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## Gatineau

Québec

**K1A 0S5**

**Bid Fax: (819) 997-9776**

## Request For a Standing Offer Demande d'offre à commandes

## National Master Standing Offer (NMSO)

## Offre à commandes principale et nationale (OCPN)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

## Comments - Commentaires

**Vendor/Firm Name and Address****Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

<b>Title - Sujet</b> Social Media Monitoring	
<b>Solicitation No. - N° de l'invitation</b> M7594-184225/A	<b>Date</b> 2019-11-28
<b>Client Reference No. - N° de référence du client</b> M7594-18-4225	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CY-007-78124
<b>File No. - N° de dossier</b> cy007.M7594-184225	<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 2019-12-20</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Delivery Required - Livraison exigée</b> See Herein	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Westall, Susan	<b>Buyer Id - Id de l'acheteur</b> cy007
<b>Telephone No. - N° de téléphone</b> (613)949-8350 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> ROYAL CANADIAN MOUNTED POLICE 4TH FL. 73 LEIKIN DR. M1 Attn: Michael MacHardy and Mark Mulligan OTTAWA Ontario K1A0R2 Canada	
<b>Security - Sécurité</b> This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<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 (type or print)</b>	
<b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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File No. - N° du dossier

cy007. M7594184225

Buyer ID - Id de l'acheteur

cy007

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- |        |   |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement;   |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;   |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;   |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by offerors; and  |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses:<br><br>7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;<br><br>7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Payment, the Electronic Payment Instruments, and any other annexes

### **1.2 Summary**

- 1.2.1 The Royal Canadian Mounted Police (RCMP) has a requirement for a Social Media platform to be delivered as a Software as a Service (SaaS) solution to assist the RCMP in addressing a major priority for safety and security of Canadians. Social media and publicly available information will be used to identify threats and address public concerns, determine potential public relations issues, enhance strategic, operational and tactical information for improved decision making in a crisis or major event setting.
- 1.2.2 The period of the standing offer will be from February 1, 2020 to January 31, 2021 with four one-year option periods.
- 1.2.3 The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).
- 1.2.4 The requirement is subject to a preference for Canadian services

- 
- 1.2.5 The Request for Standing Offers (RFSO) is to establish a National Individual Standing Offer (NISO) for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offer.
- 1.2.6 This RFSO allows offerors to use the epost Connect service provided by Canada Post Corporation to transmit their offers electronically. Offerors must refer to Part 2 of the RFSO entitled Offeror Instructions and Part 3 of the RFSO entitled Offer Preparation Instructions, for further information on using this method.

### 1.3 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

### 1.4 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

## PART 2 - OFFEROR INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) (2019-03-04) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 90 days

#### 2.1.1 SACC Manual Clauses

NUMBER	DESCRIPTION	DATE
<a href="#">M0019T</a>	Firm Price and/or Rates	2007-05-25
<a href="#">M7035T</a>	List of Proposed Subcontractors	2013-07-10

### 2.2 Submission of Offers

Offers must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the RFSO:

Department of Public Works and Government Services  
Bid Receiving Unit  
Portage III, 0B2 - 11 Laurier Street  
Gatineau, Quebec  
For couriers: J8X 4A6 For regular mail: K1A 0S5  
Telephone: (819) 956-3370  
Fax No.: (819) 997-9776

Note: For offerors choosing to submit using epost Connect for offers closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

**Note: Offers will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2006](#), or to send offers through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.**

Send as early as possible, and at minimum six business days prior to the RFSO closing date and time, (in order to ensure a response), an email that includes the RFSO number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.

### **2.3 Enquiries - Request for Standing Offers**

All enquiries must be submitted in writing to the Standing Offer Authority no later than 10 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

### **2.4 Applicable Laws**

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

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## PART 3 - OFFER PREPARATION INSTRUCTIONS

### 3.1 Offer Preparation Instructions

- If the Offeror chooses to submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The offer must be gathered per section and separated as follows:

Section I: Technical Offer  
Section II: Financial Offer  
Section III: Certifications

- If the Offeror chooses to submit its offer in hard copies, Canada requests that the Offeror provides its offer in separately bound sections as follows:

Section I: Technical Offer (1 hard copy) and 1 soft copy on USB key

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

Section III: (1 hard copy) and 1 soft copy on USB key

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

- If the Offeror is simultaneously providing copies of its offer using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

Canada requests that offerors follow the format instructions described below in the preparation of hard copy of their offer:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the RFSO.

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](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre 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 colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.



## **Section I: Technical Offer**

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

## **Section II: Financial Offer**

Offerors must submit their financial offer in accordance with the Annex B - Basis of Payment.

## **Section III: Certifications**

Offerors must submit the certifications and additional information required under Part 5.

### **3.1.1 Electronic Payment of Invoices - Offer**

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "A" to PART 3 - Electronic Payment Instruments, to identify which ones are accepted.

If Annex "A" to PART 3 - Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

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

### **3.1.2 No Conditional Proposals**

The Offeror must submit an offer for which it seeks to be considered as an Offeror. The Offeror's offer must not be made conditionally. Any condition imposed by the Offeror will render the offer non-responsive and the offer will be given no further consideration.

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Buyer ID - Id de l'acheteur

cy007

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## **ANNEX "A" to PART 3 OF THE REQUEST FOR STANDING OFFERS**

### **ELECTRONIC PAYMENT INSTRUMENTS**

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

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

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine first if there are two or more offers with a valid Canadian Content certification. In that event, the evaluation process will be limited to the offers with the certification; otherwise, all offers will be evaluated. If some of the offers with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive offers with a valid certification remain, the evaluation will continue among those offers with a valid certification. If all offers with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other offers received will be evaluated.
- (d) Canada will use the Phased Bid Compliance Process described below.

#### 4.1.1 Phased Bid Compliance Process

The Phased Bid Compliance Process (PBCP) provides offerors with an opportunity, after the solicitation closing date, to correct a finding of non-compliance with respect to Eligible Mandatory Requirements. Where an offeror is evaluated as non-compliant they will be offered an opportunity to submit additional or different information in order to be re-evaluated as compliant with respect to such Eligible Mandatory Requirement.

The PBCP is fully described at **Attachment 1 to Part 4, Phased Bid Compliance Process** of the RFSO.

#### 4.1.2 Technical Evaluation

##### 4.1.2.1 Mandatory Technical Criteria

Each offer will be reviewed for compliance with the following mandatory requirements. Offers that do not comply with each and every mandatory requirement will be declared non-responsive and will not be evaluated further. The Evaluation Team may determine that an offer does not meet a Mandatory Requirement at any time during the evaluation process.

Unless otherwise indicated in a mandatory criteria, where Offerors must demonstrate their platform meets the functions/specifications detailed in the mandatory requirements below, the Bidder must provide either:

1. Screen shots of their platform that clearly show how their platform meets the mandatory requirement along with substantiating explanations if required; or
2. A video on USB key that clearly shows how their platform meets the mandatory requirement along with narrative noting the mandatory requirement being shown with substantiating explanations if required.

The Phased Bid Compliance Process applies to **ALL** mandatory technical criteria.

	MANDATORY CRITERIA	REFERENCE TO SUBSTANTIATION IN THE TECHNICAL OFFER
M1	<p>Offerors must submit a statement(s) in writing that confirms the following :</p> <ol style="list-style-type: none"> <li>1. The physical locations of their social media platform (which may contain RCMP data) are located in/on a server(s) or cloud within a five (5) eye country; and</li> <li>2. Access for all RCMP users to their social media platform is on a server(s) or cloud within a five (5) eye country; and</li> <li>3. All identity storage and authentication for the social media platform takes place on a server(s) or cloud within a five (5) eye country; and</li> <li>4. All filtering and analysis tools used by the Bidder are located on a server(s) or cloud within a five eye country; and</li> <li>5. All data that is stored by the Bidder's platform is on a server(s) or cloud within a five (5) eye country</li> </ol>	
M2	<p>The Offeror must submit with their offer:</p> <p>An up-to-date (as of solicitation closing date) list of all physical locations (including city and country) for each data centre that may in the course of any standing offer or related call-up resulting from this solicitation, contain any RCMP data including backup data for redundancy purposes.</p>	
M3	Offerors must <b>demonstrate</b> , through a description of encryption mechanisms, that their platform protects the confidentiality and integrity of transmitted information over the Internet for RCMP access to the platform.	
M4	Offerors must <b>demonstrate</b> that their platform separates multiple users and teams for segregation of platform features, functions and content access.	
M5	Offerors must <b>demonstrate</b> that their platform allows users to independently fully customize and create, modify and analyze projects.	
M6	Offerors must <b>demonstrate</b> that their platform has a minimum five (5) data sources E.g.: Twitter, Reddit, & YouTube, News etc.	

<b>M7</b>	Offerors must <b>demonstrate</b> that their platform conducts searches based on geo-location designated areas and collect any geo-located data emanating from that area(s) (subject to data provider terms of service). Geo designations must not be just a circle, as users must be able to customize the boundaries of the area for geo collection by either using a circle, rectangle or polygon.	
<b>M8</b>	Offerors must <b>demonstrate</b> that their platform accesses dark web (DarkNet) data sources (.onion).	
<b>M9</b>	Offerors must <b>demonstrate</b> that their platform searches using English or French languages, and can automatically translate and execute search topics/keywords from English or French to multiple other languages.	
<b>M10</b>	Offerors must <b>demonstrate</b> that their platform provides translation of search results from language of post(s) to English or French.	
<b>M11</b>	Offerors must <b>demonstrate</b> that their platform captures social media posts within the bidder's platform and provides a live hyperlink to the original source.	
<b>M12</b>	Offerors must <b>demonstrate</b> that their platform displays search results from multiple social media sources within a single project.	
<b>M13</b>	Offerors must <b>demonstrate</b> that their platform creates custom alerts and sends SMS text messages or emails containing the content of the post (excluding the trigger criteria) that generated the custom alert.	
<b>M14</b>	Offerors must <b>demonstrate</b> that their platform has the capacity to export social media and open source data and visualizations into common formats (e.g. Microsoft Excel, Adobe PDF).	
<b>M15</b>	Offerors must submit a statement(s) in writing confirming that they agree to abide by the constraints as outlined in the Statement of Work at Annex A, section I – Constraints, subsections 1. and 2.	
<b>M16</b>	Offerors must submit a statement(s) in writing confirming the platform complies with <u>Canadian Personal Information Protection and Electronic Documents Act</u> and General Data Protection Regulation ( <u>GDPR</u> ). To demonstrate compliance with the privacy policies, procedures, and provisions the following industry certification ISO/IEC 27018:2014 Information technology -- Security techniques -- Code of practice for protection of personally identifiable information (PII) in public clouds acting as PII processors may be requested.	
<b>M17</b>	Offerors must confirm that their platform allows users the ability to purge/delete data collection results on demand.	

#### 4.1.1.2 Point Rated Technical Criteria

Offers will be evaluated against the following point rated technical criteria, using the evaluation factors and scoring methodology described for each criterion.

Offers not meeting the identified minimum point requirements (where applicable and identified for each criterion) will be deemed non-responsive and will not be evaluated further.

The Phased Bid Compliance Process DOES NOT apply to the Rated Technical Criteria.

#### R.1 PLATFORM CAPABILITY

For each of the functions/specifications below, Offerors should indicate 'Yes' if their platform has the identified function/specification or 'No' if their platform does not have the identified function/specification. Where the Offeror has indicated "Yes" (that their platform has the identified function/specification), a score of 3 will be given for each function/specification that the Offerors platform provides.

Where the Offeror has indicated 'No' (that their platform does not have the identified function/specification), a score of 0 will be given for each function/specification that the Offerors platform does not provide.

Offerors may be required to demonstrate through a live demonstration, the function/specifications where they have indicated 'Yes' (that their platform has the identified function/specification).

If the Offeror is unable to demonstrate the identified function/specification, their score will be changed from '3' to '0' for that function/specification.

If the Offeror is unable to demonstrate, for 3 or more functions/specifications where they indicated it was included in their platform, the Offerors offer will be found non-compliant and will not be considered further.

Function #	Functional Area	Function/ Specification	Yes/No
1.1.1 (Maximum 51 points)	Multi-Platform Data Sources	The Platform provides access and the ability to search a variety of data sources and social media platforms.	Yes/No
1.1.1.1	4chan	Confirm the Platform allows users to search 4chan.	
1.1.1.2	8Chan	Confirm the Platform allows users to search 8Chan.	
1.1.1.3	Canund.com	Confirm the Platform allows users to search Canund.com.	
1.1.1.4	Domain Tools	Confirm the Platform allows users to search Domain Tools	
1.1.1.5	Facebook	Confirm the Platform allows users to search Facebook.	
1.1.1.6	Gab	Confirm the Platform allows users to search Gab.	
1.1.1.7	Instagram	Confirm the Platform allows users to search Instagram	
1.1.1.8	LinkedIn	Confirm the Platform allows users to search LinkedIn	

1.1.1.9	Minds.com	Confirm the Platform allows users to search Minds.com	
1.1.1.10	Parler.com	Confirm the Platform allows users to search Parler.com	
1.1.1.11	Pipl	Confirm the Platform allows users to search Pipl	
1.1.1.12	Reddit	Confirm the Platform allows users to search Reddit	
1.1.1.13	Skype	Confirm the Platform allows users to search Skype	
1.1.1.14	Stormfront	Confirm the Platform allows users to search Stormfront	
1.1.1.15	Telegram	Confirm the Platform allows users to search Telegram	
1.1.1.16	Twitter	Confirm the Platform allows users to search Twitter	
1.1.1.17	YouTube	Confirm the Platform allows users to search YouTube	
Total Score:		Offerors Total Score:	
		Maximum Score 51 Points	
<b>1.1.2 (Maximum 60 points)</b>	<b>Multi-Platform Data Sources</b>	<b>The Platform provides access and the ability to search a variety of data sources and social media platforms.</b>	<b>Yes/No</b>
1.1.2.1	Advertising Aggregators (Ad Tech)	Confirm the Platform allows users to search Ad Tech data.	
1.1.2.2	Ask.fm	Confirm the Platform allows users to search Ask.fm	
1.1.2.3	Backpage	Confirm the Platform allows users to search the web for images.	
1.1.2.4	bitly	Confirm the Platform provides access and the ability to bitly.	
1.1.2.5	Blockchain Data (Virtual Currency)	Confirm the Platform provides access and the ability to search for Blockchain Data (Virtual Currency).	
1.1.2.6	Blogs	Confirm the Platform provides access and the ability to Blogs.	
1.1.2.7	Craigslist	Confirm the Platform provides access and the ability to Craigslist.	
1.1.2.8	Ebay	Confirm the Platform provides access and the ability to search Ebay.	

1.1.2.9	Flickr	Confirm the Platform provides access and the ability to search Flickr.	
1.1.2.10	Google+	Confirm the Platform provides access and the ability to search Google+.	
1.1.2.11	kijji	Confirm the Platform provides access and the ability to search kijji.	
1.1.2.12	Message Boards	Confirm the Platform provides access and the ability to search message boards.	
1.1.2.13	News Search	Confirm the Platform provides access and the ability to search news sites.	
1.1.2.14	Pastebin	Confirm the Platform provides access and the ability to search pastebin.	
1.1.2.15	Periscope.tv	Confirm the Platform provides access and the ability to search periscope.tv.	
1.1.2.16	Sina Weibo	Confirm the Platform provides access and the ability to search sina weibo.	
1.1.2.17	Tumblr	Confirm the Platform provides access and the ability to search tumblr.	
1.1.2.18	Upworthy	Confirm the Platform provides access and the ability to search upworthy.	
1.1.2.19	VK	Confirm the Platform provides access and the ability to search vk.	
1.1.2.20	WeChat	Confirm the Platform provides access and the ability to search wechat.	
Total Score:		Offerors Total Score:	
		Maximum Score 60	
<b>1.1.3 (Maximum 9 points)</b>	<b>Other Data Sources</b>	Confirm the Platform provides access and the ability to search a variety of additional data sources or social media platforms.	<b>Yes/No</b>
1.1.3.1	Offeror defined (1)	Confirm the Offerors platform offers the following data source not listed above	Provide name and description of the data source (3 points)



1.1.3.2	Offeror defined (2)	Confirm the Offerors platform offers the following data source not listed above Provide name and description of the data source	Provide name and description of the data source (3 points)
1.1.3.3	Offeror defined (3)	Confirm the Offerors platform offers the following data source not listed above Provide name and description of the data source	Provide name and description of the data source (3 points)
Total Score:		Offerors Total Score:	
		Maximum Score 9	
<b>1.2 (Maximum 27 points)</b>	<b>Search</b>	<b>Demonstrate the Platform is capable of multiple search functions.</b>	<b>Yes/No</b>
1.2.1	People	Confirm the Platform can search by people. (Name)	
1.2.2	Web	Confirm the Platform can search the web from within the platform.	
1.2.3	Keywords	Confirm the Platform can search by keywords.	
1.2.4	Emojis	Confirm the Platform can search by emojis.	
1.2.5	Link Analysis	Confirm the Platform can perform a link analysis.	
1.2.6	Concept	Confirm the Platform can search by concept.	
1.2.7	URLs	Confirm the Platform can search by URL.	
1.2.8	Image Search	Confirm the Platform can search by Image	
1.2.9	Geo-location Search	Confirm the platform can search by Geo-location	
Total Score:		Offerors Total Score:	
		Maximum Score 27	

1.3 (Maximum 12 points)	Data Collection	Confirm the Data collections are selected based on the purpose for conducting the collection.	Yes/No
1.3.1	URLs	Confirm the Platform allows users to collect data from specific URLs or combine URL searches within data collections.	
1.3.2	Keywords (including emojis)	Confirm the Platform allows users to collect data by keyword or combine keywords within data collections.	
1.3.3	Data Sources	Confirm the Platform allows users to collect data from multiple data sources within single data collection.	
1.3.4	Image	Confirm the Platform allows users to collect data by images	
Total Score:		Offerors Total Score:	
		Maximum Score 12	
1.4 (Maximum 18 points)	Filters	Confirm the Filters allow users to examine large amounts of data collected by one or more data streams.	Yes/No
1.4.1	Conditions	Confirm the Platform allows users to filter data by conditions (does include, does not include).	
1.4.2	Inclusion/Exclusion	Confirm the Platform allows users to filter data by inclusion/exclusion.	
1.4.3	Entities	Confirm the Platform allows users to filter data by entity.	
1.4.4	Text/emojis	Confirm the Platform allows users to filter data by text and emojis.	
1.4.5	Time Range	Confirm the Platform allows users to filter data by time range.	
1.4.6	Image	Confirm the Platform allows users to filter data by images	
Total Score:		Offerors Total Score:	
		Maximum Score 18	
1.5 (Maximum 21 points)	Analytics	Confirm the Platform combines multiple means of analysis and display capabilities.	Yes/No
1.5.1	Charts	Confirm the Volume, date, and sentiment can be viewed in statistical bar and pie charts.	
1.5.2	Automatic Data Sets	Confirm the word cloud display for sentiment and volume are run automatically on the data sets returned for each filter without	

		intervention.	
1.5.3	Link Analysis	Confirm the social media link analysis can be conducted to identify connections.	
1.5.4	Sentiment	Confirm the social media sentiment (i.e. positive, neutral, and negative) based on a time frame of a day-, a week-, or a month-long period (scheduled any day of the week).	
1.5.5	Heat maps	Confirm the display heat maps based on location and volume given specified criteria or the most popular topics and trends.	
1.5.6	Concepts	Confirm the display most mentioned topics and popular hashtags within social media results in real-time.	
1.5.7	Real time Display	Confirm the display real time view of new results as they are collected.	
Total Score:		Offerors Total Score:	
		Maximum Score 21	
1.6 (Maximum 24 points)	Alerts	Confirm the alerts are used to notify user(s) when specified criteria appears in an active collection objective.	Yes/No
1.6.1	Keywords	Confirm that an alert can be generated based on keywords.	
1.6.2	Phrases	Confirm that an alert can be generated based on phrases.	
1.6.3	Usernames	Confirm that an alert can be generated based on usernames.	
1.6.4	Geolocation	Confirm that an alert can be generated based on geolocation. (subject to data provider terms of service)	
1.6.5	Date/time	Confirm that an alert can be generated based on date/time.	
1.6.6	Content	Confirm that an alert message does not contain the trigger criteria.	
1.6.7	Content	Confirm that an alert can be sent via email or SMS text message.	
1.6.8	Content	Confirm that an alert contains the post content resulting from the triggered criteria.	
Total Score:		Offerors Total Score:	
		Maximum Score 24	

1.7 (Maximum 3 points)	Data Collection Retention	Demonstrate the platform provides the ability to delete data collections.	Yes/No
1.7.1	Retention	Confirm the automated ability to delete data collection results at a customized interval. (Example every 30 days)	
Total Score:		Offerors Total Score:	
		Maximum Score 3	
1.8 (Maximum 9 points)	Collaboration Tools	Confirm the platform provides information sharing tools to users within the same organization.	Yes/No
1.8.1	Comment Sharing	Confirm the Individual post/documents can be tagged with comments and shared with other users.	
1.8.2	Link Sharing	Confirm the links to individual post/documents can be sent to other users within the user's group and/or to external email.	
1.8.3	Sharing	Confirm the users can copy and share data collections and filters within the platform.	
Total Score:		Offerors Total Score:	
		Maximum Score 9	
1.9 (Maximum 27 points)	Setup and Access	Confirm the platform provides flexibility for users to access the application.	Yes/No
1.9.1	No Installation	Confirm the platform does not require any installation software to use.	
1.9.2	User Interface	Confirm the platform supports a bilingual user interface (English and French)	
1.9.3	Data Protection	Confirm the platform provides protection for the confidentiality and integrity of information at rest. (use of encryption mechanisms) Example: Login and session information.	
1.9.4	Web-based Application	Confirm the platform is web-based and can be accessed through internet connection.	
1.9.5	Accessibility	Confirm the platform is accessible with multiple browsers i.e. Internet Explorer, Google Chrome, Mozilla Firefox.	
1.9.6	Mobility	Confirm the platform is accessible via mobile devices without compromising the functionality of the platform e.g.: iPad's, smart phones & tablets	
1.9.7	Interoperability	Confirm the platform is able to export raw search results e.g. csv, pdf, etc.	

1.9.8	Interoperability	Confirm the platform is able to export data to be imported into commonly used analytic tools available in the marketplace.	
1.9.9	Cloud Service	Confirm that the platform features and functions are hosted on a server(s) or cloud within Canada.	
Total Score:		Offerors Total Score:	
		Maximum Score 27	
<b>1.10. (Maximum 12 points)</b>	<b>Auditing</b>	<b>Confirm the platform provides audit capabilities.</b>	<b>Yes/No</b>
1.10.1	User auditing	Confirm the platform has the ability to produce a report containing user login times, including session.	
1.10.2	User auditing	Confirm the platform has the ability to produce a report detailing the searches conducted, and sites visited, over a specified date range for a particular user.	
1.10.3	User Auditing	Confirm the platform has the ability to produce a report containing data usage and consumption.	
1.10.4	Enterprise Auditing	Confirm the platform has the ability to produce a report containing organizational data usage and consumption.	
Total Score:		Offerors Total Score:	
		Maximum Score 12	
<b>1.11 (Maximum 18 points)</b>	<b>End-user Support Services</b>	<b>If a user is experiencing difficulty with any aspect of the platform, information and tutorials are available.</b>	<b>Yes/No</b>
1.11.1	Application Updates	Confirm application update information is available.	
1.11.2	User Manual	Confirm a user manual is available. Hard copy or online.	
1.11.3	Video Tutorials	Confirm video tutorials are available.	
1.11.4	Data Sources	Confirm a description of data sources is available.	
1.11.5	In-Application Support Function	Confirm that the platform provides the user with the ability to contact the platform support directly.	
1.11.6	FAQs	Confirm frequently asked questions are listed and answered.	
Total Score:		Offerors Total Score:	

		Maximum Score 18	
<b>1.12 (Maximum 18 points)</b>	<b>Training and Support Services</b>	<b>The platform provider has the ability to provide training and technical support services.</b>	<b>Yes/No</b>
1.12.1	Training Services virtual	Confirm the platform provider has the ability to provide virtual training options eg. Webex, self-paced learning in English.	
1.12.2	Training Services virtual	Confirm the platform provider has the ability to provide virtual training options eg Webex, self-paced learning in French.	
1.12.3	Technical Support call center	Confirm the platform provider has the ability to provide technical support in English. (1-800-Support)	
1.12.4	Technical Support call center	Confirm the platform provider has the ability to provide technical support in French. (1-800-Support)	
1.12.5	User Manual	Confirm the platform provider has the ability to provide user manuals/documentation in English.	
1.12.6	User Manual	Confirm the platform provider has the ability to provide user manuals/documentation in French.	
Total Score:		Offerors Total Score:	
		Maximum Score 18	
<b>Total Score:</b>		<b>Offerors Total Score:</b>	

## R.2 Feature Focus

For each of the functions/specifications below, Offerors should indicate 'Yes' if their platform has the identified function/specification or 'No' if their platform does not have the identified function/specification. Where the Offeror has indicated "Yes" (that their platform has the identified function/specification), a score of 3 will be given for each function/specification that the Offerors platform provides. Where the Offeror has indicated 'No' (that their platform does not have the identified unction/specification), a score of 0 will be given for each function/specification that the Offerors platform does not provide.

Offerors may be required to demonstrate through a live demonstration, the function/specifications where they have indicated 'Yes' (that their platform has the identified function/specification).

If the Offeror is unable to demonstrate the identified function/specification, their score will be changed from '3' to '0' for that function/specification.

**If the Offeror is unable to demonstrate, for 3 or more functions/specifications where they indicated it was included in their platform, the Offerors offer will be found non-compliant and will not be considered further.**

Function #	Functional Area	Function/ Specification	Score
2.1 (Maximum 18 points)	Dark Web	Confirm the Platform provides access and the ability to search Darknet. (.onion)	Yes/No
2.1.1	Darkowl	Confirm the platform provides access and the ability to search Darkowl.	
2.1.2	Flashpoint	Confirm the platform provides access and the ability to search Flashpoint	
2.1.3	Intel 471	Confirm the platform provides access and the ability to search Intel 471	
2.1.4	webhose	Confirm the platform provides access and the ability to search webhose	
2.1.5	Offeror defined (1)	Confirm the Offerors platform offers the following data source not listed above Provide name and description of the data source	
2.1.6	Offeror defined (2)	Confirm the Offerors platform offers the following data source not listed above Provide name and description of the data source	
Total Score:		Offerors Total Score:	
		Maximum Score 18	

### R.3 Language Focus

For each of the functions/specifications below, Offerors should indicate 'Yes' if their platform has the identified function/specification or 'No' if their platform does not have the identified function/specification. Where the Offeror has indicated "Yes" (that their platform has the identified function/specification), a score of 3 will be given for each function/specification that the Offerors platform provides.

Where the Offeror has indicated 'No' (that their platform does not have the identified function/specification), a score of 0 will be given for each function/specification that the Offerors platform does not provide.

Offerors may be required to demonstrate through a live demonstration, the function/specifications where they have indicated 'Yes' (that their platform has the identified function/specification).

If the Offeror is unable to demonstrate the identified function/specification, their score will be changed from '3' to '0' for that function/specification.

**If the Offeror is unable to demonstrate, for 3 or more functions/specifications where they indicated it was included in their platform, the Offerors offer will be found non-compliant and will not be considered further.**

3. (Maximum 49 points)	Supported Languages	Confirm the Offerors platform offers the following Language translation capabilities.	Yes/No
3.1	Multi-Lingual Analysis	Confirm the platform searches across multiple languages to provide comprehensive, multi-lingual coverage and return results translated to English or French language.	
3.2	Multi-Lingual Analysis	Confirm the platform provides on-demand machine translation of results.	
3.3	Language Context	Confirm the platform provides natural-language processing (NLP) — the ability to understand the context of the post within the language translation of results in supported in multiple Languages	
3.4	Supported Languages (1 point for each Language / maximum 20 points)	English French Russian Mandarin Arabic Spanish German Japanese Vietnamese Korean Turkish Italian Polish Portuguese Tamil Romanian Ukrainian Czech Swedish Hindi	
3.5	Supported Languages (0.25 points for each Language)	Confirm the Offerors platform offers the following languages not listed above Provide name of the language	0.25 Point Each additional language supported
	Offeror defined	Maximum 20 points (0.25 points for each additional language supported)	List each additional language up to a maximum of 80 languages
Total Score:		Offerors Total Score:	Total Score: (minimum 15 points)
		Maximum Score 49	



#### **4.1.1.2 Demonstration**

Prior to award of a standing offer, Offerors may be requested to provide a live demonstration to demonstrate that their system meets each of the requirements as described in the Statement of Work. Canada reserves the right to declare an offer non-responsive, in the event that the Evaluation Team determines that the Offeror has not successfully demonstrated their technical ability to meet the requirement.

The demonstration must be conducted at no cost to the RCMP.

The Standing Offer Authority will provide no fewer than five (5) days working days of notice before the scheduled date for the demonstration.

Despite the written bid, if the Standing Offer Authority determines during a demonstration that the Offeror's proposed solution does not meet the requirements of this solicitation, the offer will be declared non-responsive.

#### **4.1.2 Financial Evaluation**

Evaluation of Price - Canadian/Foreign Offerors

1. The price of the offer will be evaluated as follows:
  - a. Canadian-based offerors must submit firm prices, Canadian customs duties and excise taxes included, and Applicable Taxes excluded.
  - b. foreign-based offerors must submit firm prices, Canadian customs duties, excise taxes and Applicable Taxes excluded. Canadian customs duties and excise taxes payable by Canada will be added, for evaluation purposes only, to the prices submitted by foreign-based offerors.
2. Unless the Request for Standing Offers (RFSO) specifically requires offers to be submitted in Canadian currency, offers submitted in foreign currency will be converted to Canadian currency for evaluation purposes. The rate given by the Bank of Canada in effect on the RFSO closing date, or on another date specified in the RFSO, will be applied as a conversion factor to the offers submitted in foreign currency.
3. Although Canada reserves the right to issue the Standing Offer either on an FOB plant or FOB destination, Canada requests that offerors provide prices FOB their plant or shipping point and FOB destination. Offers will be assessed on an FOB destination basis.
4. For the purpose of the RFSO, offerors with an address in Canada are considered Canadian-based offerors, and offerors with an address outside of Canada are considered foreign-based offerors.

##### **4.1.2.1 Mandatory Financial Criteria**

If the offer is considered responsive, the Contracting Authority will calculate the value of the financial proposal by multiplying the estimated quantities provided in 4.1.2.2 by each pricing element for the standing offer period and each of the optional periods. The total for each will be added to obtain the total aggregate price (TAP).

#### 4.1.2.2 Determination of Total Aggregate Price (TAP)

For evaluation purposes only, the following estimated quantities will be used by the Contracting Authority to calculate the TAP. The TAP will be evaluated on the total requirement, including the option periods, using the firm all-inclusive rates proposed by the Offeror in Annex "B".

#### **ESTIMATED VOLUMES**

Requirement	Description	Annual quantities used for evaluation purposes only
Tier 1 User	Read Only Access (as described in Annex B – Basis of Payment)	1 User
Tier 2 User	Basic Access (as described in Annex B – Basis of Payment)	1 User
Tier 3 User	Premium Access (as described in Annex B – Basis of Payment)	1 User

#### **4.2 Basis of Selection**

1. To be declared responsive, an offer must:
  - a. comply with all the requirements of the Request for Standing Offers (RFSO); and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of points for the technical evaluation criteria which are subject to point rating; and
  - d. if required, meet the demonstration criteria.
2. Offers not meeting (a) or (b) or (c) or (d) above will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive offer will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.
5. To establish the pricing score, each responsive offer will be prorated against the lowest evaluated price and the ratio of 30 %.
6. For each responsive offer, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive offer obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive offer with the highest combined rating of technical merit and price will be recommended for award of a standing offer.
8. In the event of a tie between the two Offers with the highest combined technical score and price, Canada may, in its sole discretion, select the offer with the highest price score.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

Solicitation No. - N° de l'invitation

M7594-184225/A

Client Ref. No. - N° de réf. du client

M7594-18-4225

Amd. No. - N° de la modif.

File No. - N° du dossier

cy007. M7594184225

Buyer ID - Id de l'acheteur

cy007

CCC No./N° CCC - FMS No./N° VME

**Basis of Selection – Highest Combined Rating Technical Merit (70%) and Price (30%)**

		Offer 1	Offer 2	Offer 3
Overall Technical Score		115/135	89/135	92/135
Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
	Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27$	$45/45 \times 30 = 30.00$
Combined Rating		84.18	73.15	77.70
Overall Rating		1st	3rd	2nd

## ATTACHMENT 1 TO PART 4, Phased Bid Compliance Process

### 1. General

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

THE OFFEROR ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE OFFER IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE OFFER HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM AN OFFER TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE OFFEROR ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS OFFER RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS OFFER NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from an offeror and consider as part of the Offer, any information to correct errors or deficiencies in the Offer that are clerical or administrative, such as, without limitation, failure to sign the Offer or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Offeror has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the Offer solicitation closing in circumstances where the Offer solicitation expressly provides for this right. The Offeror will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Offer being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2006 (2019-03-04) Standard Instructions – Request for Standing Offers - Goods or Services - Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after Offer solicitation closing in circumstances where the Offer solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Offeror must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Offeror at any address provided by the Offeror in or pursuant to the Offer is deemed received by the Offeror on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

## 2. Phase I: Financial Offer

- (a) After the closing date and time of this Offer solicitation, Canada will examine the Offer to determine whether it includes a Financial Offer and whether any Financial Offer includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the Offer solicitation to be included in the Financial Offer is missing from the Financial Offer. This review will not assess whether the Financial Offer meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Offer or that the Financial Offer is missing all of the information required by the Offer solicitation to be included in the Financial Offer, then the Offer will be considered non-responsive and will be given no further consideration.
- (d) For Offers other than those described in c), Canada will send a written notice to the Offeror ("Notice") identifying where the Financial Offer is missing information. An offeror, whose Financial Offer has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Offerors shall not be entitled to submit any additional information in respect of their Financial Offer.
- (e) The Offerors who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Offeror will be entitled to remedy only that part of its Financial Offer which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Offer, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Offer, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Offeror and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Offer submitted by the Offeror will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Offeror's Offer. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Offer as is permitted above, and will be used for the remainder of the Offer evaluation process.
- (h) Canada will determine whether the Financial Offer is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Offeror in accordance with this Section. If the Financial Offer is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Offer shall be considered non-responsive and will receive no further consideration.
- (i) Only Offers found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

### 3. Phase II: Technical Offer

- (a) Canada's review at Phase II will be limited to a review of the Technical Offer to identify any instances where the Offeror has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Offer meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Offeror (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Offer has failed to meet. An offeror whose Offer has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Offer has been found responsive to the requirements reviewed at Phase II. Such Offeror shall not be entitled to submit any response to the CAR.
- (c) An offeror shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Offeror's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Offeror which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Offer, the Offeror shall identify such additional changes, provided that its response must not include any change to the Financial Offer.
- (e) The Offeror's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Offer, the wording of the proposed change to that section, and the wording and location in the Offer of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Offeror must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Offeror's Offer, and failure of the Offeror to do so in accordance with this subparagraph is at the Offeror's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Offer submitted by the Offeror other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, **only** that part of the original Offer as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Offer, but will be considered by Canada in the evaluation of the Offer at Phase II only for the purpose of determining whether the Offer meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase any score that the original Offer would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Offeror in

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response to the CAR. If so, the Offer will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Offeror shall bind the Offeror as part of its Offer, but the Offeror's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Offer.

- (h) Canada will determine whether the Offer is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Offeror in accordance with this Section. If the Offer is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Offer shall be considered non-responsive and will receive no further consideration.
- (i) Only Offers found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### **4. Phase III: Final Evaluation of the Offer**

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

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## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

### 5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

#### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all offerors must provide with their offer, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

#### 5.1.2 Additional Certifications Required with the Offer

##### 5.1.2.1 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

Subject to the evaluation procedures contained in the request for standing offer, offerors acknowledge that only offers with a certification that the service offered is a Canadian service, as defined in clause [A3050T](#), may be considered.

Failure to provide this certification completed with the offer will result in the service offered being treated as a non-Canadian service.

The Offeror certifies that:

( ) the service offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

##### 5.1.2.1.1 SACC Manual clause [A3050T](#) (2018-12-06) Canadian Content Definition

### 5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

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



### 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

### 5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on 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-Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#s4>).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

### 5.2.3 Additional Certifications Precedent to Issuance of a Standing Offer

#### 5.2.3.1 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, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer non-responsive.

#### A. Definitions

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

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

**B. Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES ( ) NO ( )**

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

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

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

**C. Work Force Adjustment Directive**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **YES ( ) NO ( )**

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

## **PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS**

### **6.1 Security Requirements**

6.1.1 After issuance of a standing offer, the following conditions must be met:

- a) the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7A - Standing Offer;
- b) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

6.1.2 Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.

## PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

### A. STANDING OFFER

#### 7.1 Offer

**7.1.1** The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

#### 7.2 Security Requirements

**7.2.1** The following security requirements (SRCL and related clauses) apply and form part of the Standing Offer.

- a) The Contractor's resources that will be required to be on site at an RCMP facility must be security cleared at the level of RCMP Facility Access as verified by the personal Security Unit (PSU) of the Royal Canadian Mounted Police (RCMP).
- b) The Contractor must not remove or make copies of any DESIGNATED or CLASSIFIED information or assets from the identified work site(s).
- c) The Contractor must comply with the provisions of the Security Requirements Check List and Security Guide, attached at Annex E.

#### 7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

#### **SACC Manual Clauses**

NUMBER	DESCRIPTION	DATE
<a href="#">M0019T</a>	Firm Price and/or Rates	2007-05-25
<a href="#">M7035T</a>	List of Proposed Subcontractors	2013-07-10
<a href="#">C2000C</a>	Taxes - Foreign-based Contractor	2007-11-30

##### 7.3.1 General Conditions

[2005](#) (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

##### 7.3.2 Standing Offers Reporting

The Offeror must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex D - Standing Offers Reporting. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority. The quarterly reporting periods are defined as follows:

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

The data must be submitted to the Standing Offer Authority no later than 30 calendar days after the end of the reporting period.

## **7.4 Term of Standing Offer**

### **7.4.1 Period of the Standing Offer**

The period for making call-ups against the Standing Offer is from February 1, 2020 to January 31, 2021.

### **7.4.2 Extension of Standing Offer**

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional four (4) one (1) year periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

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

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

## **7.5 Authorities**

### **7.5.1 Standing Offer Authority**

The Standing Offer Authority is:

Name: Susan Westall  
Title: Senior Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Communications Procurement  
Address: 360 Albert Street, 12<sup>th</sup> Floor, Ottawa ON

Telephone: 613-949-8350  
E-mail address: susan.westall@pwgsc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

### 7.5.2 Project Authority

The Project Authority is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

### 7.5.3 Offeror's Representative

Name:  
Address:

Telephone:  
Email:

## 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

## 7.7 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: Royal Canadian Mounted Police HQ Procurement and Contracting.

## 7.8 Call-up Procedures

Call-ups will be issued by the RCMP.

## 7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
  - PWGSC-TPSGC 942 Call-up Against a Standing Offer
  - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
  - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
  - PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:
- standing offer number;
  - statement that incorporates the terms and conditions of the Standing Offer;
  - description and unit price for each line item;
  - total value of the call-up;
  - point of delivery;
  - confirmation that funds are available under section 32 of the Financial Administration Act;
  - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

### 7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$400,000.00 (Applicable Taxes included).

### 7.11 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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2017-06-21), General Conditions - Standing Offers - Goods or Services
- d) the general conditions 2035 (2018-06-21), General Conditions - Higher Complexity – Services;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) the Offeror's offer dated \_\_\_\_\_

### 7.12 Certifications and Additional Information

#### 7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

#### 7.12.2 SACC Manual Clauses

NUMBER	DESCRIPTION	DATE
<u>M3060C</u>	Canadian Content Certification	2008-05-12

### 7.13 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

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## **7.14 Transition to an e-Procurement Solution (EPS)**

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.

## **7.15 Service Improvements**

The Offeror agrees to advise the Standing Offer Authority of all improvements that affect the Work, including technological, administrative, commercial or other types of improvements. The Offeror agrees to offer to Canada:

1. as part of its' standard services at no additional charge, all improvements that the Offeror is offering to any other customer at no additional charge, receiving the same or similar services as Canada under this Standing Offer; and
2. as part of its' standard services at rates that are not in excess of the best price for similar type quality and quantity of work, all improvements that the Offeror is offering to any other customer

Any other improvements resulting in additional pricing must only be provided following approval in writing by the Standing Offer Authority and will be reflected in a Standing Offer Amendment. The price of these other service improvements will be negotiated on a case-by-case basis. These improvements may include among other things, new service offerings common with technology advancements.

## **7.16 Provision of Additional In-Scope Services**

The Offeror may be required to provide, on an as-and-when requested basis, additional ad hoc in-scope services using Offeror provided systems, services and resources.

These services will be requested through the issuance of or amendment to a call-up under the Standing Offer. Such services may include but are not limited to, customized improvements not offered to any other customers.



## B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

### 7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

### 7.2 Standard Clauses and Conditions

#### 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 SACC Manual Clauses

NUMBER	DESCRIPTION	DATE
<u>C0705C</u>	Discretionary Audit	2010-01-11
<u>A2000C</u>	Foreign Nationals (Canadian Contractor)	2006-06-16
<u>A9113C</u>	Handling of Personal Information	2014-11-27

### 7.3 Term of Contract

#### 7.3.1 Period of the Contract

The period of the Contract is from \_\_\_\_\_ to \_\_\_\_\_ inclusive.

### 7.4 Authorities

#### 7.4.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_

Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_

E-mail: \_\_\_\_\_

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

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## 7.4.2 Project Authority

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_  
E-mail: \_\_\_\_\_

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.

## 7.4.3 Procurement Authority

The Procurement Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_  
E-mail: \_\_\_\_\_

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

## 7.5 Proactive Disclosure of Contracts with Former Public Servants

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

## 7.6 Payment

### 7.6.1 Basis of Payment – Firm Unit Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit price as specified in Annex B – Basis of Payment. Customs duties are included and Applicable Taxes are extra.

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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.

#### **7.6.2 Method of Payment - Advance**

Canada will pay the Contractor in advance for the Work 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.

#### **7.6.3 Electronic Payment of Invoices – Call-up**

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

**NOTE:** *Will be completed upon award of standing offer*

#### **7.7 Invoicing Instructions**

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.
2. Invoices must be distributed as follows:
  - a. The original and (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

#### **7.8 Insurance**

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

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## **ANNEX "A"**

### **STATEMENT OF WORK**

#### **A. Title**

The RCMP has an initiative to acquire social media application software tools.

#### **B. Objective**

The objective of this requirement is to acquire a Social Media platform to be delivered as a Software as a Service (SaaS) solution to assist the RCMP in addressing a major priority for safety and security of Canadians. Social media and publicly available information will be used to identify threats and address public concerns, determine potential public relations issues, enhance strategic, operational and tactical information for improved decision making in a crisis or major event setting.

#### **C. Background**

Access and the use of publically available information from the Internet is now a critical function in supporting law enforcement efforts for a range of policing disciplines including community policing, public order, major crime, organized crime and national security. Open source data enhances criminal intelligence initiatives, criminal investigations and public engagement strategies. An integral part of social media awareness is performed through a real-time analytical application software that accesses and searches publicly available Internet data sources and content including (but not limited to) Twitter, Facebook, blogs, chatrooms, message boards, social networks, video, image sharing websites, the Darknet, news sites and other open sources specific to program mandates.

#### **D. Scope**

The Contractor must provide a SaaS software platform that accesses and analyzes publically and commercially available information content in real time, on demand and provide online metrics, data export functions, auditing, reporting and alerting capabilities.

##### **1. The service must:**

- a. Be a Software as a Service (SaaS) Secure Web Interface - residing within a Five Eye country (Australia, Canada, New Zealand, the United Kingdom or the United States);
- b. Protect the confidentiality and integrity of RCMP transmitted information over the Internet;
- c. Ensure Canadian privacy laws are adhered to;
- d. Ensure no attribution to the RCMP for data collections;
- e. Support 1 to 20 users;
- f. Be available 24 hours a day, 7 days a week, 365 days a year;
- g. Be accessible from multiple devices (e.g. Smart Phones, PC's, Tablets) within and outside the RCMP's IT networks;
- h. Provide access to a minimum of five data sources and Darknet, from the data source types listed below in E. Data Sources;
- i. Access data from the DarkNet (.onion sites);
- j. Search and filter based on predefined geographic areas from data sources that provide geolocation searches:
  - i. Apply radius circles
  - ii. Apply custom geo-location shapes
  - iii. Apply multiple combinations of geo within a single search.
- k. Analyse and display original social media content in multiple languages;

- 
- l. Provide real-time Advanced linguistic algorithms – search natively in English and/or French and return results from multiple languages leveraging a cross-lingual search system and returned results native to the platform;
  - m. Search and find keywords within the language or via word-to-word translation;
  - n. Have natural-language processing (NLP) — the ability to understand the context of the post within the language;
  - o. Search based on entity concepts and categories in a subject area;
  - p. Search non text-based content (image recognition) not limited to logo recognition;
  - q. Have advanced (Boolean) search techniques to ensure accuracy of results.
    - i. AND operation (i.e +);
    - ii. OR operation (i.e |);
    - iii. NOT negates operation (i.e -);
  - r. Deliver content from the actual post along with source links to the subscriber or website that posted it;
  - s. Allow the user to select topics and sources for social media insights;
  - t. Provide alerting via email or SMS a report of the items of interest as defined by the RCMP;
    - i. This alert must not include the search criteria that led to their selection
  - u. Export data – Original/html, PDF, CSV, XML JSON (or similar) to local PC, CD, USB flash drive;
  - v. Export data via a general API;
  - w. Integrate data with other Analytic applications i.e. Google Analytics, Webtrends, etc;
  - x. Have the ability to audit user access and modifications upon request by RCMP;
  - y. Provide all users the ability to purge and delete their data collections.
2. Additional Desired Features and Functionality:
- The service should:
- a. Protect the confidentiality and integrity of RCMP information at rest;
  - b. Support a bilingual user interface (English and French);
  - c. Ensure the ability to use generic user accounts and email addresses to access the platform;
  - d. Have the ability to audit user access and modifications including but not limited to:
    1. Login and Logout times;
    2. Project creations and deletions;
    3. Search criteria modifications;
    4. Ability to identify abuse or policy infractions;
    5. Allow the RCMP to identify specific users who will be able to audit either all or a subset of RCMP users' access and modifications within the platform; or
    6. Have the ability to audit from/by a central authority.
  - e. Identify important topics, top influencers;
  - f. Provide access to publically available content from Internet sites with the ability to request specific Internet sites and news blogs as identified by the RCMP;
  - g. Allow for the use of advanced (Boolean) search techniques to ensure accuracy of results.
    - i. WILD operations (i.e \*);
    - ii. PHRASE operations (i.e “ ”);
    - iii. Proximity operations (separation between keywords); or
    - iv. FUZZY operations (variation of keywords);
  - h. Provide the ability to add custom metadata tags by users for the organization of unstructured social media data. Metadata tags can include:
    - i. User assignment;
    - ii. Post classification;
    - iii. Priority;

- iv. Engagement;
- v. Notes;
- vi. Post tags;
- vii. Source tags; or
- viii. Sentiment
- i. Provide the ability for bulk processing of suitability and accreditations lists imported from spreadsheet format or other customized formats;
- j. Provide the ability to leverage Artificial Intelligence technologies;
  - a. Machine Learning;
  - b. Language Processing;
  - c. Link / Network analysis; or
  - d. Text and Image Analytics
- k. Be configured to separate multiple users, teams, programs, and security domains for segregation of platform features, functions content access;
- l. Share data or content at the request of the RCMP users with other RCMP users on the platform or that of other partners who use the same platform;

## E. Data Sources

The Contractor must provide a minimum of five data sources as well as Darknet, and should provide comprehensive access to data source types to include but not limited to the following categories and example sources:

<b><u>Social Networking</u></b>	<b><u>Discussion Forms</u></b>	<b><u>Classifieds</u></b>
Twitter, VK, Facebook etc.	Reddit, telegram, tumblr, Blogs, Message boards etc	e-bay, kijiji, advertising aggregators, marketing sources etc.
<b><u>File Storage</u></b>	<b><u>Reference</u></b>	<b><u>Portals</u></b>
Pastbin, vidme etc.	Intel Center, Stormfront PIPL, Aggregators Services etc.	Google, waybackmachine, Yahoo, Bing, Naver etc.
<b><u>Image Sharing</u></b>	<b><u>Video Sharing</u></b>	<b><u>DarkNet</u></b>
Flickr, Instagram etc.	Youtube, Vine etc.	Flashpoint, DarkOwl
<b><u>Content Curation</u></b>	<b><u>Consumer Review</u></b>	<b><u>Shopping Networks</u></b>
Pinterest, Flipboard etc.	Yelp, Trip Advisor etc.	Polyvore, Etsy, Fancy etc.

## F. Analytical Requirements

The platform should:

- a. Provide critical business insights by allowing users the ability to analyze conversations across multiple data sources within a single data collection.
- b. Ensure collections are relevant (hitting the mark) to validate that publicly / commercially available information meets the collection plan objectives aligned with RCMP program mandate:

- 
- i. Ability to search by geolocation, data source or sources, usernames, email addresses, phone numbers, tombstone information, cities, country of origin, keywords, images and emojis. Include content from custom URL's.(crawler)
  - ii. Ability to perform "google like" web searches from within the platform;
  - iii. Ability to perform automated collections to achieve collection plan objectives:
    - Return results in near real-time;
  - iv. Provide an enhanced ability to allow an RCMP user to search using one language (English or French) and have the platform translate the search criteria into multiple languages.
- c. Provide users the ability to process and triage data collections for in-depth analysis:
- i. Provide an enhanced ability to translate data collections within the platform from the language of origin to English or French;
  - ii. Ability to apply custom data tags to categorize and group data collections for use with additional filters or analysis processes;
  - iii. Ability to apply both include and exclude filters to the data collection to further narrow the results to achieve the collection plan objectives based on:
    1. Keyword (include or exclude, Boolean Operators);
    2. Hashtag;
    3. Username;
    4. Emoji;
    5. Image;
    6. Date and time;
    7. Geolocation (if available from the data source);
    8. Language of origin;
    9. Data source;
    10. Data type;
    11. Sentiment (if available);
    12. Author;
    13. Reach; or
    14. Popularity.
- d. Provide the ability within the platform for users to create complex filters.
- e. Provide the ability within the platform for users to view and further analyze the data:
- i. Ability to visually represent data in pie charts, bar graphs, maps and feeds;
  - ii. Ability to view the filtered data results:
    1. Display the number or results within the collection;
    2. Display the data source;
    3. Display the content of the collection;
    4. Display in the language of origin; or
    5. Display in English or French;
  - iii. Ability to display charts and graphs for volume:
    1. Volume of data;
    2. Source types (Twitter, news, Youtube etc.);
    3. Languages; or
    4. Sentiment

- 
- iv. Ability to export the charts and graphs i.e. csv, pdf, jpeg etc.;
  - v. Ability to display word clouds:
    - 1. Display most mentioned word entities;
    - 2. Display most mentioned hashtags;
    - 3. Display most mentioned authors; or
    - 4. Ability to export the word clouds i.e. csv, pdf, jpeg etc.;
  - vi. Ability to display charts and graphs for sentiment analysis:
    - 1. Display positive, neutral and negative sentiment;
    - 2. Ability to export the charts and graphs i.e. csv, pdf, jpeg etc.;
  - vii. Ability to display charts and graphs for source types:
    - 1. Ability to export the data i.e. csv, pdf, jpeg etc.;
  - viii. Ability to display charts and graphs of authors of content:
    - 1. Ability to export the data i.e. csv, pdf, jpeg etc.;
  - ix. Ability to display URL's and links imbedded within the collection:
    - 1. Ability to export the data i.e. csv, pdf, jpeg etc.;
  - x. Ability to display locations from geo located content on a map:
    - 1. Ability to display on a map view;
    - 2. Ability to display on satellite view;
    - 3. Ability to display by post, density or sentiment;
    - 4. Ability to display by country, city or geo location with radius; or
    - 5. Ability to export the data i.e. csv, pdf, jpeg etc.;
  - xi. Ability to add filter criteria to the data collection from a single pain to further narrow the results;
  - xii. Ability to conduct link analysis of social media accounts to determine mutual connections and degrees of separation;
    - 1. Ability to export the data i.e. csv, pdf, jpeg etc.;
  - xiii. Ability to provide a live hyperlink to the original source of the data;

## G. Training Support

The Contractor must provide online (virtual) training on the platform. The Training must cover (at minimum):

- a. How to access the platform;
- b. How to set up a project (detailed);
- c. How to set up a search and analysis strategy;
- d. Using the platform to analyze social media data;
- e. How to refine and search through social media data using hashtags, time frames, geolocation boundaries, use of Boolean logic, in addition to traditional keywords;
- f. How to remove redundant data results (i.e. duplicate posts, re-tweets);
- g. How to set up searches to ensure a balance between adequate coverage and reduce large data volumes;
- h. How to customize the platform's dashboard;
- i. How to identify and visualize geo located data;
- j. How to identify, quantify, and visualize the social media results;
- k. How to use all filtering options;
- l. How to use all analysis options;
- m. How to interpret analytical results;
- n. How to identify the users and organizations posting social media data;
- o. How to identify, quantify, order by magnitude, and visualize the level of influence of users posting social media data;



- p. How to identify and visualize sentiment (positive/negative/neutral) related to the social media data;
- q. How to export social media data and social media data visualizations into common reporting formats;

The Contractor must also provide electronic access/copies for manuals, user guides or other documentation that describes the above.

Training requirements should be minimal if the tool has an intuitive interface; however, some initial online (virtual) training must be provided to all users as well as further training for the duration of the contract as new users join the teams.

## H. Support

The Contractor must provide phone and or email technical support to the RCMP (or authorized representative(s) 24 hours a day, 7days a week, 365 days per year.

## I. Constraints

1. The Contractor must abide by the following:

- Government of Canada Secure Use of Commercial Cloud Services  
[Security Policy Implementation](#)
- Personal Information Protection and Electronic Documents Act  
[PIPEDA](#)
- Canadian Privacy Act compliancy  
[The Privacy Act](#)
- European Union (EU) privacy law
  - [General Data Protection Regulation, or GDPR compliancy](#)
- Non Discloser Agreement (NDA)
  - All Contractor personnel must sign a Non-Disclosure Agreement

2. The Contractor may be asked to provide documentation which may include architecture and network diagrams to support the RCMP in performing a security assessment and or privacy impact assessment of the information system or service before approving it for operation by the RCMP.

The Contractor is expected to clearly document the security controls and features implemented within their platform services. Such controls include those inherited by the Contractor. For example, a software provider using an infrastructure provider to deliver a software as a service (SaaS) offering will inherit security controls from the infrastructure provider. In this case, the Contractor is expected to implemented the appropriate security controls within its scope and obtain assurance that the underlying infrastructure as a service (IaaS) or platform as a service (PaaS) offering being leveraged for the SaaS offering has obtained valid third-party industry certifications or audit reports.

RCMP may request the Contractor to provide independent reporting such as the following to establish third-party assurance when physical inspection and audit by RCMP is not feasible or practical:

- a. ISO/IEC 27001
- b. ISO/IEC 27017
- c. ISO/IEC 27018

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- d. Federal Risk and Authorization Management Program (FedRAMP)
  - e. Payment Card Industry Data Security Standard (PCI-DSS)
  - f. Cloud Security Alliance (CSA) Security, Trust and Assurance Registry (STAR)
  - g. AICPA Service Organization Controls (SOC) audit reports or certifications
  - h. Cloud Controls Matrix (CCM) version 3.01 or subsequent version

## **J. Milestones**

- 1. Upon issuance of a call-up under this contract :
  - a. Delivery of a social media platform account login credential(s);
  - b. Delivery of training for the social media platform;
  - c. Delivery of electronic training documents;
- 2. For the duration of call-ups under this contract:
  - a. Delivery of phone technical support services;
  - b. Delivery of social media platform account login credentials as and when required as identified in additional call-ups under this contract;
  - c. Delivery of training for the social media platform as and when required for new and additional users

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## ANNEX "B"

### BASIS OF PAYMENT

It is mandatory that all blocks of the Basis of Payment be completed by indicating a price or by indicating 'not applicable' for requirements not included in the offer. **The offerors MUST provide unit prices in the unit requested.** If the offeror's offer contains pricing in a unit other than the ones requested, their offer will be found non-compliant and no further evaluation will be done.

For all Tiers, Offerors must complete the requirements, functions, and data source type checklist attached as Attachment 1 to Annex B.

**The offeror is required to submit firm, all-inclusive unit rates, as detailed below, GST/HST extra if applicable.** All prices are inclusive of all expenses incurred in the performance of the work including copyright fees, long distance calls, any direct costs, any other cost reimbursable items and travel / living expenses.

It is the responsibility of the Contractor to obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. Canada will not provide payment to any third party for such permits, licenses or approvals.

User Tier	Description / requirements	Price per user per year				
		For call-ups issued during the period from Feb 1, 2020 to Jan 31, 2021	For call-ups issued during the period from Feb 1, 2021 to Jan 31, 2022	For call-ups issued during the period from Feb 1, 2022 to Jan 31, 2023	For call-ups issued during the period from Feb 1, 2023 to Jan 31, 2024	For call-ups issued during the period from Feb 1, 2024 to Jan 31, 2025
<u><b>Tier 1 User (Read Only)</b></u>	<p><b>Read Only Access must include:</b></p> <p>Access to persistent data collections from searches setup by Tier 2 and Tier 3 users with ability to further refine and analyze.</p> <p>Price must be inclusive of all functions and requirements from the Statement of Work at Annex A:</p> <ul style="list-style-type: none"><li>• Section D. Scope, subsection 1.</li><li>• Section G. Training and Support</li><li>• Section H. Support</li></ul> <p>Price must be inclusive of all data sources, features and functionality included in the Offerors response to all rated criteria.</p>	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year
<u><b>Tier 2 user (Basic)</b></u>	<p><b>Basic access:</b></p> <p>Price must be inclusive of all functions and requirements from the Statement of Work at Annex A:</p> <ul style="list-style-type: none"><li>• Section D. Scope, subsection 1.</li><li>• Section G. Training and Support</li><li>• Section H. Support</li></ul> <p>Price must be inclusive of all data sources, features and functionality included in the Offerors response to all rated criteria.</p>	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year

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User Tier	Description / requirements	Price per user per year			
		For call-ups issued during the period from Feb 1, 2020 to Jan 31, 2021	For call-ups issued during the period from Feb 1, 2021 to Jan 31, 2022	For call-ups issued during the period from Feb 1, 2022 to Jan 31, 2023	For call-ups issued during the period from Feb 1, 2023 to Jan 31, 2024
Tier 3 user (Premium)	<b>Premium access:</b>  Price must be inclusive of all functions and requirements from the Statement of Work at Annex A: <ul style="list-style-type: none"><li>• Section D. Scope, subsection 1.</li><li>• Section G. Training and Support</li><li>• Section H. Support</li></ul> <b>Price must include at minimum:</b>  1) 50% (6) of the desired features and functionality from the Statement of Work at Annex A – Section D. subsection 2; 2) 50% of the required features and functionality (11) from Section F Analytical Requirements.  <b><u>Offerors must complete the checklist attached - Attachment 1 to Annex B</u></b>  Price must be inclusive of all data sources, features and functionality included in the Offerors response to all rated criteria.	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year	All inclusive price:  \$ _____ / user per year

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## ATTACHMENT 1 TO ANNEX B – TIER 1, 2 & 3 USER CHECKLIST

The Offeror must complete the check list below for each Tier of user – 1, 2, & 3, indicating which Features/Functionalities and Analytical requirements they are including in their offer, in the price they have submitted for each Tier of user:

Note that for Tier 3, the Offeror's price must include a minimum of 50% (6) of the Additional 12 Desired Features and Functionalities below and a minimum of 50% (11) of the 22 Analytical Requirements.

Number	Feature/Functionality	Included in offer: Yes / No		
		Tier 1	Tier 2	Tier 3
1	Protect the confidentiality and integrity of RCMP information at rest;			
2	<b>Support a bilingual user interface (English and French);</b>			
3	<b>Ensure the ability to use generic user accounts and email addresses to access the platform;</b>			
4	Have the ability to audit user access and modifications including but not limited to: Login and Logout times; Project creations and deletions; Search criteria modifications; Ability to identify abuse or policy infractions; Allow the RCMP to identify specific users who will be able to audit either all or a subset of RCMP users' access and modifications within the platform; or Have the ability to audit from/by a central authority.			
5	<b>Identify important topics, top influencers;</b>			
6	<b>Provide access to publically available content from Internet sites with the ability to request specific Internet sites and news blogs as identified by the RCMP;</b>			
7	Allow for the use of advanced (Boolean) search techniques to ensure accuracy of results. WILD operations (i.e *); PHRASE operations (i.e “ ”); Proximity operations (separation between keywords); or FUZZY operations (variation of keywords);			
8	Provide the ability to add custom metadata tags by users for the organization of unstructured social media data. Metadata tags can include: User assignment; Post classification; Priority; Engagement; Notes; Post tags; Source tags; or Sentiment			



9	Provide the ability for bulk processing of suitability and accreditations lists imported from spreadsheet format or other customized formats;			
10	Provide the ability to leverage Artificial Intelligence technologies; Machine Learning; Language Processing; Link / Network analysis; or Text and Image Analytics			
11	Be configured to separate multiple users, teams, programs, and security domains for segregation of platform features, functions content access;			
12	Share data or content at the request of the RCMP users with other RCMP users on the platform or that of other partners who use the same platform;			
Number	Analytical Requirement	Included in offer: Yes / No		
		Tier 1	Tier 2	Tier 3
1	Provide critical business insights by allowing users the ability to analyze conversations across multiple data sources within a single data collection.			
2	Ability to search by geolocation, data source or sources, usernames, email addresses, phone numbers, tombstone information, cities, country of origin, keywords, images and emojis. Include content from custom URL's.(crawler)			
3	Ability to perform "google like" web searches from within the platform;			
4	Ability to perform automated collections to achieve collection plan objectives: <ul style="list-style-type: none"> <li>Return results in near real-time;</li> </ul>			
5	Provide an enhanced ability to allow an RCMP user to search using one language (English or French) and have the platform translate the search criteria into multiple languages.			
6	Provide an enhanced ability to translate data collections within the platform from the language of origin to English or French;			
7	Ability to apply custom data tags to categorize and group data collections for use with additional filters or analysis processes;			
8	Ability to apply both include and exclude filters to the data collection to further narrow the results to achieve the collection plan objectives based on: <ol style="list-style-type: none"> <li>Keyword (include or exclude, Boolean Operators);</li> <li>Hashtag;</li> <li>Username;</li> <li>Emoji;</li> <li>Image;</li> </ol>			

	<ul style="list-style-type: none"> <li>6. Date and time;</li> <li>7. Geolocation (if available from the data source);</li> <li>8. Language of origin;</li> <li>9. Data source;</li> <li>10. Data type;</li> <li>11. Sentiment (if available);</li> <li>12. Author;</li> <li>13. Reach; or</li> <li>14. Popularity.</li> </ul>			
9	Provide the ability within the platform for users to create complex filters.			
10	Ability to visually represent data in pie charts, bar graphs, maps and feeds;			
11	Ability to view the filtered data results: <ul style="list-style-type: none"> <li>1. Display the number or results within the collection;</li> <li>2. Display the data source;</li> <li>3. Display the content of the collection;</li> <li>4. Display in the language of origin; or</li> <li>5. Display in English or French;</li> </ul>			
12	Ability to display charts and graphs for volume: <ul style="list-style-type: none"> <li>1. Volume of data;</li> <li>2. Source types (Twitter, news, Youtube etc.);</li> <li>3. Languages; or</li> <li>4. Sentiment;</li> </ul>			
13	Ability to export the charts and graphs i.e. csv, pdf, jpeg etc.;			
14	Ability to display word clouds: <ul style="list-style-type: none"> <li>1. Display most mentioned word entities;</li> <li>2. Display most mentioned hashtags;</li> <li>3. Display most mentioned authors; or</li> <li>4. Ability to export the word clouds i.e. csv, pdf, jpeg etc.;</li> </ul>			
15	Ability to display charts and graphs for sentiment analysis: <ul style="list-style-type: none"> <li>1. Display positive, neutral and negative sentiment; or</li> <li>2. Ability to export the charts and graphs i.e. csv, pdf, jpeg etc.;</li> </ul>			
16	Ability to display charts and graphs for source types: <ul style="list-style-type: none"> <li>1. Ability to export the data i.e. csv, pdf, jpeg etc.;</li> </ul>			
17	Ability to display charts and graphs of authors of content: <ul style="list-style-type: none"> <li>1. Ability to export the data i.e. csv, pdf,</li> </ul>			

	jpeg etc.;			
18	Ability to display URL's and links imbedded within the collection: 1. Ability to export the data i.e. csv, pdf, jpeg etc.;			
19	Ability to display locations from geo located content on a map: 1. Ability to display on a map view; 2. Ability to display on satellite view; 3. Ability to display by post, density or sentiment; 4. Ability to display by country, city or geo location with radius; or 5. Ability to export the data i.e. csv, pdf, jpeg etc.;			
20	Ability to add filter criteria to the data collection from a single pain to further narrow the results;			
21	Ability to conduct link analysis of social media accounts to determine mutual connections and degrees of separation; 1. Ability to export the data i.e. csv, pdf, jpeg etc.;			
22	Ability to provide a live hyperlink to the original source of the data;			

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## ANNEX C – NON-DISCLOSURE AGREEMENT

I, \_\_\_\_\_, recognize that in the course of my work as an employee or subcontractor of \_\_\_\_\_, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Standing Offer No.M7594-184225 between Her Majesty the Queen in right of Canada, represented by the Minister of Public Works and Government Services and the Royal Canadian Mounted Police, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of any call-ups under the Standing Offer.

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

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

I agree that the obligation of this agreement will survive the completion of Standing Offer No.M7594-184225.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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## ANNEX D – STANDING OFFERS REPORTING

In accordance with section entitled "Standing Offers Reporting" of the standing offer, the Offeror must provide a quarterly report and submit it to the Standing Offer Authority no later than 30 days after the end of the reporting period.

The quarterly report must include the following information on all call-ups issued under this standing offer during the reporting period<sup>1</sup>:

<b>STANDING OFFER NUMBER:</b>		M7594-184225				
<b>OFFEROR'S NAME:</b>						
<b>QUARTERLY REPORTING PERIOD:</b>						
<b>DATE:</b>						
#	Call-up/Order Number	Date of call-up/order	\$ amount of call-up (including taxes)	Client Contact Name	Client Contact Email	Client Contact Phone number

Compiled by the quantity required. The quarterly reporting periods are defined as follows:

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

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## **ANNEX E – RCMP SECURITY GUIDE AND SRCL**

### **General Security Requirements**

All contractors and sub-contractors employed on this contract must support the RCMP's security environment by complying with the directives described in this document.

1. Physical access is restricted to those specific areas of RCMP facilities required to meet the contract's objectives.
2. No Protected or Classified information or other assets will be removed from the RCMP facility without the approval of the Departmental representative or technical authority. If approved the transport and/or transmittal must comply with the security requirements identified in the RCMP's Transport and Transmittal Guide.
3. Restricted items such as cameras, mobile telephones, and audio/visual devices will be surrendered to the main security desk upon arrival at any RCMP facility unless prior written approval has been obtained.
4. If applicable the contractor must hold a valid Document Safeguarding Capability (DSC).
5. The information disclosed under this contract will be administered, maintained, and disposed of in accordance with RCMP Security Policies and the Policy on Government Security.
6. The contractor will promptly notify the RCMP of any unauthorized use or disclosure of the information exchanged under this contract and will furnish the RCMP with details of the unauthorized use or disclosure.
7. The contractor will be responsible for advising the RCMP of any changes in personnel security requirements. I.e: Cleared personnel leaving the company or no longer supporting the RCMP contract, new personnel requiring a clearance and personnel requiring clearance renewal.
8. All contractor personnel will be required to obtain and maintain a personnel security clearance commensurate with the sensitivity of the work being performed throughout the life cycle of the contract (in accordance with the provisions of the SRCL).
9. We are asking for the vendor staff working on this requirement to have FA2 checks done, this includes the off site work. Any requirement for RCMP site visits will require the FA2 CLEARANCE and be escorted.

### **Personnel Security Requirements** **RCMP FACILITY ACCESS, LEVEL 2**

The vendor personnel will be required to be cleared to RCMP Facility access level 2 for any on site RCMP Meetings, as well as those personnel working on this requirement but off site. They will not have access to Protected or Classified information, systems or assets.

In this scenario, the RCMP wishes to conduct local law enforcement checks only. For PWGSC procurement purposes, this should be identified in the contractual documents.

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*Contractor personnel must submit to local law enforcement verification by the RCMP, prior to admittance to the facility or site. The RCMP reserves the right to deny access to any facility or site or part thereof to any contractor personnel, at any time.*

When the RCMP requires Facility Access Level 2; the successful Bidder, Contractor will submit the following to the RCMP:

1. Form TBS 330-23
2. Copy of Photo Identification (Front and Back)

92 Amendment, Apr. 18, 2017



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

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

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction	
Royal Canadian Mounted Police		Federal Policing / Tactical Internet Operational Support	
3. a) Subcontract Number / Numéro du contrat de sous-traitance M7594-184225		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The contractor will provide a SaaS platform for enhancing access to Open Source Social Media Internet Data to support the RCMP's investigative and intelligence programs. There will be no electronic protected information transferred, processed and stored at the contractor site. There will be no requirement to access RCMP buildings or access any protected information. All training and support services is unclassified.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
		Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
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:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

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cy007. M7594184225

Buyer ID - Id de l'acheteur  
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**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ 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 type="checkbox"/> RELIABILITY STATUS<br>COTE DE FIABILITÉ    | <input type="checkbox"/> CONFIDENTIAL<br>CONFIDENTIEL           | <input type="checkbox"/> SECRET<br>SECRET           | <input type="checkbox"/> TOP SECRET<br>TRÈS SECRET               |
| <input type="checkbox"/> TOP SECRET- SIGINT<br>TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL<br>NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET<br>NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET<br>COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS<br>ACCÈS AUX EMPLACEMENTS      |   |   |  |

Special comments:

Commentaires spéciaux : FA2 for those training or providing support services.  
even for off site services. ON SITE Access Requires FA2 & escort.

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL  CONFIDENTIEL	SECRET	TOP SECRET  TRÈS SECRET	NATO RESTRICTED  NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL  NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET  TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées) Michael MacHardy	Title - Titre Senior Network Security Analyst	Signature <i>Michael MacHardy</i>
Telephone No. - N° de téléphone 613-843-6356	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel michael.machardy@rcmp-grc.gc.ca
		Date 2019-09-17

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées) Glenna Burke	Title - Titre National Security & Contracting Coordinator	Signature <i>Glenna Burke</i>
Telephone No. - N° de téléphone 613-843-5938	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel glenna.burke@rcmp-grc.gc.ca
		Date Nov. 1, 2019

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 Non	<input type="checkbox"/> Yes Oui
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**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
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

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