conduct scenario analysis by establishing planning constraints (e.g. time intervals, priority, resources) and recommending sets of activities based on the constraints.	10								
FR-R-11	The PRMS should have the functionality to define configurable activity	20								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
	attributes such as: Scope, Activity Type, Activity owner(s), FRFI(s)/Industry, Priority, Complexity, Suggested Timeline, Relationships with other activities, timing dependencies, Estimated Effort and required Resource Type/Skillset									
FR-R-12	The PRMS should have the functionality to define relationships and timing dependencies between activities.	20								
FR-R-13	The PRMS should have the functionality to allow for the definition of default effort for an activity type by group.	10								
FR-R-14	The PRMS should have the functionality to search selected plans for activities based on their	20								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
	attributes and content within attributes.									
FR-R-15	The PRMS should have the functionality to clone selected activities and their attributes from one plan to another and/or within a plan.	20								
FR-R-16	The PRMS should have the functionality to automatically update resource capacity based on the allocation of a resource to an activity.	20								
FR-R-17	The PRMS should have the functionality to automatically commit resources allocated to an activity once the activity has been approved.	20								
FR-R-18	The PRMS should have the functionality to automatically release resource allocations for proposed activities or	20								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
	commitments for approved activities if the activity effort or its status (cancelled, deferred) has been changed.									
FR-R-19	The PRMS should have the functionality to allow the user to initiate a plan change management workflow/process if there are proposed changes to approved activity attributes or status (deferred, cancelled) and/or there are new activities proposed to the approved plan.	10								
FR-R-20	The PRMS should have the functionality to identify potential impacts to activities for timing or resource constraints based on changes to available activity attributes.	10								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
FR-R-21	The PRMS should have the functionality to support prioritization rule sets to derive prioritization values for the activities.	10								
FR-R-22	The PRMS should have the functionality to use various criteria as inputs into the prioritization rule sets including but not limited to activity attributes and global planning constraints.	10								
FR-R-23	The PRMS should have the functionality to set default values for group and global constraints in the priority rule sets.	10								
FR-R-24	The PRMS should have the functionality to allow users to assign activities to a priority queue and maintain activity queue attributes including but not	5								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
	limited to addition/removal to queue date, addition/removal reason status (e.g. proposed deferred, approved deferred), expiry date and labels associated with the queue									
FR-R-25	The PRMS should have the functionality to sort/filter activities within the queue based on available activity queue attributes	5								
FR-R-26	The PRMS should have the functionality remove activities from the queue either manually or based on activity attributes or activity queue attributes (e.g. activity expiry date, activity type)	5								
FR-R-27	The PRMS should have the functionality to set the defined status of an	10								

#R-3 – Point-Rated Functional Requirements Bidder Response Table										
A	B	C	D	E	F	G	H	I	J	K
FR #	Functional Requirement (FR)	Max. Points	Out of the box (100%)	Configuration Required – Classification 1 (95%)	Configuration Required – Classification 2 (80%)	Configuration Required – Classification 3 (50%)	Configuration Required – Classification 4 (20%)	Not Provided (0%)	Substantiating Response	Bidder's Score
	approved activity (e.g. initiated, in progress, in review, completed)									
FR-R-28	The PRMS should have the functionality to allow the user to record the percent completion of activities.	5								
FR-R-29	The PRMS should have the functionality to require a user to provide a justification comment for effort tracked to unplanned activities.	10								
FR-R-30	The PR'S should support the creation and execution of custom business rules for enforcing data quality.	20								
	Maximum Points	380								

R-4 Point-Rated Non-Functional Requirements

R-4 Point-Rated Non-Functional Requirements			
The Bidder should demonstrate that the proposed PRMS meets the Point-Rated Non-Functional Requirements (NFRs) contained in the response table that follows. The Bidder is encouraged to complete the Bidder Response Table with all required information as follows:			
a. Under column E titled "Bidder Response", for each associated NFR listed under column C, the Bidder should provide a written response which demonstrates that the proposed PRMS meets each individual Non-Functional Requirement, including a cross reference to PRMS product documentation (contained in the Bidder's Technical proposal) which substantiates the written response.			
Item #	Point Rated Requirement	Max Points	Evaluation Criteria
NFR- R-1 to R-16	NFRs as set-out in the Response Table below.	10	<p>The Bidder's response to each NFR will be evaluated and points awarded as follows (A maximum of 160 points will be awarded):</p> <ul style="list-style-type: none"> 10 points – The Bidder has demonstrated that the proposed PRMS meets the stated Non-Functional Requirement.

#R-4 – Point-rated Non-Functional Requirements Bidder Response Table				
A	B	C	D	E
NFR #	Category	Non-Functional Requirement (NFR)	Max. Points	Substantiating Response
NFR- R-1	Usability	The PRMS should provide error messages to end users and administrators, in the official language of their choice, English or French.	10	
NFR- R-2	Usability	The PRMS should provide integrated, context-sensitive on-line help in both official languages English and French.	10	
NFR- R-3	Standards Compliance	The PRMS should display all dates (on all system screens) in standard ISO format yyyy-mm-dd order, driven from a configuration setting.	10	

#R-4 – Point-rated Non-Functional Requirements Bidder Response Table				
A	B	C	D	E
NFR #	Category	Non-Functional Requirement (NFR)	Max. Points	Substantiating Response
NFR-R-4	Standards Compliance	The configurable components of the PRMS user interface should comply with the Government of Canada Standard on Web Accessibility requirements for people with disabilities or special needs. http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601	10	
NFR-R-5	Standards Compliance	The PRMS should provide all user functionality through the Microsoft Edge web browser.	10	
NFR-R-6	Mobility	The PRMS should support access from iOS mobile devices with the user interface optimized for mobile form factors.	10	
NFR-R-7	Mobility	The PRMS should allow users to function in offline mode on a Windows based device without a network connection, and sync updates back to the master database when the user re-connects to the network.	10	
NFR-R-8	Capacity and Performance	The PRMS should provide key capacity metrics including but not limited to: i. Number of users ii. Type of users iii. Number of concurrent sessions by time interval	10	
NFR-R-9	Capacity and Performance	The PRMS should provide a means of monitoring performance metrics, such as: i. volume of transactions and associated response times	10	

#R-4 – Point-rated Non-Functional Requirements Bidder Response Table				
A	B	C	D	E
NFR #	Category	Non-Functional Requirement (NFR)	Max. Points	Substantiating Response
		ii. volume of transactions in peak & non-peak periods iii. amount of storage, memory, and CPU used iv. data volumes v. historical growth metrics (data, users, transactions, etc.)		
NFR-R-10	Usability	The PRMS should hide or "grey out" menu items and screen components which the user is not authorized to access.	10	
NFR-R-11	Supportability	The PRMS should provide users with administrative roles the functionality to manage user accounts and to configure access rights.	10	
NFR-R-12	Security	The PRMS should be able to run the administrative functions using interfaces and ports other than those used for regular usage.	10	
NFR-R-13	Security	Web services consumed or provided by the PRMS should be able to be secured using the Kerberos authentication protocol.	10	
NFR-R-14	Supportability	All PRMS components should be able to log activity information to allow for operation management and monitoring tools, either those built into or used at OSFI (e.g. Microsoft System Center Operations Manager) to gather the necessary availability, performance alerts and reports.	10	
NFR-R-15	Supportability	The level of detail and the format of information captured in the PRMS logs should be configurable by the system administrator.	10	

#R-4 – Point-rated Non-Functional Requirements Bidder Response Table				
A	B	C	D	E
NFR #	Category	Non-Functional Requirement (NFR)	Max. Points	Substantiating Response
NFR-R-16	Interoperability	The PRMS should have the functionality to be integrated with Microsoft Dynamics 365 for Customer Engagement (Dynamics CRM) to extend the functionality of Dynamics CRM.	10	
Total Points (R-4)			160	