



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

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

**11 Laurier St./11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**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**

**THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT**

<b>Title - Sujet</b> RCMP Group Life Insurance	
<b>Solicitation No. - N° de l'invitation</b> M7594-192673/A	<b>Date</b> 2019-10-10
<b>Client Reference No. - N° de référence du client</b> M7594-192673	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZL-103-36918	
<b>File No. - N° de dossier</b> 103zl.M7594-192673	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-11-18</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Paré, Lindsay	<b>Buyer Id - Id de l'acheteur</b> 103zl
<b>Telephone No. - N° de téléphone</b> (613) 314-8028 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Special Projects/Projets Spéciaux

Terrasses de la Chaudière 4th Floor

10 Wellington Street

Gatineau

Québec

K1A 0S5

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

---

<b>TITLE .....</b>	<b>3</b>
<b>PART 1 – GENERAL INFORMATION .....</b>	<b>3</b>
1.1 INTRODUCTION .....	3
1.2 SUMMARY .....	3
1.3 DEBRIEFINGS .....	4
1.4 BID EVALUATION PERIOD INCLUDES .....	4
<b>PART 2 – BIDDER INSTRUCTIONS .....</b>	<b>5</b>
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS .....	5
2.2 SUBMISSION OF BIDS .....	5
2.3 FORMER PUBLIC SERVANT .....	5
2.4 ENQUIRIES - BID SOLICITATION .....	5
2.5 APPLICABLE LAWS .....	6
<b>PART 3 – BID PREPARATION INSTRUCTIONS .....</b>	<b>7</b>
3.1 BID PREPARATION INSTRUCTIONS .....	7
SECTION I: TECHNICAL BID .....	8
SECTION II: FINANCIAL BID .....	8
SECTION III: CERTIFICATIONS AND ADDITIONAL INFORMATION .....	9
<b>ATTACHMENT 1 TO PART 3, PRICING SCHEDULE .....</b>	<b>10</b>
<b>ATTACHMENT 2 TO PART 3, CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>11</b>
<b>PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>12</b>
4.1 EVALUATION PROCEDURES .....	12
4.1.1 <i>Technical Evaluation</i> .....	12
4.1.2 <i>Financial Evaluation</i> .....	12
4.2 BASIS OF SELECTION .....	12
<b>ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA .....</b>	<b>14</b>
<b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>31</b>
<b>PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS .....</b>	<b>32</b>
6.1 SECURITY REQUIREMENT .....	32
6.2 FINANCIAL CAPABILITY .....	32
6.3 INSURANCE REQUIREMENTS .....	33
<b>PART 7 – RESULTING CONTRACT CLAUSES .....</b>	<b>34</b>
7.1 STATEMENT OF WORK .....	34
7.1.1 <i>Task Authorization</i> .....	34
7.2 STANDARD CLAUSES AND CONDITIONS .....	37
7.2.1 <i>General Conditions</i> .....	37
7.2.2 <i>Inspection and Acceptance</i> .....	37
7.2.3 <i>Specific Person(s)</i> .....	37
7.3 SECURITY REQUIREMENT .....	37
7.4 TERM OF CONTRACT .....	38
7.4.1 <i>Period of the Contract</i> .....	38
7.4.2 <i>Option to Extend the Contract</i> .....	38
7.4.3 <i>Option to Extend - Transition Period</i> .....	39

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

---

7.4.4	Termination on Thirty Days Notice.....	39
7.4.5	Comprehensive Land Claims Agreements (CLCAs) .....	39
7.5	AUTHORITIES.....	39
7.5.1	Contracting Authority.....	39
7.5.2	Project Authority .....	40
7.5.3	Contractor's Representative.....	40
7.6	PAYMENT .....	40
7.6.1	Basis of Payment.....	40
7.6.2	Canada's Total Liability.....	41
7.6.3	Method of Payment .....	42
7.6.4	SACC Manual Clauses.....	44
7.6.5	Electronic Payment of Invoices - Contract.....	45
7.6.6	Discretionary Audit.....	45
7.7	INVOICING INSTRUCTIONS .....	45
7.8	CERTIFICATIONS AND ADDITIONAL INFORMATION .....	46
7.9	APPLICABLE LAWS .....	47
7.10	PRIORITY OF DOCUMENTS .....	47
7.11	INSURANCE REQUIREMENTS.....	47
7.12	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS .....	48
7.13	ADDITIONAL CLAUSES.....	48
	<b>ANNEX A - STATEMENT OF WORK .....</b>	<b>50</b>
	<b>ANNEX B - BASIS OF PAYMENT .....</b>	<b>127</b>
	<b>ANNEX C - SECURITY REQUIREMENTS CHECK LIST.....</b>	<b>141</b>
	<b>ANNEX D - INSURANCE REQUIREMENTS .....</b>	<b>145</b>
	<b>ANNEX E - TASK AUTHORIZATION FORM .....</b>	<b>147</b>

## TITLE

Bid solicitation # M7594-192673/A for the provision of Insurance Plan Administrative Services.

## PART 1 – GENERAL INFORMATION

### 1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments include the Pricing Schedule, Certifications & Additional Information, Technical Criteria and Security Guide as Appendix 1 to Annex F.

The Annexes include the Statement of Work, Basis of Payment, Certifications & Additional Information, Insurance Requirements, Task Authorization Form, and Security Requirements Check List.

### 1.2 Summary

The Royal Canadian Mounted Police (RCMP) has a requirement for the administration of their Insurance Plans.

The Bidder must provide overall member support, data management and reporting on the RCMP Insurance Plans. The services include, but are not limited to:

- a) a personalized call centre with specialized staff;
- b) application and case management administration;
- c) data integrity and data management;
- d) integration of insurance data with systems and service providers internal and external to the RCMP;
- e) communication with Plan Participants;
- f) manual and electronic claim administration capability; and
- g) development of an RCMP-specific website to allow membership self-serve functionality, such as viewing of relevant plan information, changes to their personal information, and the on-line editing and printing of plan-related forms.

The Bidder must provide the services in both official languages.

The period of the Contract is from December 14, 2020 to December 13, 2023, inclusive with the irrevocable option to extend the term of the Contract by up to 3 additional 2 year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

There is a security requirement associated with this requirement. For additional information, see Part 6 – Security, Financial and Other Requirements, and Part 7 – Resulting Contract Clauses. Bidders should consult the “Security Requirements on PWGSC Bid Solicitations – Instructions for Bidders” document on the Departmental Standard Procurement Documents Website [Contract Security Program](#).

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

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA)

The resulting Contract will not include deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirements for deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to CLCAs will have to be treated as a separate procurement not forming part of the bid solicitation.

### **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 in writing, by telephone or in person.

### **1.4 Bid Evaluation Period includes**

- i. Evaluation of received bids; and
- ii. Personnel Security clearances completed by RCMP.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## **PART 2 – BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

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.

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.

The 2003 (2019-03-04), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 240 calendar days.

#### **2.1.1 SACC Manual Clauses**

A7035T (2007-05-25), List of Proposed Subcontractors

### **2.2 Submission of Bids**

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. This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation for bid submission. Bidders must refer to Part 2 of the bid solicitation entitled Instructions to bidders for further information

### **2.3 Former Public Servant**

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 in the Attachment 2 to Part 3 - Certifications and additional information 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.

### **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered 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**

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the bidders.

## PART 3 – BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

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.

- a) Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.
- b) The bid must be separated as follows:  
  
Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications and Additional Information
- c) If the Bidder chooses to submit its bid electronically using the epost Connect service provided by Canada Post Corporation,
  - i. the Bidder should refer to section 08, Transmission by facsimile or by epost Connect, of the 2003 standard instructions. Sub-section 2, epost connect, contains instructions and conditions;
  - ii. the Bidder must submit its bid in a single transmission.
- d) If the Bidder chooses to submit its bid to the PWGSC Bid Receiving Unit electronically not using the epost Connect service provided by Canada Post Corporation, Canada requests one envelope containing one copy of the bid. The Bidder should ensure that the Bidder's name and address and bid solicitation number are clearly visible on the envelope.
- e) Canada is not requesting hard copies of the bid. However, if the Bidder chooses to submit its bid to the PWGSC Bid Receiving Unit in hard copies, Canada requests:  
  
Section I: Technical Bid (1 hard copy and 2 soft copies)  
Section II: Financial Bid (1 hard copy and 1 soft copy)  
Section III: Certifications and Additional Information (1 hard copy and 1 soft copy)  
  
This bid solicitation uses Portable Document Format (PDF) technology. To access the PDF form, bidders must have a PDF reader installed. If bidders do not already have such a reader, there are several PDF readers available on the Internet. It is recommended to use the latest version of PDF reader to benefit all features of the interactive forms.
- f) If there is a discrepancy between the wording of any copies of the bid that appear on the following list, the wording of the copy that first appears on the list has priority over the wording of any copy that subsequently appears on the list:
  - i. the electronic copy of the bid submitted by using the epost Connect service provided by Canada Post Corporation; and

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- ii. the hard copies of the bid submitted to the PWGSC Bid Receiving Unit.

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

If the Bidder chooses to submit its bid in hard copies, 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; and
- (b) use a numbering system that corresponds to the bid solicitation.

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 [Policy on Green Procurement](#).

To assist Canada in reaching its objectives, bidders should:

1. use paper containing fiber certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
2. use an environmentally-preferable format including black and white printing instead of color printing, printing double sided/duplex, using staples or clips instead of cerlox, duo tangs or binders.

### **Section I: Technical Bid**

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.

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.

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

### **Section II: Financial Bid**

- a) Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3.
- b) Bidders must submit their rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- c) When preparing their financial bid, Bidders should review clause 4.1.1.4, Financial Evaluation, of Part 4 of the bid solicitation; and article 7.6, Payment, of Part 7 of the bid solicitation.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### **Section III: Certifications and Additional Information**

Bidders must submit the certifications and additional information required under Part 5 and Additional Information.

- a) Bidders should complete their Certifications and Additional Information by using the PDF fillable form in Attachment 2 to Part 3 - Certifications and Additional Information.
- b) Bidders should complete the interactive form electronically before printing the document for submission. Bidders should note that simply printing the document prior to completing it electronically may omit certain fields that would appear when filling out the form electronically, resulting in incomplete Certifications.
- c) The form should be signed.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## **ATTACHMENT 1 TO PART 3, PRICING SCHEDULE**

The Bidder must complete this pricing schedule and include it in its financial bid. See attached Excel fillable Form – Attachment 1 to part 3 – Pricing Schedule

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## **ATTACHMENT 2 TO PART 3, CERTIFICATIONS AND ADDITIONAL INFORMATION**

See attached PDF fillable Form - Attachment 2 to part 3 – Certifications and Additional Information.pdf

## **PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Refer to Attachment 1 to Part 4.

##### **4.1.1.2 Point Rated Technical Criteria**

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

#### **4.1.2 Financial Evaluation**

4.1.2.1 For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

##### **4.1.2.2 Mandatory Financial Criteria**

Refer to Attachment 1 to Part 4.

### **4.2 Basis of Selection**

4.2.1 Basis of Selection – Highest Combined Rating of Technical Merit [60 %] and Price [40 %].

4.2.1.1 To be declared responsive, a bid must:

- a) comply with all the requirements of the bid solicitation;
- b) meet all the mandatory evaluation criteria; and
- c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

4.2.1.2 Bids not meeting 4.2.1.1 (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.

4.2.1.3 The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i):  $PS_i = LP / P_i \times 40$ .  $P_i$  is the evaluated price (P) of each responsive bid (i).

4.2.1.4 A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i):  $TMS_i = OS_i \times 60$ .  $OS_i$  is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.

4.2.1.5 The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows:  $CR_i = PS_i + TMS_i$ .

4.2.1.6 The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Attachment 1 to Part 4 will be recommended for award of a contract.

4.2.1.7 The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of the technical merit and price, respectively.

<b>Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)</b>			
<b>Bidder</b>	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Score for All the Point Rated Technical Criteria</b>	OS1: 120/135	OS2: 98/135	OS3: 82/135
<b>Bid Evaluated Price</b>	P1: C\$60,000	P2: C\$55,000	<b>LP</b> and P3: C\$50,000
<b>Calculations</b>	<b>Technical Merit Score (OS<sub>i</sub> x 60)</b>	<b>Pricing Score (LP/P<sub>i</sub> x 40)</b>	<b>Combined Rating</b>
<b>Bidder 1</b>	$120/135 \times 60 = 53.33$	$50/60 \times 40 = 33.33$	86.66
<b>Bidder 2</b>	$98/135 \times 60 = 43.55$	$50/55 \times 40 = 36.36$	79.91
<b>Bidder 3</b>	$82/135 \times 60 = 36.44$	$50/50 \times 40 = 40.00$	76.44

## ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA

### 1. Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

For the purpose of the mandatory technical criteria specified below, the experience of the Bidder and its subcontractors, affiliates and suppliers will be considered.

Table 1		
MT1 – Company Experience		
#	Mandatory Technical Criterion	Bid Preparation Instructions
MT1.1	Bidder Experience	<p>The Bidder must demonstrate it has a minimum of 5 years of experience, in the last 8 years from the Request for Proposal closing date, in the delivery of benefit and/or insurance plans administration services similar in size and scope (min. 10,000 members/eligible participants) to the requirements defined in the Statement of Work.</p> <p>The Bidder must provide a reference to substantiate the experience claimed. For each reference, the Bidder must include the name, title, telephone and/or email address of a contact.</p>

Table 2		
MT2 – Contract Summaries		
#	Mandatory Technical Criterion	Bid Preparation Instructions
MT2.1	Contract Summaries	<p>The Bidder must demonstrate it has a minimum of 5 years of experience in delivering administration services for benefit and/or insurance plans by submitting examples of contracts performed during the past 8 years from the Request for Proposal closing date.</p> <p><b>1. The three contract summaries must:</b></p> <p>a) Include delivering administrative services for benefit and/or insurance plans within public and/or private sector organizations;</p> <p>b) Include the provision of services for a minimum of 18 continuous months; and totalling a minimum of 5 years.</p> <p>c) Have a combined value that is equal to or greater than \$1.5M (CAD) per year.</p> <p><b>2. A minimum of two of the three contract summaries must:</b></p> <p>a) have supported a minimum of 10,000 eligible participants.</p> <p><b>3. A minimum of one of the three contract summaries must:</b></p> <p>a) have provided on-going administration from infrastructure within Canada.</p> <p>b) demonstrate the development and implementation of the administration service including:</p> <p style="padding-left: 40px;">i) establishment and management of a Project Management Team;</p> <p style="padding-left: 40px;">ii) defining project requirements;</p> <p style="padding-left: 40px;">iii) quality services/program delivery;</p> <p style="padding-left: 40px;">iv) coordinating solution implementation; and</p> <p style="padding-left: 40px;">v) managing project scope and risk.</p> <p>For all 3 contract summaries, the Bidder must provide the following details as to how the stated experience was obtained:</p> <p>1. Name of the organization(s) and contact information;</p> <p>2. Start and end dates of the project (MM-YYYY); and</p> <p>3. A reference, including the name, title, telephone and or email address to substantiate the experience claimed.</p>

Table 3		
MT3 – Data Centre/Call Centre Infrastructure		
#	Mandatory Technical Criterion	Bid Preparation Instructions
MT3.1	Data Centre/Call Centre Infrastructure	The Bidder must identify a Canadian location (City and/or Province/Territory) for a Data Centre and/or Call Centre infrastructure that it proposes to utilize to deliver the Work described in the SOW. The Bidder must clearly identify if the infrastructure to be utilized is that of a Sub-Contractor. A certification that the Bidder has maintained or secured the proposed infrastructure will be required with the proposal.

Table 4		
MT4 – Project Manager		
#	Mandatory Technical Criterion	Bid Preparation Instructions
MT4.1	Project Manager	<p>The Bidder must provide a named Project Manager in addition to submitting his/her resume. The submitted resume must demonstrate the following:</p> <ul style="list-style-type: none"> <li>a) has a minimum of 5 years' Project Management experience within the last 8 years from the Request for Proposal closing date.</li> <li>b) has a minimum of 3 years' experience within the last 5 years from the Request for Proposal closing date, implementing and managing projects directly related to benefits and/or insurance plans, within the public and/or private sector including: <ul style="list-style-type: none"> <li><b>i) Service requirements including:</b> <ul style="list-style-type: none"> <li>a) leading or participating in stakeholder meetings to define future service provider tasks;</li> <li>b) defining: system functionalities, interface capabilities and capacity requirements;</li> <li>c) managing business change; and</li> </ul> </li> </ul> </li> </ul>

		<p>d) providing contingency planning.</p> <p><b>ii) Managing the delivery of the project including:</b></p> <p>a) analyzing benefits, program services, and operations to identify opportunities for service improvements and/or cost savings;</p> <p>b) providing recommendations and advice to client management and stakeholders; and</p> <p>c) resolving contract issues and ensuring a level of awareness and involvement from client senior management.</p> <p>The Bidder must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> <li>1. Name of the organization(s) and contact information;</li> <li>2. Start and end dates of the project (MM-YYYY); and</li> <li>3. A reference, including the name, title, telephone and or email address to substantiate the experience claimed.</li> </ol>
Table 5		
MT5 – Program Manager		
#	Mandatory Technical Criterion	Bid Preparation Instructions
MT5.1	Program Manager	<p>The Bidder must provide a named Program Manager in addition to submitting his/her resume. The submitted resume must demonstrate the following:</p> <p>a) has a minimum of 5 years' Program Management experience within the last 8 years from the Request for Proposal closing date.</p> <p>b) has a minimum of 3 years' experience within the last 5 years from the Request for Proposal closing date, implementing and managing projects directly related to benefits and/or insurance plans, within the public and/or private sector including:</p> <p><b>i) Service requirements including:</b></p> <p>a) leading or participating in stakeholder meetings to define future service provider tasks;</p> <p>b) ensuring systems and processes meet contractual obligations;</p>

		<p>c) managing business change; and</p> <p>d) providing effective contingency planning.</p> <p><b>ii) Managing the delivery of the program including:</b></p> <p>a) analyzing benefits, program services, and operations to identify opportunities for service improvement and/or cost savings;</p> <p>b) providing recommendations and advice to client management and stakeholders; and</p> <p>c) resolving contract issues and ensuring an adequate level of awareness and involvement from senior management.</p> <p>The Bidder must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> <li>1. Name of the organization(s) and contact information;</li> <li>2. Start and end dates of the project (MM-YYYY); and</li> <li>3. A reference, including the name, title, telephone and or email address to substantiate the experience claimed.</li> </ol>
--	--	---

**2. Point Rated Technical Criteria**

Bids will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

**2.1 Point Rated Technical Criteria and Scores**

Table 1			
Point Rated Technical Criteria and Scores/Percentage			
#	Point Rated Technical Criteria	Maximum Number of Points	Required Minimum Number of Points
RT1	Contract Summaries	165	115.5
RT2	Contract Management Experience	80	56
RT3	Implementation Plan	50	35

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

RT4	Resource Plan	90	63
RT5	Project Plan	300	210
RT6	Quality Assurance Program	55	38.5
RT7	Risk Management Plan	80	56
RT8	Business Process Plan	60	42
Overall Score =		880	616

## 2.2 Rating Table

Table 2	
Rating Table	
Percentage of Available Points	Basis for Percentage Distribution
0%	The response is deficient. Bidder receives 0% of the available points for this element.
70%	The response includes most of the information required to be complete. Bidder receives 70% of the available points for this element.
100%	The response is complete. Bidder receives 100% of the available points for this element.
<p>This Rating Table applies to Point Rated Technical Criteria:  RT1.3; RT1.4, RT2.2; RT3.1; RT4.1; RT5.1 to RT5.6; RT6.1, RT7.1, RT8</p>	

Table 3			
RT1 – Contract Summaries			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
RT1.1	Contract Billings Amount	<p>For each of the three Contract summaries the Bidder should provide:</p> <p>a) The annual Contract billing amount (CAD).</p>	<p>For each Contract Summary</p> <p>Greater than \$1,500,000 = 15 points</p> <p>\$1,000,000 to \$1,499,999 = 10 points</p> <p>\$500,001 to \$999,999 = 5 points</p> <p>Less than \$500,000 = 0 points</p> <p><b>Maximum points = 45</b></p>
RT1.2	Similar in Size to the Statement of Work	<p>For each of the three Contract summaries the Bidder should provide:</p> <p>a) The annual number of individuals for whom the Bidder provided administrative services for benefit and/or insurance plans.</p>	<p>For each Contract Summary</p> <p>Greater than 10,000 participants = 10 points</p> <p>5,001 to 9,999 participants = 5 points</p> <p>5,000 or fewer participants = 0 points</p> <p><b>Maximum points = 30</b></p>

<p>RT1.3</p>	<p>Insurance Program Administration Services</p>	<p>For one of the Contract summaries, the Bidder should provide:</p> <p>a) A detailed description of how these services will be delivered as per the SOW for the following:</p> <p>i) On-going administrative services;</p> <p>ii) Call Centre/Case Management administrative services;</p> <p>iii) Web-based self-services; and</p> <p>iv) premium processing services.</p> <p>Note: the bidder must indicate which contract summary will be evaluated.</p>	<p>Up to 5 points for i)</p> <p>Up to 5 points for ii)</p> <p>Up to 5 points for iii)</p> <p>Up to 5 points for iv)</p> <p><b>Maximum points = 20</b></p>
<p>RT1.4</p>	<p>Delivered Services</p>	<p>For one of the Contract summaries, the Bidder should demonstrate services provided were similar in size and scope to SOW by providing a detailed description of:</p> <p>a) The establishment of a Program Administrative Team, including:</p> <p>i) project or program plan including scheduling and documentation;</p> <p>ii) identification of Project or Program resource requirements;</p> <p>iii) analysis and assessment of viable and compliant service delivery options available; and</p> <p>iv) provision of strategic advice to the client for effective delivery of recommended solution.</p>	<p>Up to 5 points for i)</p> <p>Up to 5 points for ii)</p> <p>Up to 5 points for iii)</p> <p>Up to 5 points for iv)</p> <p><b>Maximum points = 20</b></p>

		Note: the bidder must indicate which contract summary will be evaluated.	
		<p>b) Service requirements, including:</p> <p>i) leading or participating in stakeholder meetings to define service provider tasks;</p> <p>ii) defining system functionalities;</p> <p>iii) defining interface capabilities;</p> <p>iv) defining experience and capacity requirements; and</p> <p>v) providing contingency planning and issue management, including reports on outcomes.</p>	<p>Up to 5 points for i)</p> <p>Up to 5 points for ii)</p> <p>Up to 5 points for iii)</p> <p>Up to 5 points for iv)</p> <p>Up to 5 points for v)</p> <p><b>Maximum points = 25</b></p>
		<p>c) Extent of assistance provided in coordinating solution implementation, including:</p> <p>i) liaising with client and stakeholders;</p> <p>ii) identification of technical architecture requirements;</p> <p>iii) identification of required integrations;</p> <p>iv) solution testing; and</p> <p>v) monitoring solution performance.</p>	<p>Up to 5 points for i)</p> <p>Up to 5 points for ii)</p> <p>Up to 5 points for iii)</p> <p>Up to 5 points for iv)</p> <p>Up to 5 points for v)</p> <p><b>Maximum points = 25</b></p>
<b>Maximum Points =</b>			<b>165</b>
<b>Minimum Points Required =</b>			<b>115.5</b>

Table 4			
RT2 – Contract Management Experience			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
RT2.1	Bidders Contract Management Experience	<p>The Bidder should demonstrate its experience, within the last 8 years from the Request for Proposal closing date, deploying Insurance Administration Systems for a public/Private sector organization, by providing 1 project summary that includes:</p> <p>a) The annual number of plan members/participants for whom the bidder provided services; and  b) The value of the contract.</p> <p>The Bidder must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> <li>1. Name of the organization(s) and contact information;</li> <li>2. Start and end dates of the project (MM-YYYY); and</li> <li>3. A reference, including the name, title, telephone and or email address to substantiate the experience claimed.</li> </ol>	<p>For (a):  Greater than 10,000 participants = 10 points  10,000 or fewer participants = 0 points</p> <p>For (b):  Greater than \$1,500,000/year = 10 points  Less than \$1,500,000/year = 0 points</p> <p><b>Maximum points = 20</b></p>
RT2.2	Bidders Contract Management Experience	<p>The Bidder should demonstrate its experience, within the last 10 years from the Request for Proposal closing date, with ongoing service improvements through innovation by providing 2 separate project summaries that include:</p> <p>a) Service improvement measures including leading edge technologies enabling technologies and the use of industry best practices including:</p> <ol style="list-style-type: none"> <li>i) 24/7 website access;</li> <li>ii) smartphone apps;</li> </ol>	<p>Up to 20 points for i)  Up to 15 points for ii)  Up to 10 points for iii)  Up to 5 points for iv)  Up to 5 points for v)  Up to 5 points for vi)</p> <p><b>Maximum points = 60</b></p>

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

		<p>iii) use of email to submit forms and/or make changes to products/services; iv) newsletter; v) videos; and vi) other.</p> <p>The project summaries should show how the innovations relate to the Statement of Work.</p> <p>The Bidder must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"><li>1. Name of the organization(s) and contact information;</li><li>2. Start and end dates of the project (MM-YYYY); and</li><li>3. A reference, including the name, title, telephone and or email address to substantiate the experience claimed.</li></ol>	
		<b>Maximum Points =</b>	<b>80</b>
		<b>Minimum Points Required =</b>	<b>56</b>

Table 5			
RT3 – Implementation Plan			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
RT3.1	Implementation Plan	<p>The Bidder should demonstrate how it will manage the transition period as defined in Phase 1 &amp; 2 of SOW, from Contract award date to start of service date by submitting a preliminary Implementation Plan that includes:</p> <p>a) The proposed steps;</p> <p>b) The associated schedules and timeframes;</p> <p>c) Start-up requirements;</p> <p>d) The number of resources required and the related responsibilities of such resources; and</p> <p>e) Contingency plans.</p>	<p>Up to 10 points for a)</p> <p>Up to 10 points for b)</p> <p>Up to 10 points for c)</p> <p>Up to 10 points for d)</p> <p>Up to 10 points for e)</p> <p><b>Maximum points = 50</b></p>
<b>Maximum Points =</b>			<b>50</b>
<b>Minimum Points Required =</b>			<b>35</b>

Table 6			
RT4 – Resource Plan			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
RT4.1	Resource Plan	The Bidder should describe its proposed Project Team and Program Team that will manage and deliver the services, by submitting:	

	<p>a) For the Project Team:</p> <p>i) an organization chart depicting its proposed Project Team for Phase 1 and Phase 2 (SOW article 7.13.2 and 7.13.3;</p> <p>ii) a description of: the organization structure, reporting relationship for key positions, the number of resources that will be assigned, and reporting to each key position; and</p> <p>iii) a description of how the organization structure and assignment of responsibilities would relate to the provision of all the services identified in Phases 1 and Phases 2.</p>	<p>Up to 5 points for i)</p> <p>Up to 10 points for ii)</p> <p>Up to 30 points for iii)</p> <p><b>Maximum points = 45</b></p>
	<p>b) For the Program Team:</p> <p>i) an organization chart depicting its Program Team for Phase 3 (SOW article 7.13.4);</p> <p>ii) a description of: the organization structure, reporting relationship for key positions, the number of resources that will be assigned, and reporting to each key position; and</p> <p>iii) a description of how the organization structure and assignment of responsibilities would relate to the provision of all the services identified in Phase 3.</p>	<p>Up to 5 points for i)</p> <p>Up to 10 points for ii)</p> <p>Up to 30 points for iii)</p> <p><b>Maximum points = 45</b></p>
<b>Maximum Points =</b>		<b>90</b>
<b>Minimum Points Required =</b>		<b>63</b>

Table 7			
RT5 – Project Plan			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
		The Bidder should demonstrate a thorough understanding of all Phase 1 requirements (SOW article 8.1) by submitting a Project Plan that includes:	

RT5.1	Project Plan	a) a defined description of the Requirements including the relevancy relating to the RCMP requirement.	Up to 40 points for a) <b>Maximum points = 40</b>
RT5.2	Project Plan	b) Proposed Schedule, including:  i) the extent to which the schedule for all activities is described; and  ii) the relevancy of the proposed schedule for each Phase 1 activity of the requirement.	Up to 30 points for i) Up to 20 points for ii) <b>Maximum points = 50</b>
RT5.3	Project Plan	c) Test Plans, including:  i) the extent to which the test plans meet the Phase 2 requirements (SOW article 9.1); and  ii) the relevancy of the proposed test plans to meet the Phase 2 requirements.	Up to 15 points for i) Up to 15 points for ii) <b>Maximum points = 30</b>
RT5.4	Project Plan	d) Dependencies, including:  i) the extent to which the dependencies are described; and  ii) the relevancy of the dependencies to the requirements.	Up to 20 points for i) Up to 20 points for ii) <b>Maximum points = 40</b>
RT5.5	Project Plan	e) Timeframe to be Systems Ready, including:  i) stating the period of time, in months, within which it proposes to complete the development of electronic processing services ,including all work stipulated in SOW article 9; and  ii) transition, including all work stipulated in SOW article 9, so as to be Systems Ready.	Up to 30 points for i) Up to 30 points for ii) <b>Maximum points = 60</b>
RT5.6	Project Plan	f) Integrated schedule, including:  i) the overall schedule for completion along with describing the interdependencies and critical path; and  ii) the feasibility of the integrated schedule.	Up to 40 points for i) Up to 40 points for ii) <b>Maximum points = 80</b>
<b>Maximum Points =</b>			<b>300</b>
<b>Minimum Points Required =</b>			<b>210</b>

Table 8			
RT6 – Quality Assurance Program			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
RT6.1	Quality Assurance Program	<p>The Bidder should demonstrate how its Quality Assurance Program is designed to:</p> <p>a) Ensure its training strategy for newly hired personnel and on-going training will provide its personnel with the required knowledge;</p> <p>b) Provide employee motivation, job satisfaction and team building;</p> <p>c) Adapt and evolve to enhance service delivery;</p> <p>d) Provide monitoring controls for key processes;</p> <p>e) Identify non-conformances and the related follow-up corrective action;</p> <p>f) Monitor and measure customer satisfaction; and</p> <p>g) Ensure continuous improvement of related services.</p>	<p>Up to 5 points for a)</p> <p>Up to 5 points for b)</p> <p>Up to 5 points for c)</p> <p>Up to 10 points for d)</p> <p>Up to 10 points for e)</p> <p>Up to 10 points for f)</p> <p>Up to 10 points for g)</p> <p><b>Maximum points = 55</b></p>
<b>Maximum Points =</b>			<b>55</b>
<b>Minimum Points Required =</b>			<b>38.5</b>

Table 9			
RT7 – Risk Management Plan			
#	Point Rated Technical Criteria	Bidder Preparation Instructions	Weighting
RT7.1	Risk Management Plan	<p>The Bidder should demonstrate how its Risk Management Plan is designed to identify and manage risk with respect to successfully delivering the project by:</p> <p>a) Providing a detailed risk analysis that includes:</p> <p>i) the identification of risk;  ii) evaluation of impact; and  iii) subsequent risk mitigation action plan to meet the start of services timeline.</p>	<p>Up to 20 points for i)  Up to 20 points for ii)  Up to 40 points for iii)  <b>Maximum points = 80</b></p>
<b>Maximum Points =</b>			<b>80</b>
<b>Minimum Points Required =</b>			<b>56</b>

Table 10			
RT8– Business Process Plan			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT8	Business Process Plan	<p>The Bidder must provide a Business Process Plan detailing how it undertakes:</p> <p>a) contract management and client relationship management;  b) risk and issues management;  c) training and ongoing development of staff;  d) managing changes in technology;  e) resource availability and utilization; and</p>	<p>Up to 10 points for a)  Up to 10 points for b)  Up to 10 points for c)  Up to 10 points for d)  Up to 10 points for e)  Up to 10 points for f)  <b>Maximum points = 60</b></p>

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

		f) utilization of information technologies.	
<b>Maximum Points =</b>			<b>60</b>
<b>Minimum Points Required =</b>			<b>42</b>

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

Bidders must provide the required certifications and additional information to be awarded a contract by using the Attachment 2 to Part 3.

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

The Contracting Authority will have the right to ask for additional information to verify 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.

## PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirement

6.1.1 Before award of a contract, the following conditions must be met:

- a. the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- b. the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- c. the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- d. the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7- Resulting Contract Clauses; and
- e. the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Attachment 2 to Part 3 – Certifications and Additional Information.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

If the information is not provided in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

- 6.1.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- 6.1.3 For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html> ) website.

### 6.2 Financial Capability

SACC Manual clause A9033T(2012-07-16), Financial Capability

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### **6.3 Insurance Requirements**

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

## PART 7 – RESULTING CONTRACT CLAUSES

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

### 7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A.

#### 7.1.1 Task Authorization

a) Work described at Annex A, Statement of Work Article 10.8 will be performed under the Contract on an “as and when requested basis”.

b) With respect to the Work mentioned under paragraph A of this clause,

- 1) an obligation will come into force only when the Contractor receives a Task Authorization (TA), inclusive of any revisions, authorized and issued in accordance with this clause, and only to the extent designated in the authorized TA;
- 2) the TA Authority and limit will be determined in accordance with paragraph C of this clause;
- 3) the Contractor must not commence work until a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract. The Contractor acknowledges that work performed before a TA, inclusive of any revisions, has been authorized and issued in accordance with the Contract will be done at the Contractor's own risk and expense;
- 4) the task description, inclusive of any revisions, included in an authorized TA must fall within the scope of the Statement of Work, in Annex A; and
- 5) the TA, inclusive of any revisions, will be authorized under the Contract through the use of Annex E, Task Authorization Form. An authorized TA is a completed Annex E signed by the TA Authority.

c) TA Authority and Limit

The Project Authority may authorize individual TAs inclusive of any revisions up to a limit of \$\_\_\_\_\_ (*inserted at Contract Award*), Applicable Taxes extra. Any TA the total value of which would exceed that limit or any revision to a previously authorized TA that would increase the TA total value above that limit must be authorized by the Contracting Authority before issuance to the Contractor.

d) TA Process

For each task or revision of a previously authorized task, the Project Authority will provide the Contractor with a request to perform a task prepared using Annex E Task Authorization Form, containing as a minimum:

- a) the task or revised task description of the Work required, including:
  - i) the details of the activities or revised activities to be performed;
  - ii) a description of the deliverables or revised deliverables to be submitted; and

- iii) a schedule or revised schedule indicating completion dates for the major activities or submission dates for the deliverables, or both, as applicable.
- b) the Contract security requirements applicable to the task or revised task;
- c) the Contract basis (bases) of payment applicable to the task or revised task; and
- d) the Contract method(s) of payment applicable to the task or revised task.

**e) Signed and Dated Response**

Within 3 calendar days of its receipt of the request, the Contractor must provide the Project Authority with a signed and dated response prepared and submitted using the TA form received from the Project Authority, containing as a minimum:

- a) the total estimated cost proposed for performing the task or, as applicable, revised task;
- b) a breakdown of that cost in accordance with Annex B; and
- c) for each resource proposed by the Contractor for the performance of the Work required who is not identified under the Specific Person (s) clause of the Contract :
  - i) the name of the proposed resource;
  - ii) the resume of the proposed resource; and
  - iii) a demonstration that the proposed resource meets the Contract security requirements.

**f) TA Authorization**

- a) The TA Authority will authorize the TA based on:
  - i) the request submitted to the Contractor pursuant to paragraph E of this clause;
  - ii) the Contractor's response received, submitted pursuant to paragraph F of this clause; and
  - iii) the agreed total estimated cost for performing the task or, as applicable, revised task.
- b) The TA Authority will authorize the TA based on:
- c) The TA Authority will authorize the TA provided that each resource proposed by the Contractor for the performance of the Work required meets all the requirements
- d) The authorized TA will be issued to the Contractor by facsimile. The original version will follow by email (as an email attachment in PDF format).

**g) Periodic Usage Reports - Contracts with TAs**

- a) The Contractor must compile and maintain detailed and current data on its performance of Work required and requested under TAs (inclusive of any revisions) authorized and issued under the Contract.
- b) No later than 15 calendar days after the end of each of the reporting periods below, the Contractor must submit to the Contracting Authority and Project Authority a periodic usage report containing, in an electronic spreadsheet (such as MSOffice Excel), the data elements specified in paragraphs c) and d) of this clause in the order they are presented. Where at the end of a reporting period, no changes are required to be made to the data contained in the periodic usage report submitted for the previous period, the Contractor must submit a "NIL" report to the Contracting Authority and Project Authority.

The reporting periods are defined as follows:

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

1st quarter: April 1 to June 30;  
2nd quarter: July 1 to September 30;  
3rd quarter: October 1 to December 31; and  
4th quarter: January 1 to March 31.

- c) For each TA authorized and issued under the Contract, the data must contain the following data elements in the order presented:
- i) the TA number appearing on the TA form;
  - ii) the date the task was authorized appearing on the TA form;
  - iii) the total estimated cost of the task (Applicable Taxes extra) before any revisions appearing on the TA form;
  - iv) the following information appearing on the TA form must be included for each authorized revision, starting with revision 1, than 2, etc:
    - v) the TA revision number;
    - vi) the date the revision to the task was authorized;
    - vii) the authorized increase or decrease (Applicable Taxes extra);
    - viii) the total estimated cost of the task (Applicable Taxes extra) after authorization of the revision;
    - ix) the total cost incurred for the task (as last revised, as applicable), Applicable Taxes extra;
    - x) the total cost incurred and invoiced for the task (as last revised, as applicable), Applicable Taxes extra;
    - xi) the total amount of Applicable Taxes invoiced;
    - xii) the total amount paid, Applicable Taxes included;
    - xiii) the start and completion date of the task (as last revised, as applicable); and
    - xiv) the active status (i.e., the percentage of the work completed) of the task (as last revised, as applicable) with an explanation (as applicable).
- d) For all TAs authorized and issued under the Contract, the data must contain the following data elements in the order presented:
- i) the sum (Applicable Taxes extra) specified in clause 7.6.2, Canada's Total Liability, Portion of the Work - Cumulative Total of all Authorized TAs, as last amended;
  - ii) the total cost incurred for all authorized tasks inclusive of any revisions, Applicable Taxes extra;
  - iii) the total cost incurred and invoiced for all authorized tasks inclusive of any revisions, Applicable Taxes extra;
  - iv) the total amount of Applicable Taxes invoiced for all authorized tasks inclusive of any revisions; and
  - v) the total amount paid for all authorized tasks inclusive of any revisions, Applicable Taxes extra.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## 7.2 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.

### 7.2.1 General Conditions

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

### 7.2.2 Inspection and Acceptance

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

### 7.2.3 Specific Person(s)

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract:

The names of the following will be inserted at Contract Award.

- a) the Program Manager; and
- b) the Project Manager.

## 7.3 Security Requirement

7.3.1 The following security requirement (SRCL and related clauses provided by the [Contract Security Program](#) apply and form part of the Contract

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding and Production Capabilities at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CISD/PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B**. (including an IT Link at the level of **PROTECTED B**).
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

5. The Contractor/Offeror must comply with the provisions of the:

- (a) Security Requirements Check List, attached at Annex C;
- (b) Industrial Security Manual (Latest Edition); and
- (c) SRCL Security guide, included as a separate document Appendix 1 to Annex C.

### **7.3.2 Contractor's Site or Premises Requiring Safeguarding Measures**

#### **7.3.2.1 Safe Guarding**

- a) Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Address:  
Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code  
Country

#### **7.3.2.2 Company Security Officer**

- a) The Company Security Officer (CSO) must ensure through the [Contract Security Program](#) that the Contractor and proposed individuals hold a valid security clearance at the required level.

### **7.4 Term of Contract**

#### **7.4.1 Period of the Contract**

The period of the Contract is from December 14, 2020 to December 13 2023, inclusive.

#### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional 2 year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 60 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.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### **7.4.3 Option to Extend - Transition Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of 6 months under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 60 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

### **7.4.4 Termination on Thirty Days Notice**

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

### **7.4.5 Comprehensive Land Claims Agreements (CLCAs)**

The Contract does not include deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirements for deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to CLCAs will have to form part of a separate contract.

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Lindsay Paré  
Supply Specialist, Project Delivery Services Division  
Special Procurement Initiatives Directorate, Acquisitions Program  
Services and Technology Acquisition Management Sector  
Public Services and Procurement Canada (PSPC)  
Les Terrasses de la Chaudière  
10 Wellington, 5th Floor  
Gatineau, Quebec, K1A 0S5  
Telephone: 613-314-8028  
Email: lindsay.pare@pwgsc-tpsgc.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.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## 7.5.2 Project Authority

The Project Authority for the Contract is:

*(inserted at Contract Award)*

In its absence, the Project Authority is:

*(inserted at Contract Award)*

The Project 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 Project Authority; however, the Project 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.

## 7.5.3 Contractor's Representative

*(inserted at Contract Award)*

## 7.6 Payment

### 7.6.1 Basis of Payment

As per Annex B – Basis of Payment.

#### 7.6.1.1 Firm Lot Price

For the Work described in section 8.1 and 9.1 of the Statement of Work in Annex A:

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm lot price of \$\_\_\_\_\_ *(inserted at Contract Award)*. Customs duty are included and Applicable Taxes are extra.

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.

#### 7.6.1.2 Limitation of Expenditures – Firm all-inclusive monthly rate

For the Work described in section 10.1 of the Statement of Work in Annex A.

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work in accordance with the Basis of Payment in Annex A to a limitation of expenditure of \$\_\_\_\_\_ *(inserted at Contract Award)*. Customs duty are included and Applicable Taxes are extra.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### 7.6.1.3 Authorized TA - TA subject to a Limitation of Expenditure

The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work specified in the authorized TA in accordance with the basis of payment in Annex A to the limitation of expenditure specified in the authorized TA.

Canada's total liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written authorization of the TA Authority. The Contractor must notify the TA Authority in writing as to the adequacy of this sum:

- (a) when it is 75 percent committed, or
- (b) four (4) months before the final delivery date specified in the authorized TA, or
- (c) as soon as the Contractor considers that the authorized TA funds are inadequate for the completion of the Work specified in the authorized TA,

whichever comes first.

If the notification is for inadequate authorized TA funds, the Contractor must provide to the TA Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### 7.6.2 Canada's Total Liability

- a) Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ (*inserted at Contract Award*). Customs duties are included and Applicable Taxes are extra.
- b) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- 1. when it is 75 percent committed, or
- 2. four (4) months before the Contract expiry date, or
- 3. As soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- c) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **Portion of the Work - Cumulative Total of all authorized TAs**

- a) With respect to the portion of the Work that is to be performed under the Contract on an "as and when requested basis", Canada's total liability to the Contractor under the Contract for all authorized TAs, inclusive of any revisions, must not exceed the sum of \$ \_\_\_\_\_ (*inserted at contract award*). Customs duties are included and the Applicable Taxes are extra.
- b) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- c) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
1. when it is 75 percent committed, or
  2. four (4) months before the contract expiry date,
  3. as soon as the Contractor considers that the sum is inadequate for the completion of the Work requested in all authorized TAs inclusive of any revisions, the applicable basis of payment of which is limitation of expenditure [contract clause 7.6.1.3, TA subject to a Limitation of Expenditure],
- whichever comes first.
- d) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **7.6.3 Method of Payment**

#### **7.6.3.1 Milestone Payments - Subject to holdback**

For the Work described in section 8.1 and 9.1 of the Statement of Work in Annex A:

- a) Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract, up to 90 percent of the amount claimed and approved by Canada if:
- i) an accurate and complete claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
  - ii) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
  - ii) all work associated with the milestone and as applicable any deliverable required have been completed and accepted by Canada.

- b) The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all Work required under the Contract if the Work has been accepted by Canada and a final claim for the payment is submitted.
- c) The schedule of milestones for which payments will be made in accordance with the Contract is as follows:

Table 1 – Milestone Payments		
Milestone Number	Deliverable	Delivery Date
1	<p><b>Project Plan</b>  Submit project plan for review and approval by the Project Authority. Project is authorized to proceed.</p>	Within 2 weeks of contract award
2	<p><b>Requirements Review Phases 1 &amp; 2</b>  Requirements specifications for Phase 1 – <b>Plans &amp; Infrastructure Set-up</b> are complete, correct and approved by the project authority.</p> <p>Provide initial analysis, conceptualization and development of infrastructure including but not limited to:</p> <ul style="list-style-type: none"> <li>i) electronic processing systems;</li> <li>ii) required interfaces;</li> <li>iii) business rules;</li> <li>iv) data conversion;</li> <li>v) processes and services, and</li> <li>vi) quality assurance program.</li> </ul> <p>Requirements specifications for Phase 2 – <b>Transition to Live Operations</b> are complete, correct and approved by the project authority.</p> <p>Provide development, testing and migration to operational readiness, including but not limited to:</p> <ul style="list-style-type: none"> <li>i) training;</li> <li>ii) communications;</li> <li>iii) final testing;</li> <li>iv) final infrastructure set-up; and</li> <li>v) parallel testing of processes and calculations, including the interfaces, with "live" data.</li> </ul>	Within 1 month of contract award
3	<p><b>Design</b>  Provide initial analysis &amp; conceptualization of the Phase 1 and Phase 2 requirements. Ensuring design satisfies all requirements, is approved and suitable for the administrative functions.</p>	Within 2 months of contract award

4	<b>Development</b> Implement design of Phase 1 and 2 requirements.	Within 3 months of contract award
5	<b>Test Planning</b> Ensure test plans are adequate for the testing of all infrastructure/systems and are approved and suitable for the input of test cases and test procedures.	Within 4 months of contract award
6	<b>Testing</b> Parallel testing of processes and calculation, including the interfaces, with "live data". Ensure all infrastructure/systems have passed testing phase and are suitable for implementation phase.	Within 5 months of contract award
7	<b>Transition to Operational Readiness</b> All the requirements identified, developed, tested, and validated in Phase 1 and Phase 2 are implemented and suitable to support the on-going administrative services to be delivered in Phase 3.	Within 6 months of contract award

#### 7.6.3.2 Monthly Payment

For the Work described in section 10.1 of the Statement of Work in Annex A:

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) 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;
- b) all such documents have been verified by Canada; and
- c) the Work performed has been accepted by Canada.

#### 7.6.3.3 The following method of payment will form part of the authorized TA:

- a) For the Work specified in an authorized TA subject to a limitation of expenditures:

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) 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;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada.

#### 7.6.4 SACC Manual Clauses

C0711C (2008-05-12), Time Verification  
 A9117C (2007-11-30), T1204 - Direct Request by Customer Department

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### 7.6.5 Electronic Payment of Invoices - Contract

*(applicable payment from list below will be inserted at contract award)*

The Contractor accepts to be paid using any of the following Electronic Payment Instruments:

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

### 7.6.6 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

## 7.7 Invoicing Instructions

### 7.7.1 Terms of Payment

**7.7.1.1** The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;
- b) a copy of the release document and any other documents as specified in the Contract;
- c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses; and
- d) a copy of the monthly progress report.

**7.7.1.2** Invoices must be distributed as follows:

- a) The original and one (1) copy must be forwarded to the following address for certification and payment.

Royal Canadian Mounted Police  
National Compensation Services  
73 Leiken Drive  
M5-4th Floor, Suite 100 Mailstop #31  
Ottawa, Ontario K1A 0R2  
Attention: Pierre LeBrun

- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### 7.7.1.3 Invoicing Instructions - Progress Payment Claim - Supporting Documentation required:

1. The Contractor must submit a claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment.

Each claim must show:

- a) all information required on form PWGSC-TPSGC 1111;
- b) all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;

*Instruction to contracting officers: Insert specific information that must be shown on the claim and is not covered under (a) and (b) above to reflect the requirement. The following are examples only.*

- c) a list of all expenses;
- d) expenditures plus pro-rated profit or fee;
- e) the description and value of the milestone claimed as detailed in the Contract.

*Instruction to contracting officers: Use the following paragraph when claims must be accompanied by supporting documents. The documents listed are examples only and must be revised to reflect the requirement.*

Each claim must be supported by:

- a) a copy of time sheets to support the time claimed;
  - b) a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
  - c) a copy of the monthly progress report.
2. Applicable Taxes must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.
  3. The Contractor must prepare and certify one original and two (2) copies of the claim on form PWGSC-TPSGC 1111, and forward it to the \_\_\_\_\_ (*insert "Project" or "Technical" or "Inspection"*) Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

The \_\_\_\_\_ (*insert "Project" or "Technical" or "Inspection"*) Authority will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

4. The Contractor must not submit claims until all work identified in the claim is completed.

## 7.8 Certifications and Additional Information

### 7.8.1 Compliance

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

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### 7.8.1.1 Federal Contractors Program for Employment Equity - Default by the 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 Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid List" available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>). The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

### 7.8.1.2 Canadian Content Certification

SACC Manual clause A3060C (2008-05-12), Canadian Content Certification

## 7.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in *(inserted at contract award)*.

## 7.10 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2018-06-21), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List ;
- (f) Annex D, Insurance Requirements;
- (g) Annex E, Task Authorization Form;
- (h) SRCL Security Guide (included as a separate document);
- (i) the signed Task Authorizations (including all of its annexes, if any); and
- (j) the Contractor's bid dated \_\_\_\_\_ *(inserted at contract award)*.

## 7.11 Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer

licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 7.12 Proactive Disclosure of Contracts with Former Public Servants

*(To be determined at contract award)*

## 7.13 Additional Clauses

1. A9122C (2008-05-12), Protection and Security of Data Stored in Databases
  - a) The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
    - i) equivalent protections are given to personal information as in Canada under legislation such as the [Privacy Act](#), R.S. 1985, c.P-21, and the [Personal Information Protection and Electronic Documents Act](#), S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
    - ii) the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

- b) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
- c) The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
- d) The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
- e) The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.

- f) Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.
2. A9113C (2014-11-27), Handling of Personal Information

## ANNEX A - STATEMENT OF WORK

### 1. Introduction

This Statement of Work details the services required for the Royal Canadian Mounted Police (RCMP) Group Life, Accidental Death, Dismemberment and Specific Loss (AD&D), and Disability Income Insurance plans, hereinafter referred to as "the Plans".

### 2. Background

The RCMP is Canada's national police service and is part of the Ministry of Public Safety Canada. The RCMP prevents and investigates crime, maintains order, enforces laws on a variety of diverse matters from health to the protection of government revenues. It contributes to national security, ensures the safety of state officials, visiting dignitaries and foreign missions, and provides vital operational support services to other police and law enforcement agencies. In fulfilling its diverse and important mandate, the RCMP employs over 18,000 Regular and 3,500 Civilian Members.

The RCMP's National Compensation Services is accountable and responsible for delivery oversight of the RCMP Group Life, AD&D, and Disability Income Insurance plans, including assurance that payroll and pensioner deductions and remittances of member premiums are accurate, timely, and that operating expenses associated with the Plans are properly accounted.

National Compensation Services role is:

- a) to monitor the outsourced contract for services;
- b) to direct the implementation phase of the service contract;
- c) to provide some communication with Plan members; and
- d) responsibility for RCMP policy direction as it relates to Compensation Policies, Pensions and Benefits administration and systems.

The authority to provide the insurance for Plan Participants is pursuant to the *Financial Administration Act*. The insurance benefits and associated payroll and pensioner deductions must be accounted for under the appropriate RCMP Insurance Plans.

The RCMP facilitates Group Life, AD&D and Disability Income Insurance Plans for active and retired members of the RCMP, including former RCMP regular and civilian members working for Canadian Security Intelligence Service.

The following group insurance plans are 100% member paid;

- a) Employee Basic Life;
- b) Employee Optional Life;
- c) Dependent Optional Life;
- d) Employee and Dependent Optional Accidental Death and Dismemberment; and
- e) Specific Loss Benefits.

The Disability Income Insurance Plan is both employee and employer funded (85% employer/15% employee). The Senior Officer Life//Post Retirement Life Insurance is 100% employer funded.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

All plans are underwritten by the Great-West Life Assurance Company.

As of December 31, 2018 the Insurance Plans had a total membership of 42,726 (22,719 active members / 20,007 pensioners).

### 3. Objective for Life and Disability Income Insurance Administration

The services requested under this Statement of Work include a modern, sustainable and viable insurance administrative service for RCMP active and inactive members and pensioners based on best practices utilized within the insurance industry. In recognition of the high risk environment in which RCMP members work, the RCMP places significant priority in ensuring that:

Life and Disability Income Insurance claims will be promptly, and accurately administered; the most appropriate Group Life, AD&D, and Disability Income Group Insurance Plans are available; these services are managed with utmost efficacy; and Plan Participants have flexibility in accessing accurate information on their benefits and other plan provisions in a timely manner.

The RCMP seeks a modern, comprehensive, reliable, timely and cost-effective insurance administrative service that complies with Government regulations and policies and includes services such as:

on-line (self-service) access to plan, entitlement and beneficiary information;  
a dedicated personalized call-centre for Plan Participants;  
timely, accurate, and complete collection of premiums;  
timely and accurate processing of enrolment, requests for changes and supporting claim administration;  
rigorous records management supporting personalized insurance related information for Plan Participants, and robust information management in support of performance management for the RCMP and the insurer;  
accurately managed communication of plan information;  
quality assurance of Plan Participant information as per the Quality Assurance Plan;  
processes and workflows supporting data exchanges with Information Management/Information Technology (IM/IT) systems, internal or external to the RCMP;  
service improvements in order to ensure the benefits administration continue to align with industry levels;  
and  
continuous business process improvements so that service delivery is aligned to the service standards.

### 4. Terminology and Glossary of Acronyms

4.1 Acronyms are defined as follows:

Table 1 - Terminology and Glossary of Acronyms	
AIA	<i>Access to Information Act</i>
AD&D	Accidental Death & Dismemberment
COTS	Commercial Off the Shelf

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

EDI	Electronic Data Interchange
EOI	Evidence of Insurability
GoC	Government of Canada
GWL	Great-West Life Assurance Company
HR	Human Resources
IVR	Integrated Voice Response
OLA	<i>Official Languages Act</i>
OCA	Office of the Chief Actuary
PA	<i>Privacy Act</i>
PDR	Pension Data Repository
PSPC	Public Services and Procurement Canada
PSPC - SSD	PSPC- Specialized Services Division
RCMP	Royal Canadian Mounted Police
RCMPSA	<i>Royal Canadian Mounted Police Superannuation Act</i>
RCMPPCA	<i>Royal Canadian Mounted Police Pension Continuation Act</i>
RFP	Request for Proposal
SPS	Standard Payment System
SRCL	Security Requirements Check List

TBS	Treasury Board Secretariat
-----	----------------------------

4.2 Definition of Terminology is as follows:

Table 2 – Definition of Terminology	
Active Member (non-retired)	A Member who has not retired or been discharged from the RCMP service. (Regular or Civilian Member)
Annuitant	A former RCMP contributor to the <i>Royal Canadian Mounted Police Superannuation Act</i> (RCMPSA) or the <i>Pension Continuation Act</i> (PCA) in receipt of a pension.
Arrears	An overdue payment for insurance premiums.
Beneficiary	Person(s) (for beneficiaries under the age of 18 years, it is recommended that a trustee be designated), the estate, or the organization(s) the Plan Participant designates to receive the proceeds of their Group Life and/or AD&D insurance upon their death. The Plan Participant is the beneficiary for Optional Dependent Life Insurance Plan. If a beneficiary is not named or predeceases the Plan Participant, benefits will be distributed according to the line of succession under each applicable insurance plan.
Benefit(s)	The amount payable in the event of the death or a loss, of the insured, in accordance with the approved coverage under the terms of the plan(s).
Business Day	Monday to Friday excluding observed Federal Statutory holidays.  The observed Federal Statutory Holidays are:  i) New Year's Day ii) Good Friday iii) Easter Monday iv) Victoria Day v) Canada Day vi) Labour Day vii) Thanksgiving viii) Remembrance Day ix) Christmas Day x) Boxing Day
Civilian Member (CM)	A Civilian Member is hired for their specialized scientific, technical or administrative skills. Civilian Members are hired under the terms and conditions stipulated in the <i>RCMP Act</i> .

Conversion Privilege for Plan Participants	A benefit allowing for the enrolment in a private insurance plan following termination of the Group Life Insurance Plan(s) without providing EOI. The amount that may be converted is equal to or less than the enrolled plans to a maximum of \$200,000.
Deferred Annuitant (DA) Benefit	Members who have retired from the RCMP and have elected to defer their RCMPSPA Pension payments until the age of 60 years.
Dependent – Spouse and/or Child	Spouse: A Plan Participant's legal spouse, their common-law partner or their former spouse when mandated by court.  Child: An unmarried natural child, legally adopted child, or step-child of the Plan Participant (when the spouse is living with the Plan Participant and has custody of the child), a legal ward of the Plan Participant or their spouse. The child must be under the age of 18 years and not working more than 30 hours per week unless they are a full-time student. A child over the age of 18 years must either be a full-time student or incapacitated for a continuous period beginning before the age of 18 years.
Division "1"	A member of the RCMP subject to the provision of the <i>RCMPSA</i> or the <i>RCMPPCA</i> and who automatically transferred to Canadian Security and Intelligence Service (CSIS) on July 16, 1984 and has been continuously employed by that organization ever since.
Evidence of Insurability (EOI)	A medical questionnaire submitted as proof of good health for group life insurance purposes. In some cases, the plan applicant may be required to complete a more specific questionnaire and/or undergo a physical exam and/or tests.
Human Resource Management Information System (HRMIS)	HRMIS is the RCMP system utilized to support the HR management of its employees.
Inactive Member	A Member who is not in active status. (i.e. LWOP)
Insurance Plan Administrator	The third party service provider contracted by the RCMP to administer the Group Life Insurance Plans, the AD&D Plan, and the Disability Income Insurance Plan.
Insurance Plan Policy Holder	The body responsible to oversee the insurance plans from a financial and policy perspective
Insurance Plan Underwriter	The insurance company receiving premiums for fulfilling the provisions of the plan text and the financial letters of agreement for the RCMP Life and Disability Income Insurance Plans.
Leave With Pay	An authorized paid absence from duty.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

Leave Without Pay (LWOP)	An authorized unpaid absence from duty.
Leave Without Pay – Maternity and/or Parental Leave	<p>Maternity Leave: A member who becomes pregnant will be granted maternity leave without pay for a period beginning before, on or after the end date of pregnancy and ending no later than 18 weeks after the end date of pregnancy.</p> <p>Parental Leave: Where a parent has or will have the actual care and custody of a newborn child, the member will, upon request, be granted parental leave without pay to a maximum of 37 weeks, depending on provincial legislation, in a 52-week period. The parental leave may be taken all at once or in two periods from the date of birth of the child and may begin no sooner than two weeks before the child comes into the care of the parent for adoption.</p>
Life and/or Work Event	Personal or work related life events that may enable the Plan Participant to re-examine and update coverage selections, personal information and beneficiary designations.
Loss of Basic Requirement (LBR)	A paid or unpaid period of time during which the Plan Participant loses the factors required for the discharge of the Plan Participant's duties as a member of the RCMP. Such as (a) legal authorization to possess a firearm, (b) legal authorization to operate a motor vehicle, (c) absence of any prohibition against entry into property or premises within the policing jurisdiction of the member.
Member	Includes Regular Members, Civilian Members, Special Constables, Division I.
Member Payroll	The computer system used by the RCMP to pay members' salaries.
National Compensation Services (NCS)	The branch within the RCMP responsible for development and delivery of compensation programs and services to Members of the RCMP.
Pension Data Repository (PDR)	The Pension Data Repository is a data repository for detailed member pension data, designed to consolidate historical and current data extracted from various RCMP Payroll and HR systems and to facilitate the electronic exchange of quality pension data to and from the selected Pension Administration outsourcer.
Pensioner (Retired Member)	A former Member who discharges from the RCMP or Division "I" and who is entitled to an annual allowance or an immediate annuity from the <i>RCMPSA</i> or <i>RCMPPCA</i> .
Pension Plan Administrator	Public Services and Procurement Canada (PSPC)- Government of Canada Pension Centre

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

Pensioner Payroll	Administered and issued through the PSPC Standard Payment System (SPS).
Personal Information	Any information in the possession of the RCMP, the Insurance Plans Underwriter, and Insurance Plans Administrator about an identifiable individual.
Plan Participant	Members (active and inactive) and Pensioners who are enrolled in any of the RCMP Group Life Insurance, Disability Insurance, and Accidental Death and Dismemberment plans.
Plan Text	<p>Agreements between the Insurance Plan Underwriter and the Government of Canada for the provision of the Group Life, Accidental Death &amp; Dismemberment &amp; Specific Loss Benefits, and Disability Income Insurance Plans for Plan Participants.</p> <p>The policies are:</p> <ul style="list-style-type: none"> <li>i) Employee Basic Life Insurance Policy #4392</li> <li>ii) Employee Optional Insurance Plan Policy # 24680</li> <li>iii) Dependent Optional Life Insurance Policy # 32843</li> <li>iv) Employee and Dependent Optional Accidental Death &amp; Dismemberment Insurance and Specific Loss Benefits (AD&amp;D) Policy #135047</li> <li>v) Disability Income Insurance (DI) Policy # 24892</li> <li>vi) Senior Officer Life Insurance Plan (SOLIP) Policy # 134237</li> <li>vii) Post Retirement Life Insurance Plan (PRLIP), Policy # 168124GL</li> </ul>
Premium	The agreed amount submitted to the Insurance Plan Underwriter for the individual insurance coverage.
Reconciliation	The process of reviewing and analyzing separate tombstone and payroll files and where differences exist, finding the cause and bringing the two records into agreement.
Regular Member (RM)	An RM is a police officer hired under the terms and conditions stipulated in <i>the RCMP Act</i> ; and holds a rank in the RCMP.
Remittance	Insurance premiums submitted to the Insurance Plan Underwriter or income taxes and/or sales taxes to be submitted to the applicable federal and provincial governments (sum of premiums).
RCMP	Royal Canadian Mounted Police, as established under the authority of the <i>RCMP Act</i> .
Salary	The Plan Participant's base pay, excluding overtime pay, bonuses and allowances. For part-time employees, the basic salary is based on scheduled hours of work.
Senior RM, CM, and Division "I" Officer	A Regular Member who holds the rank of Chief Superintendent or above; or a Civilian Member equivalent; or a Special Constable equivalent.

Service Standards	Outline of the specific deliverables and performance measures established by the RCMP.
Special Constable (S/Cst)	A S/Cst. is a police officer hired under the terms and conditions stipulated in <i>the RCMP Act</i> .
Standard Payment System (SPS)	The PSPC administered cheque issuance system used by the RCMP to pay Members and pensioners.
Suspension Without Pay (SWOP)	Unpaid absence when a Member is suspended from duty for disciplinary reasons.
Systems Ready	The automated systems are in place, meet all the technical and security requirements, and are able to fulfill the administrative requirements defined in the SOW.
Third Party	An external service provider who is contracted to deliver services.

## 5. Scope

### 5.1 Stakeholders

The Treasury Board of Canada is the Employer for the RCMP.

The RCMP is accountable and responsible for the administration of the Group Life and Disability Income Insurance Plans.

Plan Participant groups are comprised of Active and Inactive RCMP members, including former members now working for Division 'I', and Pensioners.

### 5.2 The Insurance Plans

For the purposes of this SOW, Group Life and Disability Income Insurance "*Benefits*" is limited to the following Group Plans:

- a) Employee Basic Life Insurance;
- b) Employee Optional Life Insurance;
- c) Dependent Optional Life Insurance;
- d) Employee and Dependent Optional Accidental Death & Dismemberment Insurance and Specific Loss Benefits;
- e) Disability Income Insurance;
- f) Senior Officer Life Insurance Plan; and
- g) Post Retirement Life Insurance Plan.

Enrolment in Disability Income Insurance is mandatory until criteria is met, while enrolment in the other insurance plans are voluntary. Enrolment in Senior Officer Life Insurance Plan is automatic when a Member becomes a Senior Officer.

## **6. Responsibilities**

### **6.1 Governmental Entities and Responsibilities**

#### **6.1.1 Treasury Board**

The Treasury Board Secretariat assumed the role of policy holder for the Plans effective April 1<sup>st</sup>, 2009.

#### **6.1.2 RCMP**

The RCMP is responsible for:

- a) approval and oversight of third parties performing delegated administrative responsibilities;
- b) performance monitoring of day-to-day insurance administrative services;
- c) on-going liaison with and direction to the Contractor with respect to day-to-day provision of insurance administration services;
- d) regular Audits of the Contractor to ensure compliance and/or performance of services and adherence to security policies;
- e) the payment of Insurance Administration expenses;
- f) transmittal of Plan Participant Human Resource and Payroll data to the Contractor; and
- g) consolidation and remittance of insurance premiums for pensioners to the Insurance Plan Underwriter in accordance with the data feeds received from the Pension Plan Administrator.

#### **6.1.3 Public Services and Procurement Canada**

##### **6.1.3.1 Specialized Services Division**

Public Services and Procurement Canada Specialized Services Division will provide the following services to the RCMP with respect to the administration of the Plans:

- a) consolidation and remittance of insurance premiums for active members to the Insurance Plan Underwriter in accordance with data feeds received from the Contractor;
- b) provide a reject file identifying any insurance premiums that could not be completed for follow up by the Contractor;
- c) ensure the reconciliation of premium deductions and direct receipts to contribution records;
- d) provide RCMP with accounting information on remittances to the Insurance Plan Underwriter; and
- e) provide a remittance file to the Insurance Plan Underwriter.

##### **6.1.3.2 Pension Plan Administrator**

The Pension Plan Administrator will provide the Contractor with information and/or services in support of Insurance Administration Services, including but not limited to:

- a) Pensioner Tombstone Data;
- b) report of Pensioner Discharge option selection;
- c) Pensioner Pre and Post Payroll file; and
- d) providing a remittance file to the Insurance Plan Underwriter.

### **6.2 Third Party Service Providers and Responsibilities**

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

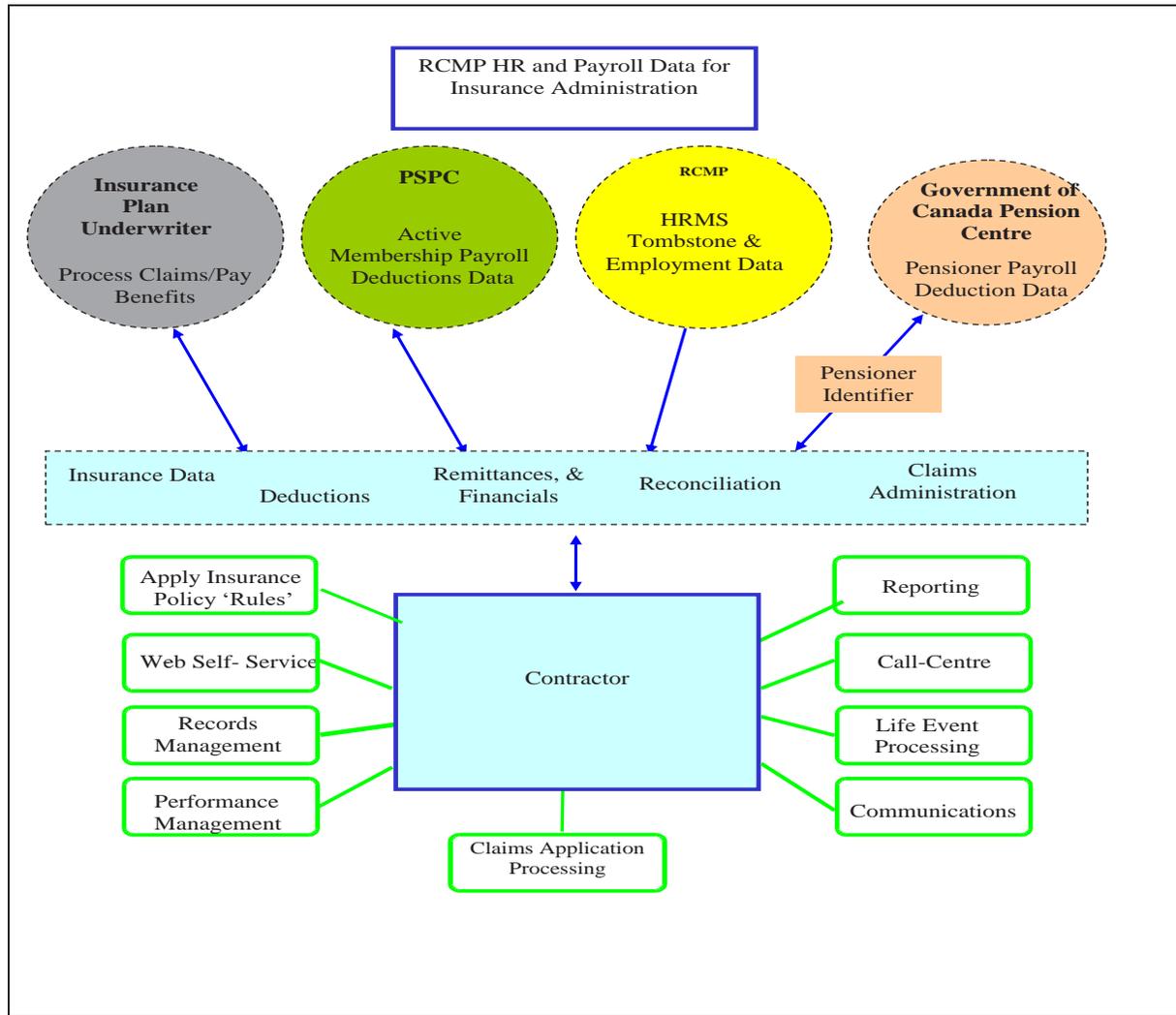
Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

#### 6.2.1 Insurance Plan Underwriter (GWL Assurance Company)

The Great-West Life Assurance Company is the current Insurance Plan Underwriter for all RCMP Group Life and Disability Income Insurance plans.

#### 6.3 Involved Parties

The following pictogram outlines administrative responsibilities between the RCMP, the Contractor, the current Pension Plan Administrator provider, the Insurance Plan Underwriter and PSPC for the administration of Insurance Services.

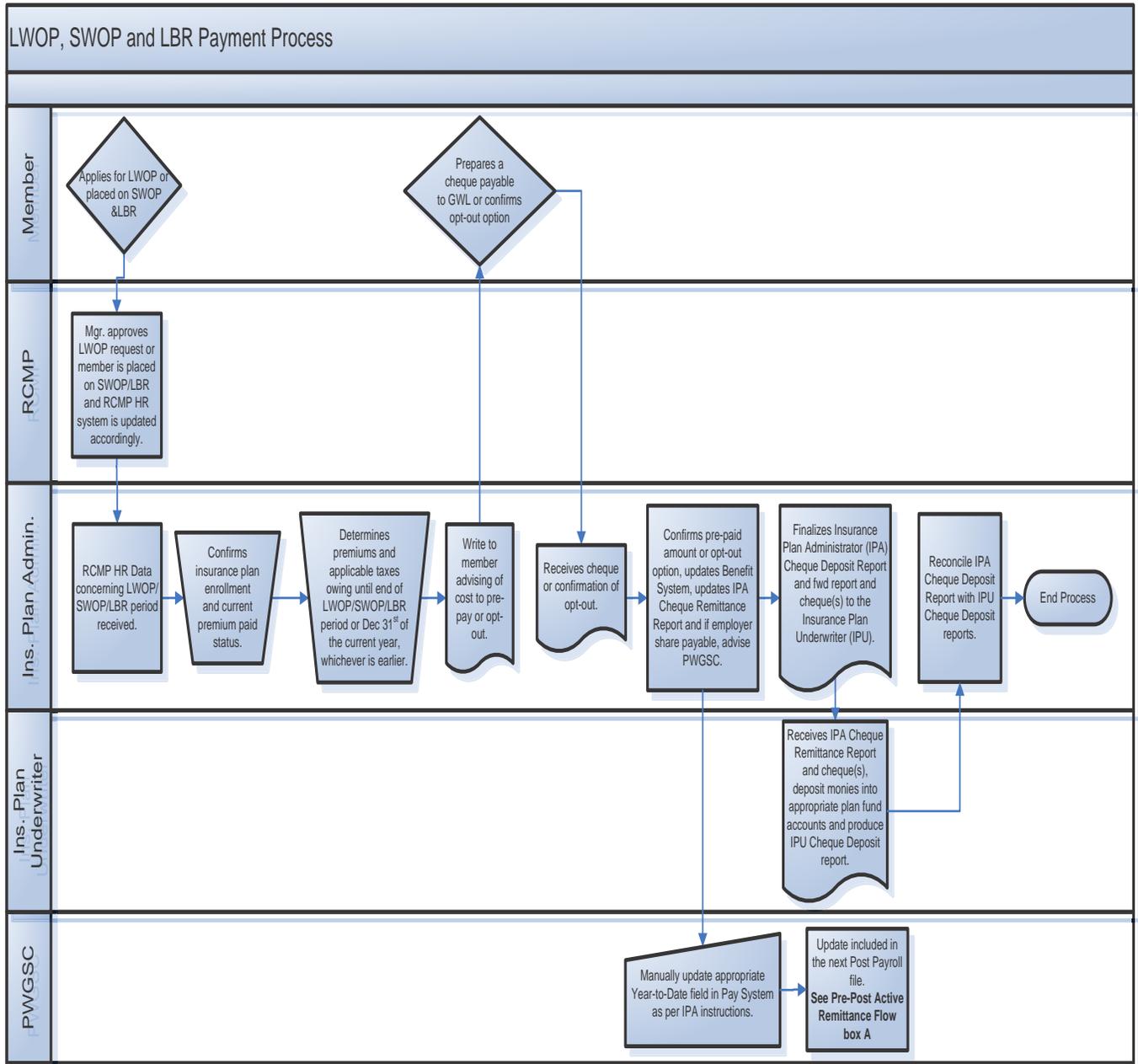


#### 6.4 Process Flows

The Contractor must calculate and initiate all premium remittance processes to the Insurance Plan Underwriter as per the following flow diagrams.

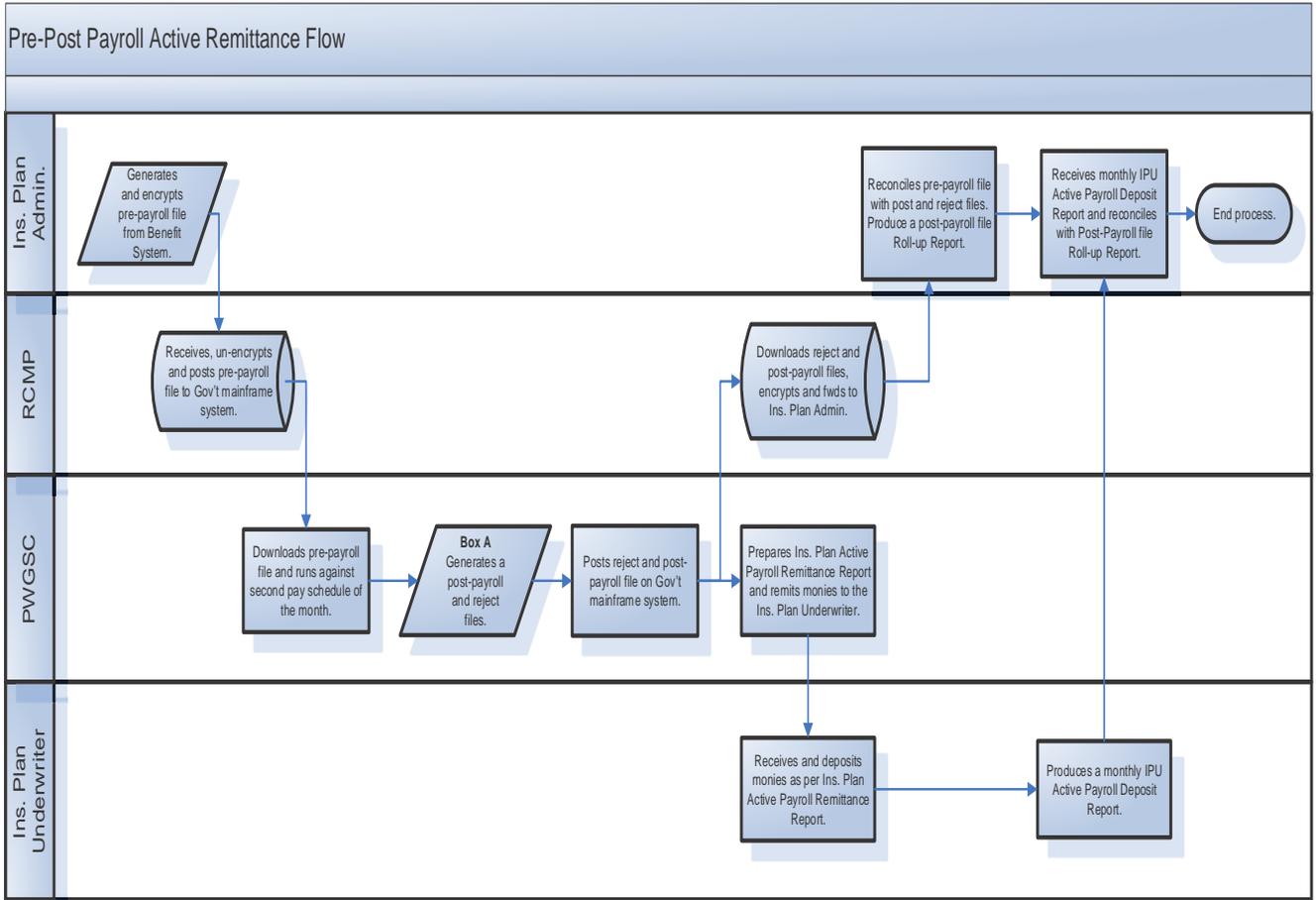
At no time will the Contractor hold premium monies in a bank account on behalf of Plan Participant(s). The Contractor must ensure that each Plan Participant's premium(s) paid are accounted for within the appropriate remittance report and that the total sums tallied on the remittance report(s) are properly and accurately deposited into the appropriate Plan Fund accounts by the Insurance Plan Underwriter (as per the process workflows below).

##### 6.4.1 Leave Without Pay, Suspension Without Pay and Loss of Basic Requirements Payment Process



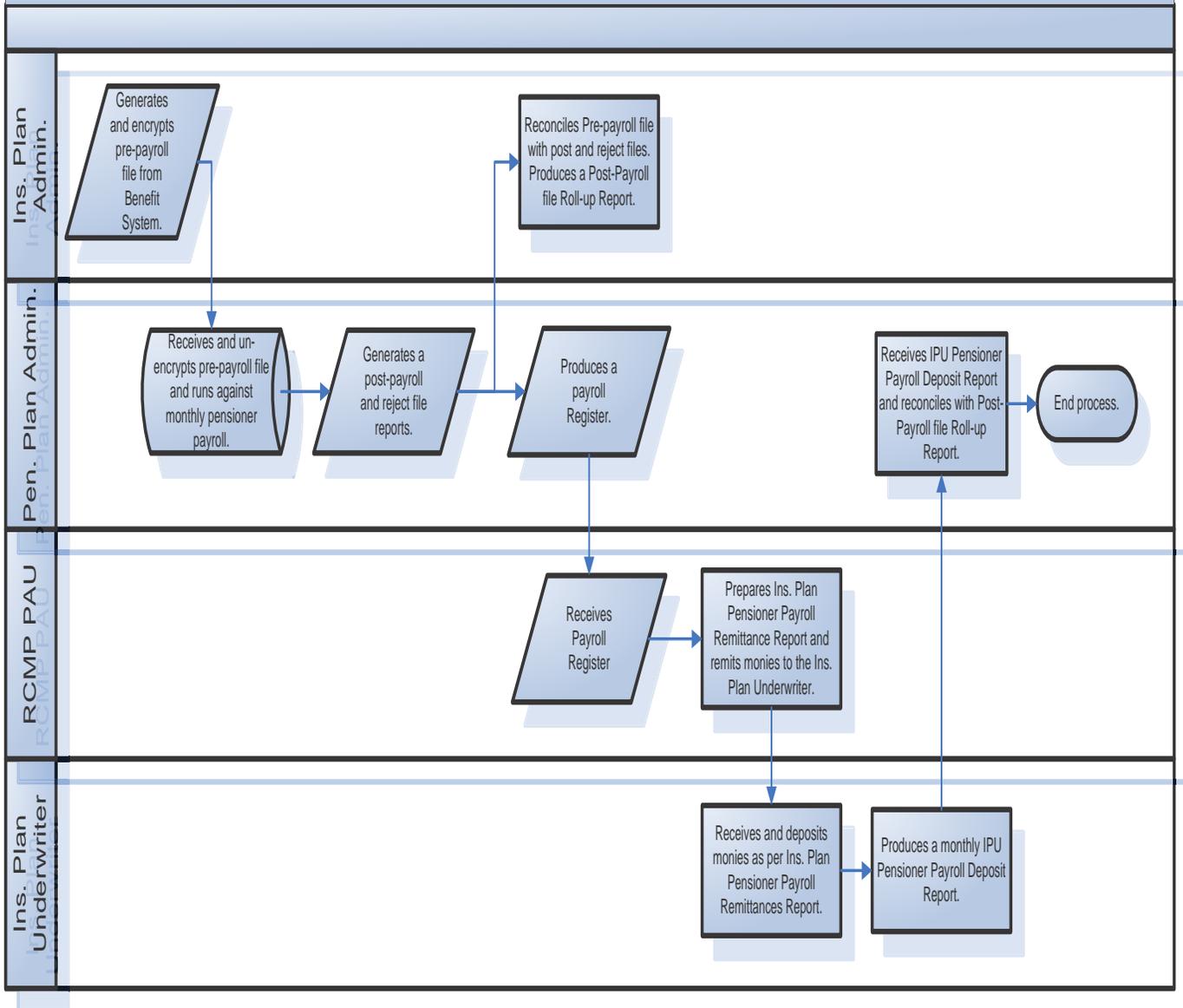
6.4.2 Payroll Process Flows

a) Pre-Post Payroll Active Plan Participant Remittance



b) Pre-Post Payroll Pensioner Plan Participant Remittance

## Pre-Post Payroll Pensioner Remittance Flow



### 7. General Requirements

#### 7.1 General Requirements List

<b>Table 1 - General Requirements List</b>		
<b>Requirements</b>		<b>Reference</b>
1	Security Compliance	Article 7.2
2	Compliance with Official Languages	Article 7.3
3	RCMP Access to Insurance Plan Administrator Systems	Article 7.4
4	Disability Income Insurance	Article 7.5
5	Plan Participant Services	Article 7.6
6	Historical Retention of Plan Participant Physical Record	Article 7.7
7	Approval Process	Article 7.8
8	Quality Assurance Program	Article 7.9
9	Audits	Article 7.10
10	External Member Satisfaction Surveys	Article 7.11
11	Access to Records and Calculations for the Purposes of Audit	Article 7.12
12	Meetings	Article 7.13
13	Overview of Requirements	Article 7.14

7.2 Security Compliance

7.2.1 Security of Documents

The Contractor must:

- a) not remove or make copies of any protected information or assets from the identified work site(s).

7.2.2 Security of Data

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

The Contractor must:

perform all work and/or services in Canada with all the data collected, maintained, or otherwise managed not to be exchanged, linked, or provided, electronically or otherwise, to any entity beyond Canadian borders, thereby ensuring compliance with the *Access to Information Act* and the *Privacy Act*  
<https://laws-lois.justice.gc.ca/eng/acts/a-1/>

### 7.2.3 Security Standards

The Contractor must:

- a) meet all Government of Canada security standards prior to having any information processed or stored within their facilities;
- b) cooperate with the RCMP or its designated party for the security review in accordance with the Security Requirements Check List; and
- c) cooperate with the RCMP, for security audits of its facilities and supporting infrastructure.

Note:

- 1) The RCMP reserves the right to perform system scans and/or audits to validate compliance to the Departmental security requirements.

### 7.2.4 Client Server Based Application

In the RCMP all of the information required is currently housed in a client server based application. There is a need for a facility to communicate and/or exchange this information

The Contractor must:

- a) Provide a solution that:
  - i) integrates with current network (NPSnet); and
  - ii) is integrated, permitting automated and seamless data transfers

### 7.2.5 Administrative Function Solution

The Contractor must:

- a) provide an Administrative Function Solution that includes a secure network connection that meets the RCMP standards (e.g. Virtual Private Network solution meeting FIPS 140-1 level 2). This must include:
  - i) a high speed dedicated communication line between the Contractor and the RCMP network; or
  - ii) alternatively, it can be a Virtual Private Network over the internet with appropriate security measures in place.
- b) ensure the proposed solution meets the RCMP security requirements and standards;
- c) ensure that all flows of information are unidirectional, which entails that all communication for GET/PUT be initiated from the RCMP to the provider; and
- d) ensure that no communication from its system and/or network to the RCMP is permitted.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

#### 7.2.6 RCMP Network

The Contractor must:

- a) implement a process to allow the RCMP Insurance Administration system to be accessible on the RCMP network to allow the Project Authority read-only access to administration and case management files, and to generate reports or if this is not possible, make available a dedicated terminal for the exclusive use of the Project Authority at a designated RCMP location;
- b) ensure all access is protected using role based access requiring the use of identification and authentication;
- c) ensure roles are defined and associated to specific access; and
- d) ensure a sole role is established for the creation and modification of other roles.

#### 7.2.7 Network Encryption

The Contractor must:

- a) have a fully encrypted network from end to end including any sub contracts, and to the point of connectivity to them;
- b) meet the Government of Canada standards for level of encryption.

#### 7.2.8 Privacy and Security Policies

The Contractor must:

- a) ensure that the following meets the Government of Canada Privacy and Security policies and legislation <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578> inclusive of definitions and applicable documents:
  - i) all data systems;
  - ii) connectivity and telecommunication methods;
  - iii) data transfers;
  - iv) reports;
  - v) physical locations;
  - vi) individuals with access to systems and/or data; and
  - vii) handling of all Protected 'B' information.

#### 7.2.9 System Information Exchange

The Contractor must:

- a) exchange information in "pull method" rather than "push method", applying to:
  - i) entitlement control;
  - ii) client status; and
  - iii) coverage.
- b) ensure all exchanges are transaction-based and made available for real time application.

#### 7.2.10 System Access

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

The Contractor must:

ensure its systems used for the administrative function are compatible with existing RCMP software and accessible to the adopted communication solution; as detailed in article 8.7.1.12 RCMP Connectivity and Desktop Specifications

#### 7.2.11 Bandwidth Requirements

The Contractor must:

- a) during the Project Implementation Phase 1 and Phase 2, work with the Information and Technology authorities of the RCMP to determine the appropriate bandwidth requirements.

#### 7.2.13 Information Exchange

The Contractor must:

- a) have the ability to exchange information either in real-time (real-time messaging) or daily via Secure File Transfer; and
- b) ensure all exchanges meet the Government of Canada security requirements for Protected "B" information.

#### 7.2.14 Notification of Change

The Contractor must:

- a) immediately notify the Project Authority via email prior to making changes to its:
  - i) personnel structure;
  - ii) locations where work is to be performed including movements within the building;
  - iii) Information Technology system(s); and
  - iv) any other changes that might impact the security of RCMP information, so that an updated Security Review can be performed.

#### 7.2.15 Security Policy and Privacy Policy

The Contractor must:

- a) have a Security Policy and Privacy Policy;
- b) have an Acceptable User Practices document regarding access to information systems to which all employees of the organization must sign their agreement;
- c) when requested, provide proof for b) above;
- d) at all times during the course of the Contract, comply with all security requirements that may be imposed by the RCMP;
- e) appoint a Security Officer to oversee the compliance of said policies and to report any security breaches involving RCMP materials immediately to the Project Authority; and
- f) allow for a review by CISD for compliance.

Note:

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

For further details respecting the security review, refer to the Treasury Board of Canada policy on *Security and Contract Management Standard* <https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12332>

#### 7.2.16 Information Technology

The Contractor must:

- a) never use its Information Technology systems to handle or populate any RCMP information deemed Classified or Protected C;
- b) ensure all RCMP data is logically separated from non RCMP data;
- c) ensure that only information which the Project Authority or RCMP Security Advisor has deemed to be acceptable is populated into its select information system; and
- d) if found to be non-compliant with respect to a security requirement that is imposed by the RCMP (via the Statement of Work, or otherwise), the Project Authority may, at their discretion and timeframe:

take steps as deemed necessary to be compliant with the security requirements(s).

#### 7.3 Compliance with Official Languages

The Federal Government has an obligation to provide service in Canada's two official languages.

The Contractor must:

support the above obligation by ensuring that bilingual services are provided as mandated by Section 25 of the *Official Languages Act* <https://laws-lois.justice.gc.ca/eng/acts/o-3.01/>;

- b) ensure all electronic or printed information, materials and tools provided to clients, are available simultaneously in both official languages. This includes but is not limited to:
  - i) forms;
  - ii) letters;
  - iii) reports;
  - iv) promotional material;
  - v) informational booklets;
  - vi) procedural material; and
  - vii) user documentation.
- c) ensure personal communications to clients are provided in the client's language of choice;
- d) ensure if a client's language preference is not known, that the communication is provided in both official languages; and
- e) when the language preference of the client is known, then maintain the language preference of the client for all future personal communications.

#### 7.4 RCMP Access to Insurance Plan Administrator Systems

The Contractor must:

- a) provide access to its database to the Project Authority;

- b) ensure the access to its database provides the Project Authority with the capacity to query data, produce ad hoc reports, and perform audit functions; and
- c) provide a user-friendly interface so that non-technical users can query the database and extract data as and when required.

#### 7.5 Disability Income Insurance

The Contractor must:

- a) calculate premium arrears for LWOP, SWOP, and/or LBR upon return to work using service and salary data; and generate a one-time arrears transaction for inclusion in the earliest Pay feed;
- b) refund premium overpayments due to promotions to Senior Officer; Senior Officers are provided with employer paid coverage;
- c) collect Disability Income arrears for active members on LWOP, SWOP, and/or LBR who terminate prior to returning from LWOP, SWOP and/or LBR;
- d) update its systems for any amendments to the insurance premium rates, including premium holidays;
- e) provide a web-site with general coverage information;
- f) provide a Call Centre (general coverage information with respect to plan, including Disability Income benefit formula, as well as support with the completion of the application form); and
- g) facilitate members with more than 25 years of service to opt out of Disability Income coverage.

Notes:

- 1) In regards to b) above, Senior Officers are provided with employer paid coverage.
- 2) Under the terms of this contract, the Contractor will not be involved in the processing of disability claims. The Contractors involvement must be limited to that outlined above.

#### 7.6 Plan Participant Services

The Contractor must:

- a) ensure they have the ability to receive inquiries through various channels. These channels include, but are not limited to:
  - i) direct telephone contact and phone messages;
  - ii) facsimile;
  - iii) web-based self-service; and
  - iv) hard-copy communications.
- b) ensure that all Plan Participants and beneficiaries, including those located outside of Canada, have access to the ongoing administrative services of article 10.3 Insurance Administration Program Management.

#### 7.7 Historical Retention of Plan Participant Physical Record

The Contractor must:

- a) maintain Plan Participants' historical physical record in file format for 6 months from the date of file closure; and

- b) ensure that files beyond the 6-month retention date, are returned to Project Authority for archiving.

#### 7.8 Approval Process

The Contractor must:

- a) if/when advance Project Authority approval is required, ensure its Work Plan allows a minimum of 10 days to obtain the Project Authority approval, decisions and/or feedback for each Contract milestone deliverable;
- b) should subsequent changes be required to a Contract milestone deliverable, resubmit the revised Contract milestone deliverable to the Project Authority for approval;
- c) for iterations of a revised Contract milestone deliverable, allow the Project Authority a minimum of 5 days to provide approval, decisions and/or feedback; and
- d) submit deliverables for Project Authority approval in sequence; however, deliverables may be submitted in parallel when they are not dependant on other deliverables or tasks being performed.

#### 7.9 Quality Assurance Program

The Contractor must:

- a) provide and maintain a Quality Assurance Program;
- b) ensure the Quality Assurance Program delivers accuracy, efficiency, responsiveness, timeliness and accessibility of all services including, but not limited to:
  - i) service level metrics outlined in article 10.4 Service Standards, process controls and documented administrative procedures based on industry best practices;
  - ii) staff training, monitoring and evaluation practices; and
  - iii) appropriate daily, weekly and monthly performance measurement reports.

##### 7.9.1 Internal Controls

The Contractor must:

- a) document, implement, and maintain adequate internal controls i.e. actions to mitigate risks and achieve established objectives, to verify the integrity of all information.
- b) ensure controls are in place to:
  - i. safeguard assets;
  - ii. reduce the risk that financial and non-financial data may be incorrect or corrupt;
  - iii. reduce the potential consequences of errors in financial and non-financial data;
  - iv. provide proper authorization of transactions and comply with policies, and procedures, laws, and regulations.
- c) ensure all internal controls are documented and follow industry standards and Chartered Professional Accountants Canada principles.

##### 7.9.2 Accuracy and Completeness of Data

The Contractor must:

- a) verify the accuracy and completeness of data captured and/or communicated to the Project Authority.

## 7.10 Audits

### 7.10.1 Internal Compliance Audit

The Contractor must:

- a) conduct at the discretion of the Project Authority, a quarterly audit of case management, the call centre, and system maintenance activities to evaluate actual contractor performance achieved against Contract service standards, process controls and documented administrative procedures set out in the Quality Assurance Program and to identify possible areas for improvement; and
- b) provide to the Project Authority the results of each quality assurance audit including recommendations on appropriate improvements to correct problems, reduce program costs and improve service delivery quality.

### 7.10.2 Internal Controls and Procedures Audit

The Contractor must:

- a) conduct an annual audit by an external auditor, with the audit report extending to controls placed on operations and tests of the operating effectiveness of controls according to the Canadian Auditing Standards, as per Section 5970.01(b) of the Handbook of the Canadian Institute of Chartered Accountants;
- b) if the audit opinion includes a reservation or denial of opinion, disclose the planned corrective action relating to the reservation to the Project Authority for its concurrence;
- c) be solely responsible for all other costs associated with the audit, including participation in the audit; and
- d) be solely responsible for costs associated with any corrective actions taken to address issues that are identified by complying with an audit under the Canadian Auditing Standards.

### 7.10.3 External Compliance Audit

At least once every two years, the Project Authority will conduct an external audit to ensure the Contractor's compliance with the terms of the Contract. The audit will include an assessment of compliance with the service standards, process controls and documented administrative procedures and will include a review of a representative sample of case management and claims administration.

In regards to the above, the Contractor must:

- a) cooperate and provide timely access to the appropriate facilities, files, documentation, records and systems necessary to conduct such audits and provide any assistance that may reasonably be required to complete these audits;
- b) be solely responsible for all other costs associated with the audit, including participating in the audit, and those costs associated with any corrective actions taken to address Contract compliance issues that are identified as a result of an audit; and
- c) ensure the Project Authority has the sole right to designate when the Audit can be conducted.

#### 7.11 External Member Satisfaction Surveys

The Contractor must:

- a) allow the Project Authority to conduct, at the Project Authority cost, on an as needed basis, a Member satisfaction survey of the Contractor's services.

Notes:

- 1) The Member satisfaction survey will be based on a statistically valid sample of all members of the RCMP.
- 2) The results of the Member satisfaction survey will be reviewed with the Contractor.

#### 7.12 Access to Records and Calculations for the Purposes of Audit

The Contractor must:

- a) upon the Project Authority's request, provide to the Project authority and/or designated RCMP staff, all records pertaining to the services provided including, but not limited to:
  - i) client information;
  - ii) benefit payment information;
  - iii) client documents;
  - iv) forms and letters;
  - v) telephone records; and
  - vi) e-mails.
- b) maintain records, in accordance with the *Access to Information Act* and the *Privacy Act* <https://laws-lois.justice.gc.ca/eng/acts/a-1/> including, but not limited to:
  - i) physical files,
  - ii) data records, and
  - iii) telephone records.

#### 7.13 Meetings

The Contractor must:

- a) conduct regular meetings (defined in c) and d) below) with the Project Authority, Contracting Authority and other representatives as identified by the Project Authority;
- b) ensure its Project and/or Program Manager and other resources and subject matter experts as required, attend the meetings;
- c) ensure meetings are conducted weekly during the Phase 1 - Plans and Infrastructure Set-Up and Phase 2 - Transition to Live Operations;
- d) ensure meetings are conducted monthly during Phase 3 - Insurance Administration Program Management;
- e) if/when requested by the Project Authority attend meetings more frequently;
- f) participate in the initial kickoff meeting which will be held within 5 days after Contract Award;
- g) adhere to the meeting format as defined by the Project Authority, including:

- i) face-to-face, at a Government of Canada location in the National Capital Region;
  - ii) by teleconference; or
  - iii) video conference.
- h) provide meeting availability information to the Project Authority leading to a mutually agreed upon date/time to meet;
- i) develop (and/or update as applicable) an agenda and any relevant documentation and distribute to the identified representatives, a minimum of 24 hours in advance of each meeting; and
- k) develop meeting minutes and distribute to the identified representatives, no later than two days after meeting via email.

#### 7.14 Overview of Requirements

##### 7.14.1 Administrative Services

The Contractor must:

- a) Maintain:
- i. a Plan Participant database;
  - ii. data based on Plan Participants requested and self-service data changes;
  - iii. confidential Plan Participant insurance records, including tombstone data, employment, premiums, service and salary;
  - iv. beneficiary and insured Dependent Spouse data;
  - v. physical files for all Plan Participants;
  - vi. self-service web application(s) for Plan Participant and/or RCMP staff, in both official languages;
  - vii. accounting balances for Plan Participants (as defined in the Insurance Plan Rules); and
  - viii. Plan participant (member and pensioner) payroll deductions and account balances.
- b) Record:
- i) historical Insurance Plan changes; and
  - ii) Plan Participant historical selections.
- c) Provide:
- i) communication services in both official languages;
  - ii) plan feature information based on plans in multiple formats; i.e. Web, brochures, etc.;
  - iii) letters and/or forms on life events to any Plan Participants, Dependents, Beneficiaries, and/or Legal Representative;
  - iv) access for designated NCS staff to Plan Participant data and processing systems; and
  - v) up-to-date insurance statements upon request or as required.
- d) Develop and Maintain:
- i) procedural manuals, business and research materials in order to train its employees in providing insurance administrative services;
  - ii) Plan Participant annual statements;

- iii) all necessary information systems and databases, including supporting software and required interfaces; and
- iv) required interfaces and/or reports to RCMP, third party service providers, and financial information.

#### 7.14.2 Accounting for Remittances & Premiums

The Contractor must:

- a) record and reconcile remittances to Insurance Plan Underwriter;
- b) record Plan Participant premiums;
- c) reconcile premiums amount to remittance amount;
- d) calculate, and process insurance coverage premiums for periods of Leave Without Pay (LWOP and/or SWOP), Loss of Basic Requirements (LBR), and Disability Income Insurance (DI); and
- e) initiate, monitor and follow-through to ensure payment for outstanding premiums where and when applicable.

#### 7.14.3 Reporting

The Contractor must:

- a) provide reports on ongoing activity, problems, costs and operations on a monthly and annual basis or as requested by the RCMP;
- b) prepare administrative and technical reports as detailed in the article 9.5 Reporting Requirements; and
- c) provide the RCMP with the ability to produce ad-hoc reports.

#### 7.14.4 Call Centre

The Contractor must:

- a) provide complete management and administration services for the Call Centre; including technical and operational support;
- b) provide a toll free telephone system that would include Automatic Call Distribution and voice messaging to reach Call Centre staff;
- c) ensure Call Centre staff are fully trained;
- d) adjust staff levels to ensure calls are answered within service levels described in article 10.4; and
- e) respond to inquiries, orally, and in writing as per client request.

#### 7.14.5 Performance Management

The Contractor must:

- a) produce and maintain audit trails of all data changes related to Plan Participant files and service delivery changes;
- b) monitor, analyze and inform the RCMP of all applicable legislation to ensure the Insurance Plans are administered correctly;
- c) manage the Contractual relationship with the RCMP, ensuring compliance with the contract including achievement of service standards; and
- d) manage and administer Quality Assurance program.

#### 7.14.6 Disaster Recovery

The Contractor must:

- a) create, obtain RCMP approval for and implement the pre-emptive elements in support of the phased Disaster Recovery Plans.

#### 7.14.7 Implementation - 3 Proposed Phases

The implementation requirements are separated into three proposed Phases for the provision of the services. While each Phase builds upon work detailed in the previous Phase, the potential for unknown variables may not allow for independent completion of a Phase prior to the start of the next Phase. Requirements and resources identified in Phases 1, 2 and 3 may be implemented concurrently in order to meet transition deadlines. The final transition to Phase 3, Insurance Administration Program Management, incorporates all requirements identified, developed, tested and validated in Phases 1 and 2. Comprehensive on-going administrative services, as outlined in article 10.3, are to be fully supported within six months of contract award.

### **8 Phase 1 - Plans and Infrastructure Set-Up Requirements**

The Contractor must:

- a) ensure the systems and services described in Phase 1 – Plans and Infrastructure Set-Up support the on-going administration services to be delivered in Phase 3; and
- b) provide initial analysis, conceptualization and development of infrastructure including but not limited to:
  - i) electronic processing systems;
  - ii) required interfaces;
  - iii) business rules;
  - iv) data conversion;
  - v) processes and services, and
  - vi) quality assurance program.
- c) during Phase 1, develop the plans and infrastructure set-up necessary to complete Phase 2 and Phase 3 requirements; and
- d) ensure Phase 1 requirements, including but not limited to all those listed below, will be submitted to the Project Authority for final approval as per the Approval Process defined in article 7.8.

## 8.1 Phase 1 Requirements List

<b>Table 1 - Phase 1 Requirements List</b>		
<b>Requirements</b>		<b>Reference</b>
1	Project Plan	Article 8.2
2	Call Centre	Article 8.3
3	Web-Based Self-Serve	Article 8.4
4	RCMP Systems	Article 8.5
5	Contractor's Technical Infrastructure and Systems	Article 8.6
6	Technical Infrastructure	Article 8.7
7	Technical Requirements	Article 8.8
8	Data Collection	Article 8.9

## 8.2 Project Plan

The Contractor must:

provide and manage this phase in accordance with a pre-submitted and approved Phase 1 Project Plan which will cover all requirements listed in article 8.1; and ensure Phase 1 requirements are submitted to the Project Authority for final approval as per the Approval Process defined in article 7.8.

## 8.3 Call Centre

The Call Centre will be the primary interface for Plan Participants, beneficiaries, survivors, and the Project Authority staff.

The Contractor must:

- a) provide a dedicated Insurance Services Call Centre (North America toll-free number) to respond to Plan Participant inquiries and to provide access to information relating to the Plans being administered;
- b) utilize an electronic call management software reporting system;

- c) ensure the Call Centre is equipped with Voice Messaging services;
- d) ensure resource levels and training of Call Centre and Case Management Administration staff is sufficient to meet or exceed the required service standards, as per article 10.4.
- e) provide the technology, the training and the expertise to respond to all questions relating to the Plans;
- f) develop and maintain scripts in both official languages for use by Call Centre staff in answering frequently asked questions;
- g) ensure all scripts developed require prior Project Authority approval;
- h) ensure the Call Centre and/or Case Management Administration staff provide information (oral and written) to Plan Participants about their benefit plans, including providing forms, Insurance Statements, claim information, and other support as required by the Plan Participant;
- i) ensure Call Centre and/or Case Management Administration staff receive, analyze, research, and respond to requests in a timely, consistent, and professional manner ensuring that the information satisfies the inquiry and is consistent with the RCMP Insurance Rules in article 11;
- j) ensure they inform the Plan Participant(s) of any issue(s) delaying the service and provide the expected time frame for resolution;
- k) provide a work management process(es) supporting the Call Centre and/or Case Management Administration staff to record, track, assign, and monitor all inquiries to ensure the inquiries are properly handled, to support the resolution of disputes, and measure and track customer satisfaction on an ongoing basis against the service standards;
- l) provide regular monthly Administrative reports, as per article 9.5.1, to the Project Authority on inquiries received and the disposition of those inquiries, including reporting on outstanding inquiries and disputes;
- m) ensure the Call Centre and/or Case Management Administration tasks include, but are not limited to:
  - i) providing timely and comprehensive responses to all inquiries in a professional manner in accordance with the service standards provided in article 10.4;
  - ii) recording, tracking, and monitoring for all inquiries including complaints, concerns, and any issues;
  - iii) monitoring of queue waiting time to measure the length of time callers wait for live assistance;
  - iv) issues management;
  - v) conducting independently validated Plan Participant satisfaction surveys every 2 years with a report on the findings and a plan for service improvement;
  - vi) providing a monthly report on inquiries received and issues management;
  - vii) voice messaging to support Plan Participant questions when the call centre is closed or in overflow mode;
  - viii) supporting user profile updates;
  - ix) data transfer of pre-payroll files;
  - x) claims administration;
  - xi) providing information on progress of case processing;
  - xii) providing information on dispute resolution process;
  - xiii) providing general Plan information (i.e. information not specific to the Plan Participant);
  - xiv) confirming changes and/or updates with the Plan Participant on information received verbally and/or in writing for certain pre-defined information;
  - xv) processing signed beneficiary designation, and enrolment forms; and
  - xvi) calculating and collecting premium arrears and premium pre-payments.

#### 8.4 Web-Based Self-Services

The Contractor must:

- a) provide a secure web-site that provides general plan information and self-service for Plan Participants including information about their benefit plans, forms, insurance statement, claim information and other information;
- b) ensure the web-site provides a standard look that can be adapted to the RCMP colours and logos with no further customization;
- c) provide for web-enabled self-services for the Plans being administered in accordance with the service standards provided in article 10.4;
- d) ensure that the Web-based services for Plan Participants include, but are not limited to:
  - i) user profile management;
  - ii) providing responses to web-based queries from Plan Participants or other stakeholders;
  - iii) providing instant acknowledgement that the message was received for all web-based queries;
  - iv) providing general Plan information (i.e. information not specific to the Plan Participant) unassisted by a service representative;
  - v) providing information related to insurance benefits in the event of termination, retirement, disability, death, conversion, LWOP, SWOP, LBR, etc;
  - vi) providing the ability for Plan Participants to review, clarify or verify plan data, conversion provisions, and/or benefit entitlements including provision of requisite forms;
  - vii) providing information on dispute resolution process;
  - viii) confirming completed on-line Plan Participant's transaction(s) during the web session;
  - ix) electronic routing of Plan Participant request(s) for Call Centre call-back; and
  - x) 24 hour access, 365 days a year.
- e) ensure the Plan Participant website includes, but is not limited to:
  - i) welcome page;
  - ii) links to other relevant websites and files, as determined by the Project Authority;
  - iii) the capacity to toggle between the official two languages;
  - iv) html format;
  - v) scalable font;
  - vi) high colour contrast;
  - vii) intuitive navigation;
  - viii) ability to change password;
  - ix) functionality to view, download, input data, and print forms;
  - x) customized glossary;
  - xi) frequently asked questions/answers; and
  - xii) on-line storage of user sessions for administrative purposes and records management.
- f) ensure all website content and format is submitted to the Project Authority for review and approval prior to posting; and

- g) ensure the website respects the universal accessibility guidelines developed by the World Wide Web Consortium's Web Accessibility Initiative <http://www.w3.org/TR/WCAG10/> by ensuring compliance of its web sites with the Priority 1 and Priority 2 checkpoints of the Web Content Accessibility Guidelines 1.0.

## 8.5 RCMP Systems

Within the RCMP, the critical systems for this initiative are the Member Payroll System (MPS) and the Human Resource Management Information System (HRMIS), a COTS product called PeopleSoft provided by Oracle Corp. implemented in the RCMP using IBM/DB2 database product as its back-end store. They will be the source of Plan Participant tombstone data. In addition, the RCMP's Financial Management system (TEAM) is a COTS product (SAP).

The Contractor must:

- a) develop interactive data transfer with the:
- i) HRMIS; and
  - ii) MPS.

## 8.6 Contractor's Technical Infrastructure and Systems

The Contractors technical infrastructure is important as it provides the backbone for the provision of services.

The Contractor must:

- a) deliver a technical infrastructure, which encompasses relevant systems and technologies necessary for ongoing insurance administration as per Phase 3, article 10.3 ensure the technical infrastructure is:
- i) user-friendly;
  - ii) technically reliable;
  - iii) functional;
  - iv) easily supportable;
  - v) flexible;
  - vi) upgradeable and/or scalable; and
  - vii) secure.
- b) provide systems and technologies to deliver the ongoing administrative services required in article 10.3.
- c) Ensure the administration function encompasses everything from data entry by specialist(s) (e.g. data correction, system access management, etc.) to the system automated data exchanges. These include, but are not limited to:
- i) information management;
  - ii) user profile management;
  - iii) case processing of insurance events; and
  - iv) case management systems to support the various business processes required to administer services.

### 8.6.1 Data and System Interfaces

The Contractor must:

- a) develop the processes for regularly scheduled data transfers from the RCMP, the Government of Canada Pension Centre, Division I, and for accurate and seamless integration of the data within the Contractors benefit systems;
- b) send and receive pensioner and member payroll system feeds in order to initiate and reconcile monthly premium deductions;
- c) exchange data with third party service providers and the Insurance Plan Underwriter; and
- d) develop interfaces that include, but are not limited to:
  - i) from the RCMP to the Contractors database:
    - 1) this interface represents the main source of active and LWOP, SWOP, and/or LBR Member tombstone data.
  - ii) from the Contractors database to the RCMP Member Payroll:
    - 1) the required information is with respect to premiums for insurance coverage selected by Plan Participants that require deduction(s) from the RCMP member's pay.
  - iii) from RCMP Member Payroll to the Contractors database:
    - 1) for each remittance interface file provided to Member Payroll, the Contractor must receive a file confirming the premium deduction was made; and
    - 2) ensuring it updates the information from the file into its database and resolve cases with discrepancies or for which a premium deduction was not made.
  - iv) from the Contractors database to the Government of Canada Pension Centre:
    - 1) the required information with respect to premiums for insurance coverage selected by Plan Participants that require deduction(s) from Pensioner's Payroll;
    - 2) for each remittance interface file provided, the Contractor must receive a file confirming the remittance was made; and
    - 3) the Contractor must update the information from this file into their database and resolve cases with discrepancies or for which a deduction was not made.
  - v) feed from the Government of Canada Pension Centre to the Contractor which identifies chosen pension option selection; e.g. Deferred Annuitant, Commuted Value.

Note:

Where data elements and file layouts already exist, they will be provided to the Contractor during Phase I of the project, while new interface requirements will be jointly identified and developed during this same phase. High level details and workflows are provided for in article 6.3 and 6.4.

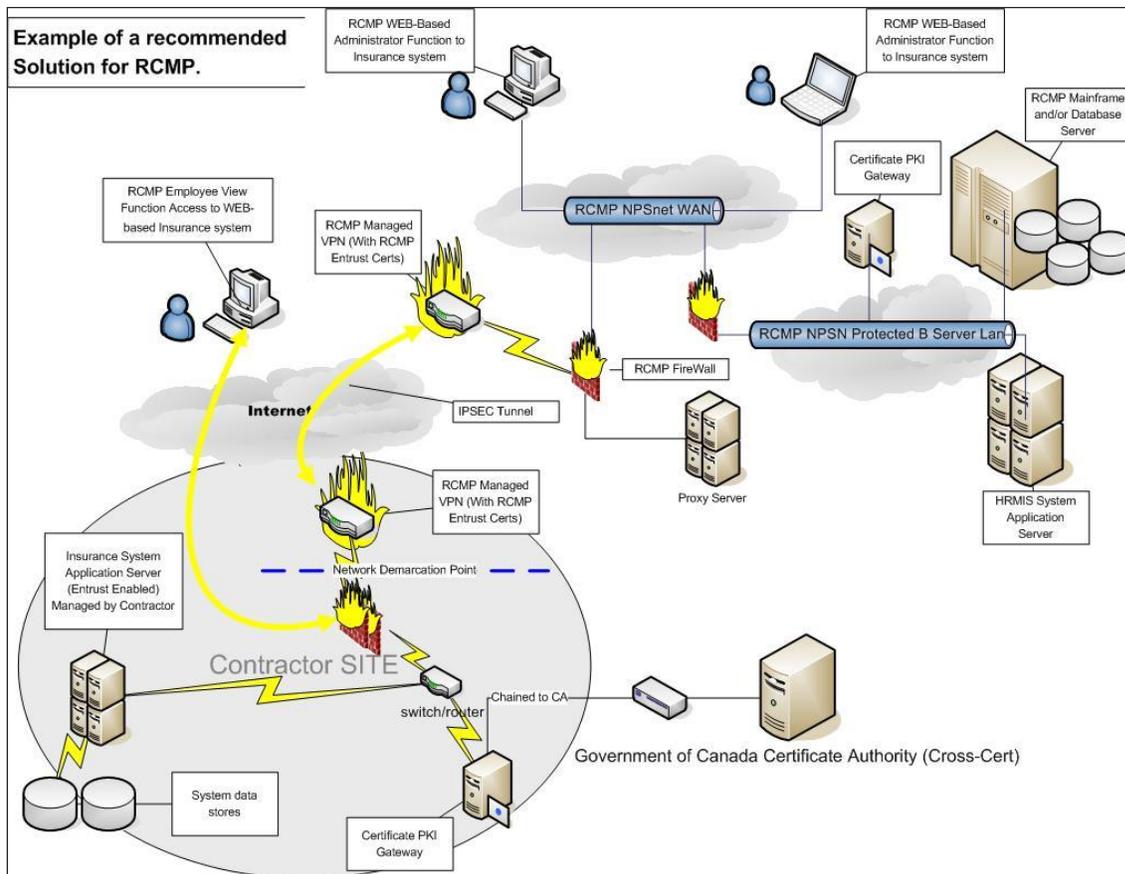
8.7 Technical Infrastructure

8.7.1 Summary of Technical Architecture

To facilitate an understanding by the Contractor of the technical expectation under the contract, a description of the existing RCMP network and desktop configurations has been provided.

It is important to note that these specifications represent the preferred environment. Technology is rapidly changing and the Contractor must be able to react to changes to the current set-up.

8.7.1.1 Network/System Architecture Diagram



Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

#### 8.7.1.2 Network

The Contractor must:

- a) for the Administration function for the RCMP, provide an integrated solution that includes the provision of a dedicated connection point for the establishment of a VPN between the RCMP and the Contractor; and
- b) ensure responsibility for all hardware up to RCMP's firewall interface.

Note:

- 1) Attached above (network diagram) is an example of the future set the RCMP would like to leverage.

#### 8.7.1.3 Information Exchange between Insurance Plan Administrator and RCMP Systems

In the RCMP all of the information required is currently housed in a client server based application. There is a need for a facility to communicate and/or exchange this information. The solution required must be integrated, permitting automated and seamless data transfers. The RCMP requires a solution that integrates with the current network (NPSnet).

The Contractor must:

- a) ensure the Administrative function solution includes a secure network connection that meets the RCMP standards.

Note:

In regards to a) above, this could be as simple as a high speed dedicated communication line between the Contractor and the RCMP network or alternatively, it could be a VPN (Virtual Private Network) over the internet with appropriate security measures in place.

- b) ensure the proposed solution meets the RCMP security requirements and standards;
- c) as the RCMP requires that all flows of information be unidirectional, ensure that communication for GET/PUT be initiated from the RCMP to the provider and that no communication from the Contractor's system and/or network to the RCMP be permitted;
- d) implement a process to allow the Contractor's RCMP Insurance Administration system to be accessible on the RCMP network to allow the Project Authority read-only access to administration and case management files, and to generate reports; and
- e) If d) above is not possible, make available a dedicated terminal for the exclusive use of the Project Authority at a designated RCMP location.

#### 8.7.1.4 System Information Exchange Ability

The Contractor must:

- a) for RCMP System information exchange, exchange information in 'pull method'. This applies to:
  - i) entitlement control;
  - ii) client status; and

- iii) coverage, etc.
- b) ensure these exchanges between the Insurance application and the RCMP are transaction-based and made available for real time application;
- c) ensure access to all Insurance Plan Administrator systems necessary for the administrative function are compatible with existing RCMP software and accessible to the adopted communication solution;
- d) during the Project Implementation Phases (1&2), work with the Information and Technology authorities of the RCMP to determine the appropriate bandwidth requirements;
- e) allow access to its system for inquiry, information queries, etc.;
- f) Ensure the RCMP will have the ability to exchange information either in real-time (real-time messaging) or daily via SFTP (Secure File Transfer); and
- g) Ensure all system exchanges meet Federal security requirements for Protected "B" information.

#### 8.7.1.5 Data Exchange Format

The Contractor must:

- a) ensure all data exchange transactions to and from the RCMP, are compatible with RCMP systems.

Note:

The RCMP's systems utilize IBM/DB2 as the enterprise database for the data storage. This is required for seamless integration.

- b) If/when requested provide identification of specific transactional information such as:
  - i) record deleted;
  - ii) inserted or updated; and
  - iii) date stamps for audit purposes or as per business requirements.

#### 8.7.1.6 User Internet Solution

The RCMP requires an internet solution for user access that allows Plan Participants to access their benefit information and personal information from any internet connection. In order for Plan Participants to be able to maintain their own personal information, the RCMP requires open access for Plan Participants.

The Contractor must:

- a) provide all access administration for internet access, including support to employees via the call centre.

#### 8.7.1.7 Service Provision

The Contractor must:

- a) ensure all network traffic between the Contractor and the RCMP is IP based and remain under the full control of the RCMP; and

- b) ensure real-time reporting is provided on circuit utilization, availability and interface statistics.

#### 8.7.1.8 Contractor System(s) Responsibilities

The Contractor must:

- a) be responsible for maintaining its own systems, including:
  - i) system enhancements;
  - ii) computer system availability outside core hours;
  - iii) computer hardware acquisition; and
  - iv) stand alone computer terminal for Project Authority use.

#### 8.7.1.9 Business Continuity and Disaster Recovery Plans

The Contractor must:

- a) prepare, and submit to the Project Authority for approval, a detailed Business Continuity Plan and Disaster Recovery Plan which pertains to all aspects of both the technical and operational environment in the event of an unforeseen crisis (catastrophic system failure, etc.), as per ITIL best practices;
- b) ensure the Business Continuity Plan and Disaster Recovery Plan is fully functional and has been tested in a simulated environment prior to the date of system implementation;
- c) test the BCP and DRP annually in accordance with test plans agreed upon by the Project Authority;
- d) submit a report detailing the test results, for c) above, to the Project Authority no later than 15 days following the test, ensuring that:
  - i) any negative test results and proposed resolution will be reviewed with the Project Authority; and
  - ii) that the Project Authority reserves the right to monitor the testing process.

#### 8.7.1.10 Computer Hardware Requirements

The Contractor must:

- a) ensure the plan for the Insurance Administrative System architecture allows for network access for users within the RCMP to connect from their desktop workstation; and
- b) ensure that all network connectivity is compatible to the desktop workstation specifications outlined within the RCMP Connectivity and Desktop Specification article 8.7.1.12.

Note:

A global overview of the Network/System Architecture is outlined in article 8.7.1.1.

- c) prepare and submit a detailed plan of the Network/System Architecture showing all connections, and infrastructure as well as detailed specifications of the software, operating systems and a document plan of how the networks will be established and maintained;

- d) if/when there are requested changes to the network configuration, respond with a strategy to address the changed requirements to the System Architecture plan; and
- e) ensure all network configuration changes are addressed within the parameters of the agreed to Change Management process.

Note:

- 1) In regards to d) above, the RCMP may occasionally request changes to the network configuration coincident with internal organizational changes. These changes could include network additions, changes, or deletions. The RCMP will notify the Contractor in advance of any proposed network configuration changes.

8.7.1.11 Hardware and Infrastructure

The Contractor must:

- a) set up and maintain off-site facilities and systems for storing backups;
- b) set up and maintain a fail-over site;
- c) ensure the facilities and systems meet the specifications set out in the industrial security manual stated in the security section of the RFP Part 7;
- d) track and manage the storage of backups off-site, enabling easy identification and recall as required;
- e) randomly test the ability of backups to be restored;
- f) install a full data centre operation requirements such as:
  - i) heating;
  - ii) ventilation and air conditioning (HVAC);
  - iii) uninterruptible power supplies;
  - iv) backup power supplies;
  - v) diesel generators;
  - vi) raised floors; and
  - vii) physical access controls;
- g) ensure all environments and facilities, including fail-over facilities, where protected information is handled and stored, adhere to the security requirements.

8.7.1.12 RCMP Connectivity and Desktop Specifications

The RCMP desk-top configuration is as follows (subject to change):

Table 1 - RCMP Connectivity and Desktop Specifications				
Name	Publisher	Installed date	Size	Version
Adobe Acrobat DC (2015)	Adobe Systems Incorporated	2019/01/16	7.48 GB	15.006.30464
Adobe Flash Player 32 ActiveX	Adobe Systems Incorporated	2019/01/16	19.8 MB	32.0.0.114

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

Adobe Flash Player 32 NPAPI	Adobe Systems Incorporated	2019/01/16	20.3 MB	32.0.0.114
Cisco AnyConnect Diagnostics and Reporting Tool	Cisco Systems, Inc.	2018/08/09	4.27 MB	4.5.02036
Cisco AnyConnect Network Access Manager	Cisco Systems, Inc.	2018/08/09	4.76 MB	4.5.02036
Cisco AnyConnect Secure Mobility Client	Cisco Systems, Inc.	2018/08/09		4.5.02036
Cisco AnyConnect Start Before Login Module	Cisco Systems, Inc.	2018/08/09	1.17 MB	4.5.02036
Entrust Entelligence Security Provider 9.3 for Windows	Entrust, Inc.	2016/08/10	34.1 MB	9.3.0.4214
Entrust Entelligence Security Provider 9.3 for Windows French	Entrust, Inc.	2016/08/10	5.10 MB	9.3.0000
GroupWise	Novell	2016/07/19	146 MB	8.0.3
HID OMNIKEY 3x2x PC/SC Driver	HID Global Corporation	2016/07/19	204 KB	1.2.24.27
ICS API 6.0		2018/02/06		
Java 8 Update 77	Oracle Corporation	2016/08/10	89.1 MB	8.0.770.3
McAfee Agent	McAfee, Inc.	2018/04/11	34.1 MB	5.0.6.220
McAfee DLP Endpoint	McAfee, Inc.	2018/04/25	365 MB	10.0.250.92

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

McAfee Host Intrusion Prevention	McAfee, Inc.	2018/04/25		8.00.0900
McAfee VirusScan Enterprise	McAfee, Inc.	2018/02/27	179 MB	8.8.09000
Micro Focus iPrint Client v06.11.00	Micro Focus, Inc.	2018/05/24	11.1 MB	
Microsoft .NET Framework 4.7	Microsoft Corporation	2018/08/23	38.8 MB	4.7.02053
Microsoft Office Professional Plus 2016	Microsoft Corporation	2018/06/06		16.0.4266.1001
NMAS Client	Novell, Inc.	2016/07/20	2.14 MB	8.8.8.10
Novell Client for Windows	Novell, Inc.	2018/02/06	28.0 MB	2 SP3 (IR10b)
OpenText Enterprise Connect Framework (64-bit) 10.5.2	Open Text Corporation	2018/07/17	261 MB	10.5.2.1040
PureEdge Viewer 6.5	PureEdge Solutions Inc.	2016/07/19	21.4 MB	6.5.1.27
Qsync (64 bit) 7.4	RjR Innovations Inc.	2016/07/19	740 KB	7.4
SafeNet Authentication Client 10.5	Gemalto	2018/11/13	40.5 MB	10.5.175.0
SAP GUI for Windows 7.40 (Patch 11)	SAP SE	2018/02/08		7.40 Compilation 3
SAP PDFPRINT	SAP AG	2016/12/19		

SecureDoc Disk Encryption (x64) 7.1SR4	WinMagic Inc.	2018/02/06	251 MB	7.1.4.136
VLC media player	VideoLAN	2016/12/13		2.1.5
IE browser	Microsoft			11.x
SCCM Client	Microsoft			

## 8.8 Technical Requirements

### 8.8.1 Insurance System Security Requirements

The Contractor must:

- a) ensure that the Insurance Administration system(s) and supporting infrastructure elements are data protected and secure;
- b) for the RCMP, have a fully encrypted network from end to end including any sub contracts, and to the point of connectivity to them;
- c) ensure they meet the GC's standards for level of encryption;
- d) ensure that all elements and environments of the Insurance Administration service and its processes meet these target levels of risk, availability ratings, and compliance with security requirements stated herein. Where Protected 'B' information is handled or stored this includes:
  - i) the production;
  - ii) testing;
  - iii) development;
  - iv) training;
  - v) backup; and
  - vi) off-site facilities for DRP, BCP and storage and systems.
- e) in the event of a breach in security, inform the RCMP immediately;
- f) assume financial responsibility for all impacts and restitution resulting from a breach in security; and
- g) ensure that all data systems, connectivity and telecommunication methods, data transfers, reports, physical locations, and individuals with access to systems and/or data, and handling of all Protected 'B' information meets the Government of Canada Privacy and Security policies and legislation  
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>, inclusive of definitions and applicable documents.

### 8.8.2 Insurance System Security

The Contractor must:

- a) provide for the prevention, detection, response, and restoration from electronic data processing errors and omissions, technical failures, sabotage, and cyber-attacks;
- b) provide layered security, which must include at a minimum, a Firewall and an Intrusion Detection System (IDS) with appropriate rules, port filtering, and monitoring to defend against attacks and to alert the Contractor to unauthorized network traffic;
- c) in the event that Insurance Plan Administrator services are to be provided from different locations within Canada, identify and delineate the physical and logical security boundaries through the implementation of physical and logical security zones;
- d) ensure each security zone is isolated and defended from the other locations by its own perimeter defence and network security safeguards;
- e) ensure no Insurance Plan Administrator services are provided from locations outside of Canada;
- f) ensure each facility complies with the facility security requirements defined in the SRCL;
- g) ensure that each network device and server is secure, subject to configuration control and that there are no backdoor connections with access to the insurance system, and that wireless network devices or remote access connections cannot interface with the insurance system without the express written consent of RCMP; and
- h) ensure that all workstations used by its staff (or the staff of its Sub-Contractors) to access the Insurance system are secure, under configuration control and have been configured with up-to-date anti-virus and anti-spy ware software.

### 8.8.3 Insurance System Security Documentation

The Contractor must:

- a) develop Security Architecture, Security Component Design and Security Service Operations Documentation and the Security Test Plan;
- b) based on the standards detailed in the SOW, develop and maintain current on the following security documentation:
  - i) The Application Security Architecture document is the blueprint of the overall security architecture for the security implementation. It must encompass policy, architecture, implementation guidance, compliance and process definition.
  - ii) The Security Component Design document is an extension of the security models and policies defined in the Application Security Architecture Document to the application layer. The document ensures that the IT security policy is considered during the coding of modules of the application and is reflected in the module design. It also includes best practices to avoid security-related vulnerabilities.
  - iii) The Security Service Operations document, which is part of the Systems Documentation, describes the end-to-end processes, policies and safeguards that are in place throughout the system flow to prevent, detect, respond, and recover from security incidents. It defines the security staff roles and responsibilities, how they must interact with RCMP, how the security of systems must be managed, monitored and maintained. The document must identify two security roles. The Information System Security Officer who is responsible for overseeing the

management, implementation, and operation of the insurance system security services and to liaise with RCMP as the prime point of contact on security related matters; and the Company Security Officer who is responsible for personnel and physical security.

- iv) The Security Test Plan and process includes the verification and validation of both technical and non-technical controls for security and privacy. Technical controls include those system configurations and features designed within the system such as identification and authorization, audit, and operating system security policies. Non-technical controls include management and operational security controls such as rules of behaviour, configuration management plans, contingency and/or disaster recovery plans, interface control documents, physical security controls, and/or interconnection agreements.
  - v) The Security Test Plan assesses the technical implementation of the security design, ensures that the security controls have been implemented as described in the SOW, and ensures that the features perform as planned. The Security Test Plan must clearly define the process and procedures that the Insurance Plan Administrator will employ during the test and evaluation phases as well as during any future change to system or service functionality. The plan must address each of the security requirements for the system, validate that they are functioning correctly, and clearly demonstrate the level of residual risk that exists. The Security Test Plan must be designed to validate the correct implementation of the security controls. The plan provides high-level guidance on security testing, identifies the security safeguards to be tested, and provides detailed information on the test items. The plan must evaluate and test all insurance services including network, critical systems and/or services, and supporting components for compliance with security requirements. It must also include a description of the test environment, identify the tests to be performed, provide a schedule of test activities, and describe the test cases, preparations, and procedures used.
- c) Ensure any changes to security standards, roles, responsibilities, processes or procedures require the approval of the Project Authority.

#### 8.8.4 Insurance System User Access Controls

The Contractor must:

- a) to maintain accountability as custodian of the data and to be able to trace any security or privacy breach to a single specific user, ensure no two individual users are granted the same user name or password or share security token even if both individuals have common roles;
- b) provide role based and unique user access controls;
- c) provide the necessary security tokens, software clients, and associated documentation and training guides to satisfy this connectivity requirement;
- d) maintain a systems audit trail for each user granted access under these terms to ensure accountability on the part of the users;
- e) develop access controls to enforce viewing and reporting of information on a need-to-know and least privilege basis;
- f) provide a system to manage user access and profiles and maintain and document the system at all times as users and/or access levels change or are updated;

- g) ensure any change to a user account is accompanied by an audit record indicating which user account made the change and on what date and time;
- h) be responsible for ensuring access and controls are kept current with all changes or updates;
- i) apply changes to user access profiles within 1 business day of receipt of information;
- j) develop a Static Operational report that lists all active and inactive user accounts and the various roles assigned to them;
- k) ensure the role-based access controls are to be applied to all systems used for insurance services; and
- l) document the access controls.

#### 8.8.5 Insurance System Security

The Contractor must:

- a) upon Contract award conduct a Threat Risk Assessment (TRA) on the IT infrastructure and confirm in writing to the RCMP Departmental Security Brand that the TRA was conducted, and all moderate or high levels of risk have been mitigated;
- b) undertake at its own cost, through an independent third party security firm, annual (at a minimum) vulnerability assessments throughout the life of the contract to verify the security configuration of the insurance system network perimeter, servers, systems, processes and data, and to remedy any identified limitations;
- c) also undertake b) above, whenever there are significant changes to the system or whenever network security incidents occur;
- d) at its expense, report on the results of these assessments and propose solutions and timeframes for resolving identified limitations; and
- e) report the results to RCMP within 20 business days of the completion of the assessment.

#### 8.9 Data Collection

##### 8.9.1 RCMP

This section describes the processes required for data collection and validation. A complete list of data elements is provided in article 12.

The Contractor must:

- a) work with the RCMP Project Authority to develop an electronic data interchange which will include, but is not limited to:
  - i) member tombstone information, name, birth date, etc; and
  - ii) payroll data elements relevant to premium deductions.
- b) ensure all electronic tombstone data for Plan Participant profile set-up, premiums calculation and processing is loaded to its systems within 5 business days following receipt;
- c) design processes to support the receipt of the required data interface files from the RCMP and update its database to support ongoing administration, including the following:
  - i) population of the data elements for the initial set up of the Plan Participant records;

- ii) processes to ensure the accurate update of Member data in the Contractors database with the data from the interfaces, including processes to ensure the completeness of the data update, the validation of the data against the database edits, and the maintenance of an audit trail for all updates;
  - iii) control processes for tracking the interface files;
  - iv) data management processes, including feedback mechanisms and error management processes, to ensure the integrity of the data transfer from the RCMP and potentially other sources and record, manage, and follow-up on any data rejected by the update process;
  - v) processes for dealing with emergency processing where the data is incomplete or transaction processing requires that data be updated;
  - vi) processes to ensure accurate standard monthly reports supporting the data collection processes which report interface file, data processing, and reject status and activity;
  - vii) process for transfer of full file data feeds to the RCMP pay and pension systems with updated payroll deductions, taxable benefits and retroactive adjustments for group insurance plans in the data format required by the pay and systems; and
  - viii) provide designated RCMP staff with support and access to physical files and/or databases to facilitate RCMP issue management.
- d) ensure its database is designed to ensure the efficient and accurate processing of:
- i) remittances;
  - ii) enrolments;
  - iii) government compliance reporting; and
  - iv) other required administrative and call-centre tasks within the service standards documented in article 10.4.
- e) As detailed in articles 6.4.1 and 6.4.2 design processes to support the production of the required data interface files from its database to update the Payroll systems, including the following:
- i) data extraction processes to ensure the correct data elements are extracted from the Contractors database;
  - ii) file creation processes to ensure a proper continuity and integrity of files are maintained;
  - iii) processes for dealing with rejects from Human Resource and Payroll systems (member and pensioner) in a timely manner;
  - iv) processes for the re-creation of files if required; and
  - v) standard monthly reports for interface files, data processing, and reject status and activity.

#### 8.9.2 Plan Participants

Due to the nature of the policing environment and the Insurance Plan Underwriter's requirement for original signature, the majority of the contact with Plan Participants is Call Centre based.

The Contractor must:

- a) request and obtain information from the Plan Participants to support ongoing administrative services. (e.g. address and Beneficiary changes);
- b) collect and provide data directly from Plan Participants through various

- methods such as, but not limited to, websites, online chat, call centres, and written communication products;
- c) have an information management system in place and processes, which will provide, but is not limited to:
- i) Plan Participant subscription information, dependents, and beneficiaries;
  - ii) receipt of the information from Plan Participants through forms, letters, telephone, and self-service technologies;
  - iii) review of the information received for completeness and accuracy;
  - iv) accurate update of the information received into the Contractors database;
  - v) follow up on incomplete and/or incorrect information with the appropriate party;
  - vi) storage and retrieval of the information to support any inquiries, transaction processing, and for audit purposes;
  - vii) confirmation of the data updated into the Contractors database to the appropriate party;
  - viii) maintenance of an audit trail for data changes; and
  - ix) completion of the required processes within the service standards described in article 10.4.

### 8.9.3 Maintenance of Plan Participant Files

The Contractor must:

- a) develop and/or build a Plan Participant database and physical storage facility that meets current needs and must accommodate fluctuations in Plan Participant numbers;
- b) ensure a) above includes the processes for the ongoing collection of participant data from the RCMP and other systems, the processes for the collection of data from Plan; Participants.

Notes:

- 1) The physical file storage requirement may be determined based on the Plan membership statistics as outlined in article 20 - Insurance Plan Statistics.
- 2) Plan Participant data is all data used in the determination and calculation of eligibility and benefits. Examples include tracking and maintenance of:
  - i) unique identification number;
  - ii) participant personal data (i.e. name and address (home or office), participant type (e.g. Regular Member and Civilian Member), membership status (e.g. active, LWOP, SWOP, LBR, deferred, and terminated);
  - iii) participant data required for the preparation of benefit statements;
  - iv) participant data required for reconciliation by Plan and participant type;
  - v) dependent and beneficiary data; and
  - vi) Deferred Annuitants.
- c) maintain the required data, including an appropriate history of data for insurance administration purposes;
- d) in maintaining the data, ensure the data is accurate for insurance administration purposes;
- e) maintain an audit trail of data changes; and
- f) ensure for any calculations performed, it maintains a history and an audit trail of the various components of the calculation, including the source data used.

## 9 Phase 2 - Transition to Live Operations Requirements

The Contractor must:

ensure the systems and services described in Phase 1 -Plans and Infrastructure Set-up Requirements and Phase 2 - Transition to Live Operations support the on-going administration services to be delivered in Phase 3 – Insurance Administration Program Management Requirements;  
 provide development, testing and migration to operational readiness, including but not limited to:

- i) training;
- ii) communications;
- iii) final testing;
- iv) final infrastructure set-up; and
- v) parallel testing of processes and calculations, including the interfaces, with "live" data.

develop the Phase 2 requirements in article 9.1 in order to be Systems Ready for the Ongoing Administration Services defined in Phase 3.

### 9.1 Phase 2 Requirements List

<b>Table 1 – Phase 2 Requirements List</b>		
<b>Requirements</b>		<b>Article Reference</b>
1	Project Plan	Article 9.2
2	Data Conversion Plan	Article 9.3
3	Information Management Strategy	Article 9.4
4	Reporting	Article 9.5
5	Premium Deductions and Processing	Article 9.6
6	Communication	Article 9.7
7	Accounting and Reconciliation for Insurance Plans	Article 9.8
8	Transition Plan	Article 9.9

## 9.2 Project Plan

The Contractor must:

- a) provide and manage this phase in accordance with a pre-submitted and approved Phase 2 Project Plan which will cover all requirements listed in article 9.1; and
- b) ensure Phase 2 requirements are submitted to the Project Authority for final approval as per the Approval Process defined in article 7.8.

## 9.3 Data Conversion Plan

The Contractor must:

- a) submit and gain approval on the file format required for the conversion of Plan Participant data to its database;
- b) in regards to a) above, the RCMP approval will have been gained upon submission of the Interfaces Plan and Data Conversion and Testing Strategy documents during Phase 1, of which the list of data elements is provided in article 12;
- b) convert the data to its database in order to support the on-going insurance administration services in Phase 3;
- c) in regards to data conversion:
  - i) detail the data elements and file structure, and work with the RCMP to ensure an appropriate understanding of the data requirements;
  - ii) propose a strategy and approach for the handling of work in progress;
  - iii) outline if any data or information is required from the physical files;
  - iv) work with the current service provider on beneficiary and dependent system extracts and data elements specifications;
  - v) plan the conversion processes and methodologies;
  - vi) test the data conversion, and provide reports on the completeness of the data conversion and testing activities (including User Acceptance Testing);
  - vii) provide the RCMP with access to the systems for adequate user acceptance testing as prescribed by the Project Work Plan; and
  - viii) ensure adequate storage and maintenance of physical files.

Note:

In regards to data conversion the RCMP will:

- a) act as a liaison between the Contractor and the current service provider to ensure a smooth exchange and data conversion of required data elements;
- b) validate the data to the mutually agreed upon format for use by the Contractor;
- c) develop sourcing strategies for incomplete and/or incorrect data;
- d) outline and support a strategy and approach for the handling of work in progress;
- e) monitor the data conversion and testing activities as per the mutually agreed upon format(s); and
- f) provide the Contractor with appropriate data for testing purposes.

## 9.4 Information Management Strategy

The Contractor must:

- a) for the Plan Participant data, develop information management standards, including records management and disaster recovery plan protocols;
- b) ensure these standards include, but are not limited to:
  - i) maintenance of historical record of deductions;
  - ii) implementation of a disaster recovery plan for all administrative systems, documents and data;
  - iii) provision of record keeping services, including the maintenance of, plan database with demographic data, and plan parameters;
  - iv) processing changes arising from system updates (via EDI) or initiated by Plan Participant request (forms);
  - v) monitoring of changes to laws and regulations, and ensure the RCMP is informed of any changes that could impact its plans or employees; and
  - vi) production of the Insurance Statement for each Plan Participant.

## 9.5 Reporting

The Contractor must:

- a) develop standard administrative and technical reports required for ongoing insurance administration and separate ad-hoc reporting services to facilitate management of RCMP Insurance Administration services and verification of the Contractors performance against service standards as defined in article 10.4 ;
- b) prepare, maintain, and send all reports in electronic format and ensure they are available for download by the users authorized by the Project Authority;
- c) ensure all reports are produced using the Microsoft Office Suite in addition to being dated and version controlled;
- d) host the reports on their system;
- e) provide electronic copies, and/or send paper reports to the Project Authority based on the frequency outlined below;
- f) ensure reports are produced without negatively affecting the performance of the Administration and Case Management services;
- g) develop a user-friendly reporting tool, which is available to users through a secured web interface, thus allowing non-technical Project Authority users to extract data, set up and request reports;
- h) ensure in the 18 months following the start of the On-going Administration requirements outlined in Phase 3, they will work with the Project Authority to identify modifications to the structure, data elements, and/or refresh frequency of the standard reports;
- i) if/when requested during the 18 months following the start of the On-going Administration requirements outlined in Phase 3 remove, replace and/or add additional standard reports; and
- j) if/when requested by the Project Authority, provide the Project Authority with the necessary rights and permissions to remove, modify, and/or add standard reports.

### 9.5.1 Administrative Reports

The Contractor must:

- a) On a monthly basis provide:

- i) with the monthly invoices, a Payroll Reject and Error List Report detailing the schedule for resolution of Payroll (member and pensioner) 'Reject and Error lists' and the corrective action;
- ii) with the monthly invoices, a report on resolution of difficult reconciliation cases with resulting disposition;
- iii) with the monthly invoices, a report of LWOP, SWOP, and LBR identifying the collection of premiums from Plan Participants on LWOP, SWOP, and LBR with specific identification of Maternity and/or Parental LWOP and the transmission of those premiums to the insurer;
- iv) with the monthly invoices, a Report of Deferred Annuitants identifying the collection of premiums from Deferred Annuitants and the transmission of those premiums to the insurer;
- v) with the monthly invoices, a Web Activity Report outlining Plan Participant activity and provision of information on trends and opportunities for improved communication and enhanced service delivery. The report must include, but is not limited to:
  - 1) processing duration for completion of Plan Participants online transactions;
  - 2) statistics on web site access, identified by user type, activity, and content; and
  - 3) system down time.
- vi) with the monthly invoices, an Accounting Fees Report that details fees charged;
- vii) with the monthly invoices, a Remittances and Reconciliation Report comparing the Insurance Plan Underwriter deposits to the premium remittance file;
- viii) with the monthly invoices, a Call Centre and Case Management Administration Report outlining Plan Participant activity and provision of information on trends and opportunities for improved communication and enhanced service delivery. The report must include, but is not limited to:
  - 1) statistics on phone and case management cases; and month to month variances – standard and special events tracking;
  - 2) call type or length during activity period (enrolment, changes, etc.);
  - 3) issue resolution response times;
  - 4) analysis of and observations concerning peak periods;
  - 5) recommended process changes to improve service delivery;
  - 6) yearly action plan and timeline for improvements;
  - 7) average speed of answer – measure of the percent of calls answered within a prescribed period of time;
  - 8) abandonment rate – measure how many customers hang up while waiting for live assistance;
  - 9) first contact resolution – measure of how many calls are satisfactorily completed, or not escalated, after receiving assistance;
  - 10) number of calls answered by a live person or a delayed recording, identifying wait time;
  - 11) number of new enrolments, identified by member and coverage type;
  - 12) number of changes to coverage, identified by member and coverage type;
  - 13) number of death and AD&D claims processed, identified by member and coverage type;

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- 14) number of cancelations of coverage, identified by member and coverage type;
  - 15) number of advance payment processed, identified by death or terminal illness;
  - 16) processing duration for signed enrolment and beneficiary designation forms, mail out of forms, and calculation of insurance arrears; and
  - 17) system down time.
- ix) with the monthly invoices, a Plan Participants Conversion to Private Plans Report
- b) On a quarterly basis provide:
- i) with the monthly invoice that lines up with the fiscal year quarter, an Internal Quality Assurance Audit Report detailing the results of the quality assurance audit that includes recommendations on appropriate improvements to correct problems and improve service delivery quality; and
  - ii) within 10 days of the fiscal year quarter, a Reconciliation report of LWOP, SWOP, and LBR and Deferred Annuitants that itemizes and reconciles the LWOP, SWOP, LBR, and Deferred Annuitants monies received and have been transferred to Insurance Plan Underwriter.
- c) On an annual basis provide:
- i) within 15 business days following end of fiscal year, a Metrics Report detailing volume metrics;
  - ii) by February 1<sup>st</sup> of each fiscal year, an Insurance Plans Demographics Summary Report of all Plan Participant tombstone and coverage(s) data for actuarial evaluation; and
  - iii) within 15 business days following end of fiscal year, a Business Continuity Plan Test Report that details the result of the Business Continuity Plan test.

#### 9.5.2 Technical Reports

The Contractor must:

- a) As per the time frames stated below provide:
- i) within 15 business days of any release, a Release and Configuration Management Processes and Report to change, add, or build functionality on the system;
  - ii) within 15 business days after each release, a Release and Configuration Management Post Mortem Report that highlights success of system enhancements, any lessons learned, and the corrective action required; and
  - iii) within 15 days of resolution of disaster or incident, a Disaster and Incident Post Mortem Report on corrective action taken to address system failure.
- b) On a monthly basis provide:
- i) with the monthly invoices, an Incident Management Report to identify technical problem(s) encountered and identifies the corrective action taken to resolve the problem(s); and

- ii) with the monthly invoices, a Change Management Report to identify any changes made to the system, the steps taken, the implementation, and the success.
- c) On a quarterly basis provide:
  - i) within 10 days of the end of each quarter, a Back-up and Restore Report to identify the systemic checks on a test database highlighting the duration of time required for a system back-up and restore in the event of a system failure.
- d) On an annual basis provide:
  - i) within 15 business days following the end of each fiscal year, a Static Operational Report that lists all active and inactive user accounts and the various roles assigned to them;
  - ii) within 15 business days following the end of each fiscal year, a Vulnerability Assessment Report to identify potential threats and risks to the system and identifies corrective action; and
  - ii) within 15 business days following the end of each fiscal year a Disaster Recovery Plan Test Report that details the result of the Insurance Plan Administrator's Disaster Recovery Plan test.

#### 9.6 Premium Deductions and Processing

The Contractor must:

- a) develop detailed end-to-end process flows for transaction processing and corresponding premium deduction actions associated with the following insurance events:
  - i) enrolment;
  - ii) Plan Participant data change (directly with Insurance Plan Administrator);
  - iii) Member data change (made through the RCMP HR or Payroll systems);
  - iv) Pensioner data change (made through the Pension Plan Administrator);
  - v) Leave or Suspension Without Pay or Loss of Basic Requirements – Plan Participant begins and ends LWOP, SWOP, and/or LBR period;
  - vi) Maternity or Parental Leave - Plan Participant begins and returns from Maternity or Parental Leave;
  - vii) discharge;
  - viii) death;
  - ix) the identification of the insured Plan Participant, beneficiary(ies), the insurance benefit, and remittance amounts;
  - x) the collection of premiums from Plan Participants with respect to Group Life and Disability Income Insurance Plans; and
  - xi) the maintenance of the Plan Participant information that must ultimately be used in benefit calculations and payment processing.
- b) ensure processes achieve the required results within the appropriate service standards as provided in article 10.4.
- c) ensure the processes:

- i) adopt or create a unique identification number for all Plan Participants to be retained in its database and tracked across all business process.

Note:

- 1) The identification number is retained by the member throughout the member's participation in the Plan until death.
- ii) track the history of status changes from enrolment in the Plans to death, and provide an audit trail;
- iii) ensure completeness and accuracy of information used;
- iv) distinguish between active, inactive and LWOP, SWOP, and/or LBR employees, as well as pensioner participants in the Plans;
- v) recognize new, re-enrolled, and pensioner participants;
- vi) for LWOP, SWOP, and/or LBR:
  - 1) provide Group Life Insurance pre-payment information packages to participants at the beginning and on return from LWOP, SWOP, and/or LBR;
  - 2) calculate and process the DI arrears upon return to work;
  - 3) receive and process any remittances, whether directly or through payroll deduction; and
  - 4) author and send acknowledgements to the Plan Participant as required.

## 9.7 Communication

The Contractor must:

- a) develop the proposed communication tools that will be used;
- b) ensure that Benefits payment communication involves the discussion with Plan Participants and/or beneficiaries of:
  - i) advance payment options;
  - ii) entitlements;
  - iii) certification and provision of claim packages;
  - iv) the recording of payments made; and
  - v) any other enrolment, change or termination activity required to support on-going insurance administration.
- c) ensure communications include, but are not limited to:
  - i) reports;
  - ii) standard forms;
  - iii) letters;
  - iv) booklets; and
  - v) web-based communication.
- d) apply the following standards to all communications, whether oral or written:
  - i) Clarity: all of the text in the documents must be written so that it is easily understood by the intended audience. The text must be:

- 1) available in both official languages;
  - 2) easy to follow;
  - 3) unambiguous;
  - 4) logically organized;
  - 5) concise and free of redundancies;
  - 6) compliant with standard rules of grammar; and
  - 7) free of typographical errors and spelling errors.
- ii) Completeness: the documents must provide all the required material;
  - iii) Accuracy: the facts in each document must be correct; and
  - iv) Consistency: all sections of a document must be consistent with regard to format organization, terminology and document style.
- e) ensure all communications, including those created to implement the Insurance Rules, are developed in collaboration with the Project Authority and require Project Authority approval prior to use.

#### 9.7.1 Insurance Statement

The Insurance Statement is available as part of Phase 1 Web-based Self-serve and is a key communication vehicle for the Project Authority and the Plans. Not only is it to provide full disclosure regarding the Plan Participant, but also to confirm information regarding the participant, i.e. birth date, beneficiaries, salary, service, etc. Plan Participants are to be encouraged to review their Statements and provide updates or make inquiries regarding any information that may be incorrect or confusing.

The Contractor must:

- a) ensure a current Insurance Statement is available to all Plan Participants, with the statement including:
  - i) information regarding the Plan Participant's status in the Plans, including coverage amount, beneficiary information, and monthly and yearly premium costs;
  - ii) information on Beneficiaries and their benefits should the Member die prior to retirement;
  - iii) information regarding conversion to a private plan;
  - iv) ability to terminate Disability Income after 25 years; and
  - v) advance Payment procedures.
- b) produce Insurance Statements for all Plan Participants that comply with legislative and the Plan requirements;
- c) provide additional information as requested by the RCMP;
- d) ensure all Insurance Statements are accessible by the Call Centre and/or Case Management Administration for answering inquiries, reissuing statements, and for making corrections as required; and
- e) ensure the Insurance Statements are also accessible on the web for each Plan Participant to review and print as required.

#### 9.7.2 Other Documentation

The Contractor must:

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- a) provide letters for the on-going insurance plan administration in Phase 3 regarding, but not limited to, the following insurance events:
- i) confirming initial enrolment in the Plans;
  - ii) confirming the receipt and update to the Plan Participant profile for life event changes;
  - iii) communicating with beneficiaries, dependents and legal representatives;
  - iv) deferred annuitant payment; and
  - v) confirmation of receipt and update to the Plan Participant profile for LWOP, SWOP, and/or LBR events.
- b) Maintain physical historical records in Plan Participant files for reference.
- 9.8 Accounting and Reconciliation for Insurance Plans

The Contractor must:

- a) design processes to support the production of the required data interface file(s) from its database to provide the RCMP with a monthly report demonstrating that the accounting and reconciliation of the Insurance Plans was successfully completed;
- b) ensure the accounting and reconciliation includes:
- i) data extraction processes to ensure the correct data elements are extracted from its database for:
    - 1) direct remittances received from or on the behalf of Plan Participants during the month;
    - 2) LWOP, SWOP, and/or LBR and DI arrears; and
    - 3) the information must be provided on a detail Plan Participant basis.
  - ii) file creation processes to ensure a proper continuity and integrity of files are maintained;
  - iii) processes for dealing with rejects in a timely manner;
  - iv) processes for the recreation of files; and
  - v) standard regular reports for interface files, data processing, and reject status and activity.
- c) ensure that to accomplish this activity a monthly pre-payroll interface file(s) with the appropriate data to account for premiums is required; and
- d) ensure upon receipt of the post-payroll file, that a comparison of the pre and post payroll files is completed with a reconciliation report created.

Note:

- 1) The data contained within the interface file(s) are used by the RCMP and GWL to update their respective payroll and financial systems to reconcile the premiums collected and benefit payments amongst the various insurance plans.

#### 9.9 Transition Plan

The Contractor must:

- a) develop a formal transition plan that details how it will transition from Phase 2 – Transition to Live Operations to Phase 3 – Insurance Administration Program Management.
- b) ensure the Transition Plan includes, but is not limited to:
  - i) a description of each task to be accomplished during the Transition Phase to ensure effective transition;
  - ii) identification of adequate resources and level of effort to accomplish each task;
  - iii) a description of the roles and responsibilities of key personnel to ensure central control and to facilitate communications with stakeholders so that quick decision making within the project and timely delivery of services is achievable;
  - iv) a well-defined time schedule which accommodates the functions and/or tasks required during the Transition Phase;
  - v) training plans for the Call Centre and Case Management Administration and processing staff, including any required knowledge transfer from project resources involved in Phase 1 and Phase 2;
  - vi) communication strategies with all the affected stakeholders;
  - vii) work in progress strategies to deal with outstanding and in progress insurance events and service requests;
  - viii) set-up, testing and dry run of the Call Centre, processing and technical infrastructure, including equipment, systems, and staff;
  - ix) set-up, testing and dry run of Case Management Administration services;
  - x) set-up, testing of system processes, including back-up and recovery;
  - xi) parallel testing of the interfaces and calculations with 'live' data;
  - xii) provision for technical support on an ongoing basis;
  - xiii) provide an initial risk assessment and analysis identifying each transition risk; whether that risk can be controlled or avoided, the probability of occurrence, the possible impact on services delivery and a sound mitigation strategy for that risk; and
  - xv) contingency planning.

## 10 Phase 3 - Insurance Administration Program Management Requirements

Further to the Operational Requirements described in Phase 2: Transition to Live Operations, the final transition to Phase 3 incorporates all the requirements identified, developed, tested, and validated in Phase 1 and Phase 2.

### 10.1 Phase 3 Requirements List

Table 1 – Phase 3 Requirements List		
Requirements		Reference
1	Project Plan	Article 10.2
2	On-going Insurance Administration Services	Article 10.3
3	Service Standards <ul style="list-style-type: none"> <li>• Call Centre and Case Management Administration (10.4.1)</li> <li>• Web-based Self Service (10.4.2)</li> <li>• Premium Processing (10.4.3)</li> </ul>	Article 10.4
4	Calculating Deductions	Article 10.5
5	Change Management	Article 10.6
6	System Management and Maintenance	Article 10.7
7	Task Authorizations	Article 10.8
8	Phase-out Plan	Article 10.9

### 10.2 Project Plan

The Contractor must:

- a) ensure Phase 3 requirements in article 10.1 are submitted to the Project Authority for final approval as per the Approval Process defined in article 7.8. The Project Plan must include, but is not limited to:
  - i) identification of the tasks to be accomplished during Phase 3 to ensure effective delivery of service;
  - ii) identification of resources and the respective levels of effort to ensure national coverage on an ongoing basis;

- iii) a description of the organizational structure, reporting relationship (both internal and external to the Contractor) that will be established for the Contract and the roles and responsibilities of key personnel to ensure:
  - 1) central control;
  - 2) effective management of all resources;
  - 3) timely response to new requirements and/or change requests;
  - 4) effective communications with stakeholders;
  - 5) quick decision making within the Program; and
  - 6) timely delivery of services is achievable.
- iv) a description of the backup plan in the event key personnel become unavailable in order to achieve continuity of service;
- v) a description of an effective communication strategy, which includes a schedule and method of communication that will establish regular on-going communication with Program authorities;
- vi) an initial Risk Assessment identifying perceived relevant major risks, whether each risk can be controlled or avoided, the probability of occurrence, the possible impact on service delivery and a sound mitigation strategy for that risk during Phase 3 of the Contract; and
- vii) a description of the conflict resolution process that will be established to ensure prompt resolution of any conflicts with Involved Parties.

### 10.3 On-going Insurance Administration Services

The Contractor must:

- a) Provide Insurance Administration Services including but not limited to:
  - i) ensuring the ongoing registration of Plan Participants;
  - ii) meeting disclosure requirements;
  - iii) maintaining a technical infrastructure – article 8.7;
  - iv) providing technical systems and technologies;
  - v) providing and maintain an electronic data interchange and validation process;
  - vi) processing all Plan Participant Life Events as outlined in the Insurance Rules – article 11;
  - vii) interacting with Plan Participants;
  - viii) interacting with external and/or 3<sup>rd</sup> party service providers;
  - ix) providing call centre and case management administration services;
  - x) providing and maintaining a dedicated call centre toll free number;
  - xi) supporting self-service capabilities;
  - xii) providing, maintaining, and updating web-based self-service;
  - xiii) reporting;
  - xiv) documenting all insurance activities including call-centre and case management administration logs and store both electronic and physical record files;
  - xv) information management;
  - xvi) providing the Project Authority with access to systems and records;
  - xvii) calculating and reconcile premiums and deductions;
  - xviii) updating all business processes and systems for changes in insurer premium rates;
  - xix) supporting the Change Management process;

- xx) supporting the Task Authorization process referenced in article 10.8;
- xxi) complying with Service Standards;
- xxii) maintaining an effective Quality Assurance Program;
- xxiii) planning and coordinate meetings with Project Authority;
- xxiv) complying with the Security requirements;
- xxv) interacting with the Project Authority to ensure satisfactory client services are upheld and service standards are met;
- xxvi) providing access for Audit purposes, as required;
- xxvii) interacting with the Contract Authority to ensure contractual alignment and compliance;
- xviii) developing a Project Authority approved Phase Out Plan; and
- xxix) providing and maintaining communication services.

#### 10.4 Service Standards

The following provides the current service standards for insurance service delivery.

The Contractor must:

- a) keep abreast of insurance and other related industry service trends and continually evolve its service offerings and processes to ensure the RCMP insurance service delivery is aligned to the most current industry performance standards;
- b) ensure the application of service standards are implemented six months after the transition to On-going Insurance Administration Program Management;
- c) in situations where the service level cannot be achieved, for example due to incomplete data, inform the Project Authority of the issue delaying the service and provide the expected time frame for resolution;
- d) in the event of a service outage as the result of an extraordinary event greater than the limits described below, initiate and complete the Business Continuity Plan and/or Disaster Recovery Plan:
  - i) within a 72 consecutive hour period with a maximum of 48 hours of work effort for the Call Centre;
  - ii) within a 72 consecutive hour period with a maximum of 48 hours of work effort for the Website;
  - iii) within a 100 consecutive hour period with a maximum of 72 hours of work effort for all other individual services.
- e) In the event that a disaster or incident occurs and results in a service outage:
  - i) notify the Project Authority of the service outage and advise of the Estimated Time to Repair;
  - ii) initiate the appropriate Business Continuity Plan and/or Disaster Recovery Plan measures as required;
  - iii) throughout the service outage, deliver daily updates to the Project Authority on the status of activities to restore services to Plan Participants;
  - iv) submit an incident report to the Project Authority within 24 hours of service being restored;
  - v) issue a Problem Resolved Explanation and provide information on the integrity and completeness of any data that had to be restored; and

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- vi) submit a post mortem report to the Project Authority detailing causes, remedial action and preventative measures taken no later than 15 days after the resolution of the disaster or incident.

Note:

- 1) To the above extent, the performance management parameters and quality assurance elements of insurance administration service delivery as detailed in the Contractors Quality Assurance Plan will be a key agenda item during required meetings between the Contractor and the Project Authority.

#### 10.4.1 Call Centre and Case Management Administration Services

The Contactor must:

- a) ensure services are available Monday to Friday, from 7:30 am to 6:00 pm, EST, excluding observed federal statutory holidays, see article 4.2 of the SOW; and
- b) ensure the Call Centre provides, in the official language of the caller's choice, consistent and accurate responses to inquiries and requests for service in a timely manner. Refer to service standards detailed below.

##### 10.4.1.2 Response time

The Contractor must ensure:

- a) 90% of monthly calls in each official language are resolved on first contact (first contact resolution applies when the first person the caller reaches either answers the question or resolves the problem);
- b) less than 3% of all monthly incoming calls in each official language to the Call Centre are abandoned before being answered by a Call Centre Representative;
- c) processing of signed enrolment forms and signed completed beneficiary forms within 5 business days of initial receipt;
- d) calculation of insurance arrears within 5 business days of initial notice of LWOP, SWOP, and/or LBR;
- e) access by designated RCMP staff to paper files within 5 business days of a request in writing or within 2 business days for urgent requests; and
- f) access by designated RCMP staff to electronic and paper files for up to 5 consecutive days within 5 business days of request in writing in support of the annual audit.

##### 10.4.1.3 Standard Written Communication Services

The Contractor must provide:

- a) a response to requests for information within 3 business days, excluding mailing time.

##### 10.4.1.4 Voice Messaging Services

The Contractor must:

- a) provide service 24 hours a day, 365 days a year, 97% of the time;

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- b) in the event of a disaster, ensure Voice Messaging services will be restored within 72 hours of the start of the service interruption; and
- c) for messages requesting call-backs, ensure 100% of calls received during business hours are responded to within 1 business day.

#### 10.4.2 Web-based Self-Services

The Contractor must:

- a) manage and maintain the Plan Participant website current with changes in benefits, eligibility, coverage, administration processes, and other related changes;
- b) ensure all website content is authored and updated incorporating any required changes and/or modifications;
- c) perform all required updates including, but not limited to:
  - i) correcting errors; and
  - ii) updating information, rate tables, graphics, etc.
- d) provide services 24 hours a day, 365 days a year, 97% of the time;
- e) in the event of a disaster, ensure self-services are restored within 72 hours of the start of the web-based self-service interruption;
- f) for monthly accepted on-line transactions, ensure confirmation of completed transactions on the Plan Participant's profile within 5 business days, 97% of the time; and
- g) complete updates or addition to web content within 10 business days of approval from the Project Authority, 100% of the time.

#### 10.4.3 Premium Processing

##### 10.4.3.1 Pre-Payroll File

The Contractor must:

- a) develop regular monthly reports for the RCMP on transactions received and the servicing of the transactions, including reporting on outstanding transactions and disputes; and
- b) provide pre-payroll files to the RCMP 100% of the time, by the pay run schedule date.

##### 10.4.3.2 Premium Collection

The Contractor must:

- a) Ensure the collection of all pay direct premiums within 60 days of the beginning of a leave period or each January 1<sup>st</sup> for Members, except:
  - i) on maternity, parental and care and nurturing less than 52 weeks; and
  - ii) for deferred annuitants.

##### 10.4.3.3 Premiums Reconciliation

The following performance measurements apply to premium discrepancies.

The Contractor must:

- a) reconcile and resolve discrepancies between the pre and post payroll files for inclusion in the next payroll cycle.

#### 10.4.3.4 Remittances Reconciliation

The following performance measurements apply to remittances:

The Contractor must:

- a) reconcile PSPC and/or RCMP remittance file(s) against pre and post payroll files every 30 days.

#### 10.5 Calculating Deductions

The Contractor must:

- a) ensure that the administrative processes and information management systems utilized for ongoing insurance administration supports the rules, insurance benefit payment(s), and insurance plans accounting, including, but is not limited to:
  - i) calculating arrears for Plan Participants;
  - ii) identifying recovery amount(s) in the pre-payroll files;
  - iii) providing accounting services to ensure arrears are recovered from members;
  - iv) reconciling Member and Pensioner pre-and post-payroll files;
  - v) collecting arrears or facilitate the refund of pre-payments from Plan Participants on leave without pay (LWOP, SWOP, and/or LBR) and who terminate their employment without returning to work; and
  - vi) reconciling premiums amount to remittance amount.

#### 10.6 Change Management

The Contractor must:

- a) implement, administer and enhance its service delivery of insurance administration services by implementing the Change Management processes;
- b) ensure the above occurs as and when required to meet both performance management standards and contractual obligations;
- c) develop and document a Change Management process that accommodates any Plan changes or enhancements specific to the RCMP;
- d) ensure that the Change Management process can handle both retroactive and/or anticipated changes;
- e) prior to communication and implementation and in cooperation with the Project Authority, ensure the Change Management process both monitors in addition to ensuring that changes to the Contractors infrastructure and administrative processes are:
  - i) analyzed;
  - ii) documented;
  - iii) tested; and
  - iv) approved.

- f) ensure the Change Management process includes rigorous configuration management processes, including:
  - i) templates;
  - ii) visual workflows; and
  - iii) documented business processes in order to track, prioritize, update, and receive advice and recommendations to support overall management, maintenance and improvements to the services provided.
  
- g) ensure change requests include, but are not limited to:
  - i) changes in business needs/requirements driven by management, stakeholders, or operations;
  - ii) changes in the business environment (new technologies/updated systems/processes, new regulations);
  - iii) problems or opportunities that occur during and after implementation;
  - iv) modification or enhancements identified by the project team or the operations team; and
  - v) system or process issues detected by the project team or users.

#### 10.6.1 System Amendment(s) or Enhancement(s)

The Contractor must:

- a) implement enhancements, and/or introduce additional plans in its solution as and when requested by the RCMP;
- b) as part of the on-going administration, update its systems for any amendments to the insurance premium rates, including premium holidays;
- c) if/when requested by the Project Authority update its systems to include enhancements including, but not limited to:
  - i) special programming;
  - ii) software changes;
  - iii) new development;
  - iv) ad hoc queries; or
  - v) unique reports.
  
- d) provide and manage a change management system and process based on ITIL best practices as detailed in article 10.8 Resources.

#### 10.7 System Management and Maintenance

The following outlines the major requirements, related requirements and information, and service standards where applicable for system management and maintenance.

The Contractor must:

- a) implement and maintain the insurance system(s) developed in the pre-implementation Phase;
- b) implement and maintain all systems, websites, interfaces, screens, electronic forms, functionality, etc. developed in the Pre-Implementation Phase;

- c) ensure systems are functioning and available at all times as per defined requirements and service standards, as outlined in the SOW, except for RCMP approved downtimes required for system maintenance;
- d) ensure downtimes for regular system maintenance, such as maintenance windows or annual maintenance events are scheduled upon the prior approval of RCMP;
- e) ensure an annual release schedule is maintained and posted on its website at least 30 calendar days prior to calendar year end;
- f) inform RCMP, via written notice to the Project Authority, of maintenance downtime requirements 14 calendar days prior to the requested date;
- g) manage Insurance systems based on ITIL best practices; and
- h) as occasionally there may be a requirement for the Project Authority to have access to the Insurance Administration system outside of core hours, including weekends, ensure the Project Authority or his or her authorized designate are authorized to make such request.

Note:

- 1) In regards to h) above, the Project Authority will provide a minimum advance notice of three (3) working days.

#### 10.7.1 Insurance System Analysis Services

The Contractor must:

- a) Provide analysis services to support the delivery of services detailed herein.

#### 10.7.2 Problem and Incident Management:

The Contractor must:

- a) provide an incident management system on its website and must manage the process that would allow for an incident ticket to be opened, assigned to a user support team member, and closed upon its resolution;
- b) log problems as they occur or are reported into an incident management tool;
- c) define and submit for RCMP's review service standards for assessing, resolving or escalating incident and/or problems. (Note below provides a definition for critical problems and outlines required response time and action for their assessment.)

Note:

- 1) Designated RCMP staff would be part of the user support team and could have incident tickets assigned to them for resolution.
- d) ensure the tool and problem log are accessible to RCMP in real time;
- e) provide a monthly incident management report that RCMP and the Contractor will use to identify trends that point to opportunities for service improvement;
- f) ensure reports are posted to its website no later than 5 business days after month end;
- g) ensure that once a problem log has been identified, that the RCMP are notified and advised of an Estimated Time to Repair (ETR) or a Problem Resolved Explanation (PRE), as appropriate, including:
  - i) ensuring notification occurs within 4 hours of problem identification, with daily

- updates provided if the problem has not been resolved by the ETR. The ETR may be updated upon further problem analysis.
- ii) Upon resolution of the problem, issue a Problem Resolved Explanation (PRE) to RCMP.
  - h) In regards to critical problems (defined below) ensure they are assessed and RCMP notified of their existence within 30 minutes of problem identification and updated every 30 minutes thereafter. The notification must include:
    - i) an Estimated Time to Repair (ETR) or a Problem Resolved Explanation (PRE), as appropriate.
    - i) ensure that if required the ETR is updated upon further problem analysis;
    - j) ensure that if the critical problem results in a lack of service availability as defined by the service standards detailed in the SOW, the appropriate BCP provisions are enacted; and

Note:

#### Definition of Critical Problem

- 1) A critical problem is defined as a system or security problem impeding service delivery (including, but not limited to: insurance) for which there is no reasonable system or manual work around (such that the work around would be time intensive, require high human interaction, or be open to repeated human error) and/or is a risk to Client health and safety; changes to program costs; compromises Client, financial and/or Provider data integrity; impedes access and/or functionality to insurance system to 5+ users or one entire office and/or region; compromises system security or personal information and/or where a problem prevents processing of claims or pre-determinations and/or prior approvals.
- k) ensure that in the event of a security breach incident, the incident is logged, and RCMP notified immediately of the incident's identification. Refer to the SOW.

#### 10.7.3 Release and Configuration Management:

The Contractor must:

- a) provide and manage release and configuration management systems and processes based on ITIL best practices;
- b) maintain a release log of all changes between releases and must update the configuration information of the current release;
- c) ensure the release and configuration management processes and reports are available to RCMP users via its website;
- d) as release notes make up part of the user training, ensure these notes are available at least 15 business days in advance of any release;
- e) provide a post-mortem report to RCMP no more than 15 business days after each release;
- f) ensure that Critical problems (as defined in 10.7 h above) are addressed, fixed and their solutions released immediately; and
- g) ensure all other system changes, fixes and patches are addressed and released on a quarterly basis, with the exception of security related patches or fixes.

Note:

- 1) In regards to the above the RCMP may choose to release these updates on a more frequent basis depending upon business needs and requirements.
- h) ensure the RCMP's approval of all releases prior to the release date;
- i) notify the RCMP of all self-initiated system changes at least 7 business days prior to the release;
- j) ensure that all processes described herein are posted on its website in bilingual formats; and
- k) provide for search functionality and meet all security and privacy standards of the Contract.

#### 10.7.4 Insurance System Back-up Capability

The Contractor must:

- a) back-up systems and data as per the defined schedule;
- b) perform daily, weekly, monthly and yearly system back-ups, including all data and program software source code, as per RCMP best practices described below for the backing-up of protected data;
- c) ensure all backed-up data is kept off-site, at a minimum distance of 5 kilometres from the main site and in secure, fire and flood protected storage cabinets.
- d) ensure that:
  - i) daily back-ups are stored for a minimum of 7 calendar days;
  - ii) weekly backups stored for a minimum of 5 weeks;
  - iii) monthly backups stored for a minimum of 24 months; and
  - iv) yearly back-ups stored for a minimum of 7 years [Industry Standards].
- e) perform restore tests on a quarterly basis and produce a quarterly Back-up and Restore report for RCMP's review, ensuring the report is posted to its website within 5 business days of quarter end;
- f) ensure all backed-up data is in an industry standard format that allows them to be read and restored by other back-up infrastructures or systems, if required;
- g) ensure backed-up data is deemed the property of Canada while ensuring that data is not destroyed without the written consent of the RCMP;
- h) ensure that prior to destruction, backed-up data is first erased and rendered unrecoverable;
- i) ensure that backed-up "Protected B" data are never to be sold, auctioned, donated, or discarded;
- j) ensure if/when requested that they the ability have the ability to restore the backed-up data;
- k) ensure backed-up data is successfully restored 100% of the time; and
- l) ensure back-up and restore test report is delivered to RCMP within 3 business days of the completion of the test.

#### 10.7.5 Insurance System Export Capability

The Contractor must:

- a) ensure the Insurance system must has export capabilities;
- b) if/when requested by Project Authority, export insurance data, either in whole or in part; and
- c) ensure the export is in plain text format and is sent no later than 3 business days after the Project Authority's request and at no additional cost to RCMP.

#### 10.8 Task Authorizations

For services to be delivered on an "as and when requested basis". If/when required, the request for these services are initiated through the client department issuing a Task Authorization. The associated responsibilities and experience for each resource category can be found in Phase 3, article 10.8.3. For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all-inclusive fixed daily rate must be prorated to reflect the actual time worked.

Should a requirement for travel arise at part of a TA, the Contractor will be paid for pre-authorized reasonable and proper travel, living and associated expenses incurred in the performance of the work. The Contractor is to provide an estimate of travel costs to the Project Authority and all such costs must have prior authorization of the Project Authority.

#### 10.8.1 Phases 1 and 2 Resources

The Contractor must:

- a) ensure solution development and implementation is led by a Project Manager and carried out by a project team with responsibilities including, but not limited to:
  - i) planning;
  - ii) organizing;
  - iii) directing;
  - iv) controlling; and
  - v) leading;
- b) ensure the Project Manager is the single point of contact for the RCMP; and
- c) provide a Team to work alongside and in support of the Project Manager.

##### 10.8.1.1 Project Manager

The Contractor must:

- a) provide a Project Manager that has the authority to make project related decisions;
- b) ensure the Project Manager plays a key role in developing the ongoing relationship with the RCMP;
- c) ensure the Project Manager's responsibilities include, but are not limited to:
  - i) developing a Project plan which defines and documents the scope, objectives and terms of reference and the composition of the roles and responsibilities of the project team;
  - ii) creating and maintaining detailed project plans and accompanying schedules;
  - iii) coordinating required meetings;
  - iv) maintaining the project budget and expenditures;
  - v) communication and interaction with RCMP staff, RCMP senior management, other parties, and stakeholders;
  - vi) managing and organizing project team resources, tasks and responsibilities;
  - vii) providing clearly defined requirements to enable RCMP Resources (through the RCMP Project Manager) to action RCMP tasks;
  - viii) delivering and managing the quality of deliverables;

- xi) developing a Quality Assurance program;
- x) managing project issues, scope, risks and change requests;
- xi) evaluating scope issues, preparing cost plan estimates for scope changes;
- xii) reporting on project status to the Project Authority;
- xiii) assisting in the preparation of project reports for the project's RCMP governing bodies;
- xiv) leading change management and control and delivering positive results as per the scope of the Contract;
- xv) providing advice and support to RCMP management;
- xvi) administering the Contractors responsibilities and accountabilities relating to the Contract;
- xvii) respond to and negotiate Task Authorization(s); and
- xviii) any other tasks within the scope of the project.

#### 10.8.1.2 Project Team

The Contractor must:

- a) provide a Project Team reporting to the Project Manager responsible for specific deliverables of the project;
- b) ensure the Project Team's responsibilities include, but are not limited to:
  - i) coordinating and monitoring;
  - ii) reporting project progress activities and issues according to status reporting process established;
  - iii) assisting the Project Manager in establishing scope and objectives;
  - iv) participating in meetings as required;
  - v) analyzing the Insurance Rules and associated business processes, including process design, and preparation and/or review of business requirements for all areas of insurance administration;
  - vi) analyzing and preparation of implementation strategies, including training and communication strategies, and forms and/or reports design;
  - vii) analyzing and preparing impact analysis reports for proposed changes;
  - viii) reviewing business and functional strategies;
  - ix) ensuring rules and processes are set-up and applied correctly;
  - x) testing to ensure rules and processes correctly administer insurance benefits;
  - xi) developing reporting strategies and overseeing execution;
  - xii) providing support and maintenance on the technical environment to be used;
  - xiii) providing technical support on the various systems and databases;
  - xiv) providing technical support with respect to the ongoing security requirements;
  - xv) overseeing preparation of detailed system specifications for any required RCMP customizations;
  - xvi) conducting data conversion;
  - xvii) overseeing the development of test plans, test plan execution, and documentation;
  - xviii) ensuring interfaces are designed and built correctly;
  - xix) ensuring interfaces are tested;
  - xx) ensuring the various applications are working and properly tested;
  - xxi) ensuring the security requirements as described in the SRCL are properly planned, monitored, and executed; and
  - xxii) implementing the Quality Assurance program.

## 10.8.2 Phase 3 Resources

Upon implementation, the Contractor's responsibilities migrate from tasks such as solution development, testing and implementation to the full and on-going administration of the RCMP Group Life and Disability Income Insurance plans.

### 10.8.2.1 Program Manager

The Contractor must:

- a) provide a Program Manager who will be the primary point of contact with the RCMP for the ongoing insurance administration for the duration of the Contract;
- b) ensure the Program Manager's responsibilities include, but are not limited to:
  - i) overall directing of the contract for the Contractor;
  - ii) primary operational liaising with the RCMP Program Manager on strategic direction;
  - iii) ensuring that the services are performed to the contracted service standards outlined in article 10.4 ;
  - iv) staffing of the Contractors organization with respect to the services required under the Contract;
  - v) ensuring systems and processes meet the contractual obligations under the contract, including the maintaining of the various system interfaces;
  - vi) managing the call centre and case management administration, web services, and technical staff;
  - vii) leading change management and control and delivering positive results as per the scope of the Contract for all changes initiated or affecting the RCMP;
  - viii) coordinating required meetings;
  - xi) managing the Quality Assurance program;
  - x) maintaining the reporting and communication obligations under the Contract;
  - xi) responding to and negotiating Task Authorization(s); and
  - xii) any other tasks within the scope of the contract and requested by the Project Authority, or under an approved Task Authorization.

### 10.8.2.2 Program Team

The Contractor must:

- a) provide a Program Team reporting to the Program Manager responsible for specific deliverables of the program.
- b) ensure the Project Team's responsibilities include, but are not limited to:
  - i) coordinating and monitoring;
  - ii) reporting program progress activities and issues according to status reporting process established;
  - iii) assisting the Program Manager in establishing scope and objectives;
  - iv) delivering web services, call centre and case management administration and technical services;
  - v) participating in meetings as required;
  - vi) administering the Quality Assurance program;

- vii) on-going analysis and monitoring of the Insurance Rules and associated business processes, including process design, and preparation and/or review of business requirements for all areas of insurance administration;
- viii) on-going analysis and monitoring of the operational strategies, including training and communication strategies, and forms and/or reports design;
- ix) analyzing and preparing impact analysis reports for proposed changes;
- x) reviewing business and functional strategies;
- xi) as required testing to ensure rules and processes continue to reflect and correctly administer insurance benefits;
- xii) reporting and execution;
- xiii) on-going support and maintenance on the technical environment;
- xiv) on-going support and maintenance on the various systems and databases;
- xv) on-going technical support and maintenance with respect to the ongoing security requirements;
- xvi) on-going preparation of detailed system specifications for any required RCMP customizations;
- xvii) as required ad-hoc data conversion;
- xviii) as required development of test plans, test plan execution, and documentation for on-going program management;
- xix) on-going monitoring to ensure the various applications are working and properly tested; and
- xx) on-going monitoring to ensure the security requirements as described in the SRCL are upheld and adhered to.

### 10.8.3 Resource Categories

#### 10.8.3.1 Administrative Support

The Contractor must provide 1 Administrative Support resource with experience providing administration services on a project comprising of contractors and employees. In addition, experience with MS project is required.

- a) The Administration Support must have:
  - i) 1 year of experience, within the last 3 years from the provision of services, providing administration services; and
  - ii) 1 year of experience, within the last 3 years from the provision of services, using MS Project.

#### 10.8.3.2 Information Technology Analyst

The Contractor must provide 1 Information Technology Analyst resource with experience in: the IT field, working with clients and stakeholders in a team environment and researching for and writing software or systems requirements specifications.

- a) The Information Technology Analyst must have:
  - i) a valid graduate university degree and a minimum of 2 years' experience, within the last 4 years from the provision of services; or
  - ii) a valid undergraduate university degree in ??, and a minimum of 3 years' experience, within the last 5 years from the provision of services; or

- iii) a valid college diploma, and a minimum of 5 years' experience, within the last 7 years from the provision of services.

#### 10.8.3.3 Interface Analyst

The Contractor must provide 1 Interface Analyst resource with experience in defining and developing data and system requirements, and conducting or participating in end to end testing of interface applications.

- a) The Interface Analyst must have:
  - i) a valid graduate university degree, and a minimum of 2 years' experience, within the last 4 years from the provision of services; or
  - ii) a valid undergraduate university degree, and a minimum of 3 years' experience, within the last 5 years from the provision of services; or
  - iii) a valid college diploma, and a minimum of 5 years' experience, within the last 7 years from the provision of services.

#### 10.8.3.4 Quality Assurance Specialist

The Contractor must provide 1 Quality Assurance Specialist resource with experience developing and implementing a Quality Assurance Program.

- a) The Quality Assurance Specialist must have:
  - i) a valid undergraduate university degree, and a minimum of 1 year experience, within the last 3 years from the provision of services; or
  - ii) a valid college diploma, and a minimum of 2 years' experience, within the last 4 years from the provision of services; or
  - iii) a valid secondary school diploma and a minimum of 4 years' experience, within the last 6 years from the provision of services.

#### 10.8.3.5 Business Analyst

The Contractor must provide 1 Business Analyst resource with experience in the design or modification of business systems.

- a) The Business Analyst must have:
  - i) a valid graduate university degree, and a minimum of 2 years' experience, within the last 4 years from the provision of services; or
  - ii) a valid undergraduate university degree, and a minimum of 3 years' experience, within the last 5 years from the provision of services; or
  - iii) a valid college diploma, and a minimum of 5 years' experience, within the last 7 years from the provision of services.

#### 10.8.4 Education for the Above Proposed Resources

Academic Certification (Degree, etc.) must be obtained through a recognized academic institution in the field of expertise. The above resources must have obtained their education from a recognized Canadian university, college or high school, or the equivalent as established by a recognized Canadian academic

assessment service, if obtained outside of Canada. The link to the recognized Canadian academic assessment service is below:

<https://www.cicic.ca/2/home.canada>

#### 10.9 Phase-Out Plan

Phase-Out activities commence upon written notification from Canada to the Contractor and end on the Contract expiration date or termination date.

The Contractor must:

- a) during the phase-out stage undertake, in addition to ongoing administration services, the smooth, efficient and complete transition to the new contract;
- b) upon written notification from Canada, but no later than 180 calendar days prior to the Contract expiration date, submit for the Project Authority's approval a Phase-Out Plan;
- c) Ensure the Phase-Out Plan includes:
  - i) an approach;
  - ii) a methodology;
  - iii) a work plan; and
  - iv) a schedule of the requirements for an orderly transition of all SOW activities to the subsequent service delivery organization without disruption of services to plan participants.
- d) Ensure the Phase-Out Plan:
  - i) is detailed;
  - ii) has defined project timeline that shows how the proposed schedule for transition would be allocated;
  - iii) identifies a clear start and end date and any concurrent activities;
  - iv) provides justification, explanations and development of work to be completed in this phase;
  - v) is completed using project management software acceptable to the Project Authority;
  - vi) includes but is not limited to:
    - 1) the scheduled delivery of all materials made, prepared, developed, generated, or produced by the Contractor for delivery of Insurance administration services for the RCMP;
    - 2) the scheduled delivery of the Plan Participant data maintained in the Contractors database to the Project Authority in a format to be defined in the Plan;
    - 3) the scheduled delivery of the Plan Participant documentation and files (electronic and paper copies) received and produced by the Contractor to the Project Authority in a format to be defined in the Plan;
    - 4) the scheduled delivery of details of any work-in-progress affecting the service delivery model, as well as any work in progress on Plan Participant files, including status;
    - 5) the schedule for data reconciliation at transition date;
    - 6) the number of resources and the person days of effort required by each resource categories listed in article 10.8.3; and

- 7) a communications strategy.
- e) Ensure all phase-out activities are completed no later than the Contract expiration date or termination date.

## 11 RCMP Insurance Rules

The RCMP Insurance Rules dictate the case management administration process for the RCMP Group Life and Disability Income Insurance Plans. In the event of a discrepancy between the Insurance Rules and the provisions of the Insurance policies, the policy text will prevail.

The Contractor must:

- a) ensure the ongoing administrative solution in article 10.3, Phase 3 - Insurance Administration Program Management supports the Insurance Rules as described in article 8. These Insurance Rules apply to the seven insurance plans as outlined in article 5.2.

Note:

The Plans have unique rules and provisions making the administration of the Plans intricate. It is recommended that the Contractor negotiate an agreement with the Insurance Plan Underwriter to establish rules governing automatic approval of evidence of Insurability by the Contractor.

### 11.1 Enrolment (RM & CM)

- a) Employee Basic Life Insurance Plan
- i) Premium, Eligibility, Coverage 1975-02-01 to present
  - ii) Application Within 31 Days of Engagement (RM – Under age 40)
  - iii) Application when EOI Required
- b) Employee Optional Life Insurance Plan
- i) Premium, Eligibility, Coverage
  - ii) Application when EOI is Not Required
  - iii) Application when EOI Required
- c) Dependent Optional Life Insurance Plan
- i) Premium, Eligibility, Coverage
  - ii) Application when EOI is Not Required
  - iii) Application when EOI Required
- d) Employee and Dependent Optional Accidental Death & Dismemberment Insurance and Specific Loss Benefits (AD&D)
- i) Premium, Eligibility, Coverage
- e) Senior Officer Life Insurance / Post Retirement Life Insurance Plan
- i) Premium, Eligibility, Coverage

- ii) Promotion into Senior Officer Category
- iii) Hired into Senior Officer Category

#### 11.2 Life and/or Work Event Change

- a) Marriage or Common-law begins
- b) Marriage or Common-law ends
- c) Birth or Adoption of a Child
- d) Dependent Child No Longer Eligible and/or Covered
- e) Change of Employment Category
- f) Change in Scheduled Work Hours
- g) Premium Collection for Leave with Pay
- h) Premium Collection for Leave without Pay
- i) Premium Collection for Maternity and/or Parental Leave
- j) Age Related Milestones
- k) Advance in the Event of Terminal Illness
- l) Cancellation of Insurance
- m) Conversion
- n) Premium Collection for Suspensions
- o) Premium Collection for Loss of Basic Requirements (LBR)

#### 11.3 Discharge

- a) Retirement with Immediate Pension
- b) Post Retirement Life Insurance Plan (PRLIP)
- c) Group Life Insurance Reduction Schedules
- d) Deferred Annuity
- e) Resignation

#### 11.4 Death/Accidental Death, Dismemberment, and Specific Loss

- a) Claim Process
  - i) Life Claim
  - ii) Accidental Death, Dismemberment and Specific Loss Claim
- b) Group Life Insurance Advance
- c) Physical File Maintenance
- d) Line of Succession (Beneficiary)

#### 11.5 Disability Income Insurance

- a) General Plan Provisions
- b) Leave Without Pay Calculation Methodology

#### 11.6 Past Plan Amendments

- a) Basic Life Insurance Plan
  - i) Premium/Coverage Amounts 1971-04-01 to 1975-01-31 and Prior to 1971-03-31

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

- b) Employee Optional Life Insurance Plan
  - i) Units and Unit Values
- c) Dependent Optional Life Insurance Plan
  - i) Units
- d) Deferred Annuitant Anomaly

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## 12 List of Data Elements

These data elements are currently used in the interaction between systems for the insurance administration.

Table 1 – Data Elements		
Field Name	Field Length	Format
Given Name	30	Alpha
Surname	30	Alpha
Middle Initials	30	Alpha
Marital Status	1	Alpha
Gender	1	Alpha
Division	1	Alpha
Province of Residence	2	Numeric
Province of Work	2	Numeric
Benefit Eligibility	3	Alpha
Rank	30	Alpha
Date of Birth	10	Alpha
HRMIS ID	11	Numeric
PDR ID	5	Numeric
Regimental Number	5	Alphanumeric
Cost centre	25	Alphanumeric
Department	10	Alphanumeric

Solicitation No. - N° de l'invitation  
**M7594-192673/A**  
 Client Ref. No. - N° de réf. du client  
**M7594-192673**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**103zl. M7594-192673**

Buyer ID - Id de l'acheteur  
**103zl**  
 CCC No./N° CCC - FMS No./N° VME

Net credited service date	10	Numeric
Salary & Salary History	19	Alpha
Effective Date of Salary Change (Latency)	10	Numeric
Current Employment Status	1	Numeric
Effective Date of Employment Status Change (Latency)	10	Alpha
Hire and/or Rehire Date	10	Numeric
Benefit Admin Group	3	Numeric
Employee Status	1	Alpha
Return from Leave Date	10	Alpha
Number of hours per week	7	Numeric
Actual Hours Worked	5	Numeric
Payment frequency	1	Numeric
Payroll months	2	Numeric
Validation code (Mismatched filed/data)	2	Alphanumeric
Termination Code	2	Numeric
Termination Date	8	Numeric

### 13 Insurance Plan Statistics

The historical membership, transactional volume, and growth projections data provided in this RFP have been provided to Bidders as background information to assist them in preparing their bids. The inclusion of this data in this RFP does not represent a commitment by Canada, or that Canada's future usage of the Services will be consistent with this data.

#### 13.1 Plan Statistics

Solicitation No. - N° de l'invitation  
**M7594-192673/A**  
 Client Ref. No. - N° de réf. du client  
**M7594-192673**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**103zl. M7594-192673**

Buyer ID - Id de l'acheteur  
**103zl**  
 CCC No./N° CCC - FMS No./N° VME

Table 1 – Plan Membership				
	May 2018	June 2018	July 2018	Monthly Average over the Quarter
Plan Membership	42,437	42,496	42,542	42,492

### 13.2 Representative Transaction Volumes

Table 2 - Group Insurance Activity Levels				
	May 2018	June 2018	July 2018	Monthly Average over the Quarter
New Hires Processed*	55	94	74	74
Return to Active Status	84	84	83	84
Terminations Processed	17	17	19	18
Retirements Processed	64	53	66	61
Leaves of Absence Processed	113	167	112	131
Deaths	38	33	41	37
Other Changes	11	10	14	12
Salary Changes	646	646	803	498
Forms Received	245	302	248	265
Advanced Payments	3	1	1	1
<i>*Note: The New Hires Process is currently a manual process</i>				

13.3 RCMP Regular Member and Civilian Member Growth Projections

<b>Table 3 - RCMP Regular and Civilian Member Growth</b>									
<b>Regular Members</b>					<b>Civilian Members</b>				
Fiscal Year	Count as of April 1	Attrition	New Regular Members	% Change	Fiscal Year	Count as of April 1	Attrition	New Civilian Members	% Change
2008/09	17708	633	1459		2008/09	3262	152	731	
2009/10	18536	557	1370	4.7%	2009/10	3516	104	83	7.8%
2010/11	19347	588	608	4.4%	2010/11	3705	149	45	5.4%
2011/12	19303	651	536	-0.2%	2011/12	3765	140	37	1.6%
2012/13	19178	696	462	-0.6%	2012/13	3787	152	31	0.6%
2013/14	18881	766	342	-1.5%	2013/14	3769	168	33	-0.5%
2014/15	18484	751	654	-2.1%	2014/15	3928	191	36	4.2%
2015/16	18437	832	839	-0.3%	2015/16	3913	197	81	-0.4%
2016/17	18463	814	962	0.1%	2016/17	3882	197	80	-0.8%
2017/18	18665	847	978	1.1%	2017/18	3820	216	32	-1.6%
2018/19	18811			0.8%	2018/19	3632			-4.9%
* Includes Depot graduates, direct hires and rehires									

## ANNEX B - BASIS OF PAYMENT

### A- Contract Period (From December 14, 2020 to December 13, 2023)

During the period of the Contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

#### 1. Terms of Payment

The Contractor will be paid as follows:

- a) Firm All Inclusive Lot Price

The Firm All Inclusive Lot Price is stated in Table 1a below.

- b) Milestone Payments

Milestone Payments are stated in Table 1b below. Milestone Payments consists of payments related to the stated deliverables. The total value of all Milestone Payments must equal the Firm All Inclusive Lot Price stated in Table 1a below. The value of each milestone in Table 1b will be determined before Contract Award.

All Milestone deliverables must be completed in the timeframe from Contract Award to December 13, 2020.

Table 1a – Firm All Inclusive Lot Price			
#	Pricing Requirement	Firm All Inclusive Lot Price	
1	Completion of Phases 1 & 2 in accordance with Annex A – Statement of Work.	\$ <i>(inserted at Contract Award)</i>	
Table 1b – Milestone Payments			
Milestone Number	Deliverable	Delivery Date	Firm All-Inclusive Amount
1	<b>Project Plan</b> Submit project plan for review and approval by the Project Authority. Project is authorized to proceed.	Within 2 weeks of contract award	\$ <i>(inserted at Contract Award)</i>

2	<p><b>Requirements Review Phases 1 &amp; 2</b>  Requirements specifications for Phase 1 – <b>Plans &amp; Infrastructure Set-up</b> are complete, correct and approved by the project authority.</p> <p>Provide initial analysis, conceptualization and development of infrastructure including but not limited to:</p> <ul style="list-style-type: none"> <li>i) electronic processing systems;</li> <li>ii) required interfaces;</li> <li>iii) business rules;</li> <li>iv) data conversion;</li> <li>v) processes and services, and</li> <li>vi) quality assurance program.</li> </ul> <p>Requirements specifications for Phase 2 – <b>Transition to Live Operations</b> are complete, correct and approved by the project authority.</p> <p>Provide development, testing and migration to operational readiness, including but not limited to:</p> <ul style="list-style-type: none"> <li>i) training;</li> <li>ii) communications;</li> <li>iii) final testing;</li> <li>iv) final infrastructure set-up; and</li> <li>v) parallel testing of processes and calculations, including the interfaces, with "live" data.</li> </ul>	Within 1 month of contract award	\$ (inserted at Contract Award)
3	<p><b>Design</b>  Provide initial analysis &amp; conceptualization of the Phase 1 and Phase 2 requirements. Ensuring design satisfies all requirements, is approved and suitable for the administrative functions.</p>	Within 2 months of contract award	\$ (inserted at Contract Award)
4	<p><b>Development</b>  Implement design of Phase 1 and 2 requirements.</p>	Within 3 months of contract award	\$ (inserted at Contract Award)
5	<p><b>Test Planning</b>  Ensure test plans are adequate for the testing of all infrastructure/systems and are approved and suitable for the input of test cases and test procedures.</p>	Within 4 months of contract award	\$ (inserted at Contract Award)

6	<b>Testing</b> Parallel testing of processes and calculation, including the interfaces, with "live data". Ensure all infrastructure/systems have passed testing phase and are suitable for implementation phase.	Within 5 months of contract award	\$ (inserted at Contract Award)
7	<b>Transition to Operational Readiness</b> All the requirements identified, developed, tested, and validated in Phase 1 and Phase 2 are implemented and suitable to support the on-going administrative services to be delivered in Phase 3.	Within 6 months of contract award	\$ (inserted at Contract Award)

1.1 Total Estimated Cost = \$ \_\_\_\_\_ (inserted at Contract Award)

1.1.1 Milestone Payments – Subject to Holdback

- a) Canada will make milestone payments in accordance with the Schedule of Milestones detailed in Table 1b above and the payment provisions of the Contract, up to 90 percent of the amount claimed and approved by Canada if:
- i) an accurate and complete claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
  - ii) all the certificates appearing on form [PWGSC-TPSGC 1111](#) have been signed by the respective authorized representatives; and
  - iii) all work associated with the milestone and as applicable any deliverable required have been completed and accepted by Canada.
- b) The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all Work required under the deliverables stated in Table 1b above if the Work has been accepted by Canada and a final claim for the payment is submitted.

1.1.1.1 Form PWGSC-TPSGC 1111

A link to form PWGSC-TPSGC 1111 is below:

<http://publiservice-app.pwgsc.gc.ca/forms/index.cfm?fuseaction=search.details&lang=e&display=868>

1.2 Firm All Inclusive Monthly Rate

Table 2 – Firm All Inclusive Monthly Rate		
#	Pricing Requirement	Firm All Inclusive Monthly Rate

Solicitation No. - N° de l'invitation  
**M7594-192673/A**  
 Client Ref. No. - N° de réf. du client  
**M7594-192673**

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
**103zl. M7594-192673**

Buyer ID - Id de l'acheteur  
**103zl**  
 CCC No./N° CCC - FMS No./N° VME

1	Ongoing Insurance Administration	\$ <i>(inserted at Contract Award)</i>
2	Call Centre and Case Management Administration	\$ <i>(inserted at Contract Award)</i>
3	Web-based Self Services	\$ <i>(inserted at Contract Award)</i>
4	Premium Processing	\$ <i>(inserted at Contract Award)</i>

1.2.1 Total Estimated Cost = \$ \_\_\_\_\_ *(inserted at Contract Award)*

1.3 Firm All Inclusive per Diem Rate

Table 3 – Firm All Inclusive per Diem Rate		
#	Resource	Firm All Inclusive per Diem Rate
1	Administrative Support	\$ <i>(inserted at Contract Award)</i>
2	Information Technology Analyst	\$ <i>(inserted at Contract Award)</i>
3	Interface Analyst	\$ <i>(inserted at Contract Award)</i>
4	Quality Assurance Specialist	\$ <i>(inserted at Contract Award)</i>
5	Business Analyst	\$ <i>(inserted at Contract Award)</i>

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.

1.3.1 Total Estimated Cost = \$ \_\_\_\_\_ *(inserted at Contract Award)*

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## 2. Cost Reimbursable Expenses

### 2.1 Authorized travel and living expenses for Work

Concerning the requirements to travel described in section 10.8 of the Statement of Work in Annex A, the Contractor will be paid for its authorized travel and living expenses reasonably and properly incurred in the performance of the Work done, delivered or performed outside the National Capital Region (NCR) defined in the [National Capital Act \(R.S.C., 1985, c. N-4\)](http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont), available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>), at cost, without any allowance for profit and administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the [National Joint Council Travel Directive](#); and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

Canada will not accept travel and living expenses that may need to be incurred by the Contractor for any relocation of resources required to satisfy its contractual obligations.

All travel must have the prior authorization of the Project Authority.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

2.1.1 Total Estimated Cost of Authorized Travel and Living Expenses = \$\_\_\_\_\_ (*inserted at Contract Award*)

## 3. Total Estimated Cost - Contract Period

With the exception of the all inclusive fixed time rates specified above, the amounts shown in this section of the annex are estimates only. Minor changes to these estimates will be accepted for billing purposes as the Work proceeds, provided that these changes have the prior approval of the Project Authority, and provided that the total estimated cost of the Contract does not exceed the Limitation of Expenditure specified in clause 7.6.2 of the Contract.

3.1 Total Estimated Cost - Contract Period = \$\_\_\_\_\_ (*inserted at Contract Award*)

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## B - Option to Extend the Term of the Contract

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

### B-1 Extended Contract Period (From December 14, 2023 to December 13, 2025)

#### 1. Terms of Payment

##### 1.1 Economic Price Adjustment

In the event that the option periods are exercised the firm all-inclusive hourly rate will be adjusted annually by the amount established based on the average percentage change in the monthly index of the Consumer Price Index for Canada, All- Items (Not Seasonally Adjusted), published on [Statistics Canada's website](#).

##### 1.2 Economic Price Adjustment Results

If as a result of the above CPI calculation a decrease is determined, then the Firm All-Inclusive Per Diem Rates will remain as per the preceding Period.

##### 1.3 Firm All Inclusive Monthly Rate

Table 1 – Firm All Inclusive Monthly Rate		
#	Pricing Requirement	Firm All Inclusive Monthly Rate
1	Ongoing Insurance Administration	\$ (inserted at Contract Award)
2	Call Centre and Case Management Administration	\$ (inserted at Contract Award)
3	Web-based Self Services	\$ (inserted at Contract Award)
4	Premium Processing	\$ (inserted at Contract Award)

1.3.1 Total Estimated Cost = \$ \_\_\_\_\_ (inserted at Contract Award)

##### 1.4 Firm All Inclusive per Diem Rate

Table 2 – Firm All Inclusive per Diem Rate		
#	Resource	Firm All Inclusive per Diem Rate
1	Administrative Support	\$ (TBD)
2	Information Technology Analyst	\$ (TBD)
3	Interface Analyst	\$ (TBD)
4	Quality Assurance Specialist	\$ (TBD)
5	Business Analyst	\$ (TBD)

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.

1.4.1 Total Estimated Cost = \$\_\_\_\_\_ (TBD)

## 2. Cost Reimbursable Expenses

### 2.1 Authorized travel and living expenses for Work

Concerning the requirements to travel described in section 10.8 of the Statement of Work in Annex A, the Contractor will be paid for its authorized travel and living expenses reasonably and properly incurred in the performance of the Work done, delivered or performed outside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>), at cost, without any allowance for profit and administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the National Joint Council Travel Directive; and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

Canada will not accept travel and living expenses that may need to be incurred by the Contractor for any relocation of resources required to satisfy its contractual obligations.

All travel must have the prior authorization of the Project Authority.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

2.1.1 Total Estimated Cost of Authorized Travel and Living Expenses = \$\_\_\_\_\_ (TBD)

**3. Total Estimated Cost - Contract Period**

With the exception of the all inclusive fixed time rates specified above, the amounts shown in this section of the annex are estimates only. Minor changes to these estimates will be accepted for billing purposes as the Work proceeds, provided that these changes have the prior approval of the Project Authority, and provided that the total estimated cost of the Contract does not exceed the Limitation of Expenditure specified in clause 7.6.2 of the Contract.

3.1 Total Estimated Cost - Contract Period = \$\_\_\_\_\_ (TBD)

**B-2 Extended Contract Period (From December 14, 2025 to December 13, 2027)**

**1. Terms of Payment**

1.1 Economic Price Adjustment

In the event that the option periods are exercised the firm all-inclusive hourly rate will be adjusted annually by the amount established based on the average percentage change in the monthly index of the Consumer Price Index for Canada, All- Items (Not Seasonally Adjusted), published on Statistics Canada's website.

1.2 Economic Price Adjustment Results

If as a result of the above CPI calculation a decrease is determined, then the Firm All-Inclusive Per Diem Rates will remain as per the preceding Period.

1.1 Firm All Inclusive Monthly Rate

Table 1 – Firm All Inclusive Monthly Rate		
#	Pricing Requirement	Firm All Inclusive Monthly Rate
1	Ongoing Insurance Administration	\$ (inserted at Contract Award)
2	Call Centre and Case Management Administration	\$ (inserted at Contract Award)
3	Web-based Self Services	\$ (inserted at Contract Award)
4	Premium Processing	\$ (inserted at Contract Award)

1.1.1 Total Estimated Cost = \$\_\_\_\_\_ (inserted at Contract Award)

1.2 Firm All Inclusive per Diem Rate

Table 2 – Firm All Inclusive per Diem Rate		
#	Resource	Firm All Inclusive per Diem Rate

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

1	Administrative Support	\$ (TBD)
2	Information Technology Analyst	\$ (TBD)
3	Interface Analyst	\$ (TBD)
4	Quality Assurance Specialist	\$ (TBD)
5	Business Analyst	\$ (TBD)

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.

1.2.1 Total Estimated Cost = \$ \_\_\_\_\_ (TBD)

## 2. Cost Reimbursable Expenses

### 2.1 Authorized travel and living expenses for Work

Concerning the requirements to travel described in section 10.8 of the Statement of Work in Annex A, the Contractor will be paid for its authorized travel and living expenses reasonably and properly incurred in the performance of the Work done, delivered or performed outside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>), at cost, without any allowance for profit and administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the National Joint Council Travel Directive; and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

Canada will not accept travel and living expenses that may need to be incurred by the Contractor for any relocation of resources required to satisfy its contractual obligations.

All travel must have the prior authorization of the Project Authority.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

2.1.1 Total Estimated Cost of Authorized Travel and Living Expenses = \$ \_\_\_\_\_ (TBD)

## 3. Total Estimated Cost - Contract Period

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

With the exception of the all inclusive fixed time rates specified above, the amounts shown in this section of the annex are estimates only. Minor changes to these estimates will be accepted for billing purposes as the Work proceeds, provided that these changes have the prior approval of the Project Authority, and provided that the total estimated cost of the Contract does not exceed the Limitation of Expenditure specified in clause 7.6.2 of the Contract.

3.1 Total Estimated Cost - Contract Period = \$\_\_\_\_\_ (TBD)

**B-3 Extended Contract Period (From December 14, 2027 to December 13, 2029)**

**1. Terms of Payment**

**1.1 Economic Price Adjustment**

In the event that the option periods are exercised the firm all-inclusive hourly rate will be adjusted annually by the amount established based on the average percentage change in the monthly index of the Consumer Price Index for Canada, All- Items (Not Seasonally Adjusted), published on Statistics Canada's website.

**1.2 Economic Price Adjustment Results**

If as a result of the above CPI calculation a decrease is determined, then the Firm All-Inclusive Per Diem Rates will remain as per the preceding Period.

**1.1 Firm All Inclusive Monthly Rate**

Table 1 – Firm All Inclusive Monthly Rate		
#	Pricing Requirement	Firm All Inclusive Monthly Rate
1	Ongoing Insurance Administration	\$ (inserted at Contract Award)
2	Call Centre and Case Management Administration	\$ (inserted at Contract Award)
3	Web-based Self Services	\$ (inserted at Contract Award)
4	Premium Processing	\$ (inserted at Contract Award)

1.1.1 Total Estimated Cost = \$\_\_\_\_\_ (inserted at Contract Award)

**1.2 Firm All Inclusive per Diem Rate**

Table 2 – Firm All Inclusive per Diem Rate		
#	Resource	Firm All Inclusive per Diem Rate

1	Administrative Support	\$ (TBD)
2	Information Technology Analyst	\$ (TBD)
3	Interface Analyst	\$ (TBD)
4	Quality Assurance Specialist	\$ (TBD)
5	Business Analyst	\$ (TBD)

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the all inclusive fixed daily rate must be prorated to reflect the actual time worked.

1.2.1 Total Estimated Cost = \$ \_\_\_\_\_ (TBD)

**2. Cost Reimbursable Expenses**

2.1 Authorized travel and living expenses for Work

Concerning the requirements to travel described in section 10.8 of the Statement of Work in Annex A, the Contractor will be paid for its authorized travel and living expenses reasonably and properly incurred in the performance of the Work done, delivered or performed outside the National Capital Region (NCR) defined in the *National Capital Act (R.S.C., 1985, c. N-4)*, available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>), at cost, without any allowance for profit and administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the National Joint Council Travel Directive; and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

Canada will not accept travel and living expenses that may need to be incurred by the Contractor for any relocation of resources required to satisfy its contractual obligations.

All travel must have the prior authorization of the Project Authority.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

2.1.1 Total Estimated Cost of Authorized Travel and Living Expenses = \$ \_\_\_\_\_ (TBD)

**3. Total Estimated Cost - Contract Period**

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

With the exception of the all inclusive fixed time rates specified above, the amounts shown in this section of the annex are estimates only. Minor changes to these estimates will be accepted for billing purposes as the Work proceeds, provided that these changes have the prior approval of the Project Authority, and provided that the total estimated cost of the Contract does not exceed the Limitation of Expenditure specified in clause 7.6.2 of the Contract.

3.1 Total Estimated Cost - Contract Period = \$\_\_\_\_\_ (TBD)

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amnd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

### ANNEX C - SECURITY REQUIREMENTS CHECK LIST

	Government of Canada / Gouvernement du Canada	NARMS . 2018 11132479 Contract Number / Numéro du contrat <del>2019-08673-115</del> M7594-192673 <i>dlp</i> Security Classification / Classification de sécurité
--	--	---

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

**PARTIE A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE**

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	Royal Canadian Mounted Police	2. Branch or Directorate / Direction générale ou Direction National Compensation Services
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The Royal Canadian Mounted Police (RCMP) has a requirement for a contractor to administer the RCMP Insurance Plans. The Insurance Plan Administrator must provide overall member support, data integrity and management, application and case management, claim administration and reporting on the RCMP Insurance Plans.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes / <input type="checkbox"/> Non / <input type="checkbox"/> Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes / <input type="checkbox"/> Non / <input type="checkbox"/> Oui
5. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes / <input type="checkbox"/> Non / <input type="checkbox"/> Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes / <input type="checkbox"/> Non / <input type="checkbox"/> Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes / <input type="checkbox"/> Non / <input type="checkbox"/> Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of Information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité



Solicitation No. - N° de l'invitation  
 M7594-192673/A  
 Client Ref. No. - N° de réf. du client  
 M7594-192673

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 103zl. M7594-192673

Buyer ID - Id de l'acheteur  
 103zl  
 CCC No./N° CCC - FMS No./N° VME



NARMS 201511152 479

Contract Number / Numéro du contrat  
 201902673 M7594-192673

Security Classification / Classification de sécurité

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
 Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No  Yes  
 Non Oui

If Yes, indicate the level of sensitivity:  
 Dans l'affirmative, indiquer le niveau de sensibilité:

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel:  
 Document Number / Numéro du document:

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

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

Special comments:  
 Commentaires spéciaux: ES - Security Guide attached.

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

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

TBS/SCT 350-103(2004/12)

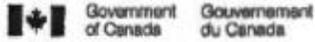
Security Classification / Classification de sécurité



Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME



MGRMS 20181132479

Contract Number / Numéro du contrat

M7594-192673 201902673-01

Security Classification / Classification de sécurité

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				CONSEC					
	A	B	D	Confidential / Confidentiel	Secret	TOP SECRET / Très Secret	NATO Restricted / NATO CONFIDENTIAL	NATO Confidential / NATO CONFIDENTIAL	NATO Secret	TOP SECRET / Très Secret	PROTECTED / PROTÉGÉ			Confidential / Confidentiel	Secret	TOP SECRET / Très Secret
											A	B	C			
Information / Assez d'engagements / Élevé			X													
Production		X														
IT Data / Support IT		X														
IT Use / Les données		X														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

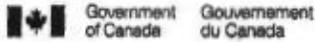
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

Solicitation No. - N° de l'invitation  
 M7594-192673/A  
 Client Ref. No. - N° de réf. du client  
 M7594-192673

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 103zl. M7594-192673

Buyer ID - Id de l'acheteur  
 103zl  
 CCC No./N° CCC - FMS No./N° VME



NARMS 20181132479

Contract Number / Numéro du contrat M7594-192673-20190073
Security Classification / Classification de sécurité

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Pierre LeBrun		Title - Titre Director General National Compensation Services	Signature <i>P. LeBrun</i>
Telephone No. - N° de téléphone 813-843-6243	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Pierre.LeBrun@comp-gn.gc.ca	Date 26/7
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Gleesa Buche		Title - Titre National Security & Contracting Coordinator	Signature <i>Gleesa Buche</i>
Telephone No. - N° de téléphone 613 843-5938	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel gleesa.buche@comp-gn.gc.ca	Date 12/12/2018
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / Oui <input type="checkbox"/> Yes / Non
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature Lecompte, Denis
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

Lecompte, Denis  
 Digitally signed by Lecompte, Denis  
 Date: 2019.01.10 11:10:51  
 2019

## ANNEX D - INSURANCE REQUIREMENTS

### 1. Commercial General Liability Insurance

- 1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- 1.2 The Commercial General Liability policy must include the following:
- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g) Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j) Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
  - L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor
  - M) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
  - N) Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

**For the province of Quebec, send to:**

*Director Business Law Directorate,  
Quebec Regional Office (Ottawa),  
Department of Justice,  
284 Wellington Street, Room SAT-6042,  
Ottawa, Ontario, K1A 0H8*

**For other provinces and territories, send to:**

*Senior General Counsel,  
Civil Litigation Section,  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8*

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

**2. Errors and Omissions Liability**

- 2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- 2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 2.3 The following endorsement must be included:

Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.

Solicitation No. - N° de l'invitation  
M7594-192673/A  
Client Ref. No. - N° de réf. du client  
M7594-192673

Amd. No. - N° de la modif.  
File No. - N° du dossier  
103zl. M7594-192673

Buyer ID - Id de l'acheteur  
103zl  
CCC No./N° CCC - FMS No./N° VME

## **ANNEX E - TASK AUTHORIZATION FORM**

### **1. Accessing Form**

The related form can be found by accessing the related PWGSC Forms Catalogue Website using the following link:

<http://publiservice.tpsgc-pwgsc.gc.ca/forms/text/index-e.html>

After reaching the Forms Catalogue you:

- a) click on the "Search for Forms" line - resulting in the related page to appear; and
- b) in the Keywords box enter the form name: PWGSC-TPSGC 572 (2014-04) - resulting in the required form to appear.