

Request for Proposal
For
Intranet Website Design & Implementation

Request for Proposal No: PPS-RFP-2019-053
Date of Issue: December 4, 2019
Submission Deadline: December 17 2019

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PART 1 – INTRODUCTION

1.1 Invitation to Bidders

This Request for Proposals (“the RFP”) issued by the Parliamentary Protective Service (PPS) is an invitation to submit non-binding offers for the design and implementation of a Sharepoint based intranet website as further described in Appendix D, for the prices established in Appendix C. The Bidder selected pursuant to this RFP process will be informed in writing. Bidders not selected will also be informed in writing.

Consortium or Joint Venture Proposals

Responses submitted by a Bidder that consists of more than one legal entity or person (such as consortia or joint ventures) will be accepted with the understanding that the Parliamentary Protective Service shall regard only one of the parties of the consortium or joint venture as the prime Supplier. Responses shall clearly indicate which party is the prime Supplier. The prime Supplier shall be solely accountable for all additional parties. The Parliamentary Protective Service will enter into an agreement only with the prime supplier.

1.2 Type of Agreement for Deliverables

It is the Parliamentary Protective Service’s intention to enter into an agreement with one legal entity. **The term of the agreement is to be for a period of two (2) years, with options in favour of the Parliamentary Protective Service to extend the agreement on the same terms and conditions for up to three (3) one (1) year periods.**

1.3 No guarantee of Volume of Work or Exclusivity of Agreement

The Parliamentary Protective Service makes no guarantee of the value or volume of work to be assigned to the successful Bidder. The agreement to be negotiated with the selected Bidder will not be an exclusive agreement for the provision of the described deliverables. The Parliamentary Protective Service may put in place an agreement with others for the same or similar deliverables to those described in the RFP or may obtain the same or similar deliverables internally.

1.4 Submission Instructions

1.4.1 Bidders must submit their response in accordance with the following timetable and instructions.

Issue Date of RFP	December 4th, 2019
Deadline for Questions	December 10th, 2019 at 12:00 EST
Submission Deadline	December 17th, 2019 at 14:00 EST

The above timetable is a tentative schedule, and may be amended by the Parliamentary Protective Service at any time.

Bidders must submit their Submission Form (Appendix B) in the form prescribed herein by the Submission Deadline to the Parliamentary Protective Service Contact identified below in the manner set out below:

1.4.2 Parliamentary Protective Service Contact:
Monique Allen
E-mail: proposals-soumissions@pps-spp.parl.gc.ca

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- 1.4.3 Responses must be submitted electronically to the email address listed above. No hard copies will be accepted.
- 1.4.4 Bidders are solely responsible for the delivery of their responses in the manner and time prescribed. Responses received after the Submission Deadline will be rejected.
- 1.4.5 All responses must include the following mandatory forms:
 - 1.4.5.1 Proposal Submission Form (Appendix B), completed in its entirety and signed by an authorized representative of the Bidder;
 - 1.4.5.2 Pricing Structure Form (Appendix C), completed in accordance with the instructions contained within Appendix C, Pricing Structure Form.
 - 1.4.5.3 Other than inserting the information requested on these mandatory forms, a Bidder may not make any changes to any of the forms.

1.5 Communications During Solicitation Period

- 1.5.1 Unless otherwise specified, all enquiries concerning this RFP must be received by email no later than 12:00:00 (noon) on December 10, 2019 to the following contact:
Monique Allen
Procurement
155 Queen Street, 4th Floor
Ottawa ON K1A 0B8
Email: proposals-soumissions@pps-spp.parl.gc.ca
- 1.5.2 All questions submitted by Bidders by email to the Parliamentary Protective Service Contracting Authority will be deemed to be received once the email has entered the Parliamentary Protective Service's email inbox. No such communications are to be directed to anyone other than the Contracting Authority named above in clause 1.5.1. Questions received after the closing time may not be answered.
- 1.5.3 The Parliamentary Protective Service is under no obligation to provide additional information, and the Parliamentary Protective Service will not be responsible for any information provided by or obtained from any source other than the Contracting Authority.
- 1.5.4 It is the responsibility of the Bidder to seek clarification from the Contracting Authority prior to the time set out in clause 1.5.1 on any matter it considers to be unclear. The Parliamentary Protective Service will not be responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

1.6 Amendment and Withdrawal of Responses

- 1.6.1 Bidders may amend their responses prior to the closing date of the RFP by submitting the amendment electronically to the email address listed in 1.4.2. The amendment must contain

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the RFP title and number and the full legal name of the Bidder. Any such amendment should clearly indicate which part of the response the amendment is intended to replace.

- 1.6.2 At any time throughout the RFP process, a Bidder may withdraw a submitted response. To effect a withdrawal, a notice of withdrawal must be sent to the Parliamentary Protective Service Contact and must be signed by an authorized representative. The Parliamentary Protective Service is under no obligation to return withdrawn responses.

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PART 2 – EVALUATION OF PROPOSALS

2.1 Evaluation of Responses

- 2.1.1 An Evaluation Team has been assembled to review the responses, assess their compliance against the selection and evaluation criteria of this RFP, and consider accepting the responses of one or more compliant Bidders. The criteria to be used by the Evaluation Team to assess and rate the responses are shown in Appendix E, Evaluation Criteria and Financial Evaluation. All aspects of the criteria should be thoroughly addressed by Bidders. Those Bidders responding with unqualified phrases such as "we comply", will not be rated as highly as those Bidders that described in some detail just how they comply.
- 2.1.2 While price is a factor in the selection of the successful Bidder(s), other criteria are weighted and will be evaluated accordingly.

2.2 STAGES OF EVALUATION

The evaluation of responses will be conducted in the following stages:

2.2.1 **Stage I – Submission and Rectification**

Stage I will consist of a review to determine which responses are complete and provide all required information to perform the subsequent stages of evaluation.

Bidders who have submitted an incomplete response as of the Submission Deadline will be provided an opportunity to rectify any deficiencies related to completeness within the Rectification Period.

The Rectification Period will begin to run from the date and time that the Parliamentary Protective Service issues its rectification notice to a Bidder. During the Rectification Period, Bidders may not make changes to their responses, except to provide requested information necessary to complete the response.

At the end of the Rectification Period, responses which remain incomplete will be deemed non-compliant and excluded from further consideration. Responses that are deemed complete at the end of the Rectification Period will proceed to Stage II of the evaluation process.

- 2.2.2 **Stage II will consist of a scoring on the basis of the Rated Criteria as set out in Appendix E.** Subject to the Terms of Reference and Governing Law, the top-ranked Bidder as established under the evaluation will be selected to enter into an agreement for the provision of the Deliverables. The selected Bidder will be expected to enter into an agreement within the timeframe specified in the selection notice. Failure to do so may, among other things, result in the disqualification of the Bidder and the selection of another Bidder, or the cancellation of the RFP.

2.3 Mandatory Requirements

2.2.1 **Submission Form**

Each response must include a Submission Form (Appendix B) completed and signed by the Bidder.

2.2.2 **Pricing Form**

Bidders must complete the Pricing Structure Form (Appendix C) and include with its response.

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PART 2 – EVALUATION OF PROPOSALS

2.3 Rated Criteria

In addition to submitting the Proposal Submission Form, noted above, Bidders should respond to the non-price factors described in Appendix E.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.1 **BIDDERS TO FOLLOW INSTRUCTIONS**

Bidders should structure their responses in accordance with the instructions in the RFP. Where information is requested in the RFP, any response made in a proposal should reference the applicable clause numbers of the RFP where that request was made.

In the event of any discrepancies between the English and French versions of this RFP, the English version of the RFP document will prevail.

In the event of any discrepancies between the notice posted on Buy and Sell and this RFP document, the information in this RFP document will prevail.

3.2 **COMMUNICATION OF RFP DOCUMENTS AND ADDENDA**

The Parliamentary Protective Service will only post RFP documents and any associated Addenda via email.

3.3 **INFORMATION IN RFP AN ESTIMATE ONLY**

The Parliamentary Protective Service makes no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Bidders the general size of the opportunity. It is the Bidder's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

3.4 **BIDDERS SHALL BEAR THEIR OWN COSTS**

Each Bidder shall bear all costs associated with or incurred in the preparation and presentation of its response, including, if applicable, costs incurred for acceptance testing or presentations.

3.5 **COMMUNICATION AFTER ISSUANCE OF RFP**

3.5.1 **Bidders to Review RFP**

3.5.1.1 Bidders should promptly examine all of the documents comprising the RFP, and

- (a) report any errors, omissions or ambiguities; and
- (b) direct questions or seek additional information by email to the Parliamentary Protective Service Contact as set out in Part 1, clause 1.4.2.

3.5.1.2 The Parliamentary Protective Service is under no obligation to provide additional information, and the Parliamentary Protective Service is not responsible for any information provided by or obtained from any source other than the Parliamentary Protective Service Contact.

3.5.1.3 It is the responsibility of the Bidder to seek clarification from the Parliamentary Protective Service Contact on any matter it considers to be unclear. The Parliamentary Protective Service is not responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.5.2 All New Information to Bidders by Way of Addenda

3.5.2.1 The RFP may be amended only by an addendum in accordance with this clause. If the Parliamentary Protective Service, for any reason, determines that it is necessary to provide additional information relating to the RFP, such information will be communicated to all Bidders by addenda. Each addendum forms an integral part of the RFP.

3.5.2.2 Such addenda may contain important information, including significant changes to the RFP. Bidders are responsible for obtaining all addenda issued by the Parliamentary Protective Service. In the Proposal Submission Form (Appendix B), Bidders should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

3.5.3 Post-Deadline Addenda and Extension of Submission Deadline

If any addendum is issued after the Deadline for Issuing Addenda (if applicable), the Parliamentary Protective Service may at its discretion extend the Submission Deadline for a reasonable amount of time.

3.5.4 Verify, Clarify & Supplement

When evaluating responses, the Parliamentary Protective Service may request further information from the Bidder or third parties in order to verify, clarify or supplement the information provided in the Bidder's response. The Parliamentary Protective Service may revisit and re-evaluate the Bidder's response or ranking on the basis of any such information.

3.5.5 No Incorporation by Reference

The entire content of the Bidder's response should be submitted in a fixed form (PDF format).

The content of websites or other external documents referred to in the Bidder's response will not be considered to form part of its response. Bidders should include any reference material they wish to be considered for evaluation within their response. Any material or documents outside the response will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the response. URL links to the Bidder's website will not be considered by the Parliamentary Protective Service Evaluation Team.

3.5.6 Responses to be retained by the Parliamentary Protective Service

The Parliamentary Protective Service will not return the response, or any accompanying documentation submitted by a Bidder.

3.6 NEGOTIATIONS, NOTIFICATION AND DEBRIEFING

3.6.1 Selection of Highest-Ranked Bidder

The highest-ranked Bidder, as established under Part 2, Evaluation of Responses, will receive a written invitation to enter into negotiations with the Parliamentary Protective Service.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.6.2 Timeframe for Negotiations

The Parliamentary Protective Service intends to conclude negotiations with the highest-ranked Bidder within **five (5) business days** commencing from the date the Parliamentary Protective Service invites the highest-ranked Bidder to enter negotiations. A Bidder invited to enter into negotiations should therefore be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

3.6.3 Process Rules for Negotiation

Any negotiations will be subject to the process rules contained in this Part 3, Terms and Conditions of the Procurement Process and Appendix B, Proposal Submission Form and will not constitute a legally binding offer to enter into an agreement on the part of the Parliamentary Protective Service or the Bidder. Negotiations may include requests by the Parliamentary Protective Service for supplementary information from the Bidder to verify, clarify or supplement the information provided in its response or to confirm the conclusions reached in the evaluation, and may include requests by the Parliamentary Protective Service for improved pricing from the Bidder.

3.6.4 Terms and Conditions

The terms and conditions that will form any resulting agreement will be provided to the highest-ranked Bidder prior the commencement of the negotiation process, and will form the starting point for negotiation.

3.6.5 Failure to Enter Into Agreement

Bidders should note that if the parties cannot execute an agreement within the allotted five (5) business days, the Parliamentary Protective Service may invite the next highest-ranked Bidder to enter into negotiations. In accordance with the process rules in this Part 3, Terms and Conditions of the Procurement Process and clause 2 of Appendix B, the Proposal Submission Form, there will be no legally binding relationship created with any Bidder prior to the execution of a written agreement. With a view to expediting agreement formalization, at the midway point of the above-noted timeframe, the Parliamentary Protective Service may elect to initiate concurrent negotiations with the next-highest-ranked Bidder. Once the above-noted timeframe lapses, the Parliamentary Protective Service may discontinue further negotiations with the highest-ranked Bidder. This process will continue until an agreement is formalized, until there are no more Bidders remaining that are eligible for negotiations or until the Parliamentary Protective Service elects to cancel the procurement process.

3.6.6 Notification to Other Bidders

Other Bidders that become eligible for negotiations will be notified at the commencement of their respective negotiations. Once an agreement is executed between the Parliamentary Protective Service and a Bidder, the other Bidders may be notified directly in writing and/or will be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the agreement.

3.6.7 Debriefing

Bidders may request a debriefing after receipt of a notification of award. All requests must be in writing to the Parliamentary Protective Service Contact and must be made within thirty (30) calendar days of notification of award. The intent of the debriefing information session is to aid the Bidder in

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

presenting a better response in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

3.7 CONFLICT OF INTEREST AND PROHIBITED CONDUCT

3.7.1 Conflict of Interest

The Parliamentary Protective Service may disqualify a Bidder for any conduct, situation or circumstances, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, “Conflict of Interest” will have the meaning ascribed to it in clause 7 of the Proposal Submission Form (Appendix B).

3.7.2 Prohibited Bidder Communications

Bidders will not engage in any communications as described in clause 7.1.2 of the Proposal Submission Form (Appendix B). Bidders should also take note of the Conflict of Interest declaration set out in the Proposal Submission Form (Appendix B).

3.7.3 Bidder Not to Communicate with Media

Bidders may not at any time directly or indirectly communicate with the media in relation to the RFP or any agreement awarded pursuant to the RFP without first obtaining the written permission of the Parliamentary Protective Service Contact.

3.7.4 No Lobbying

Bidders may not in relation to the RFP or the evaluation and selection process in respect thereof, engage in any form of political or other lobbying whatsoever to influence the selection of the approved Bidder(s). Further, no Bidder or any person affiliated to a Bidder will attempt to communicate in relation to the RFP or a Bidder’s response, directly or indirectly, with any director, officer, employee or other representative of the Parliamentary Protective Service, except as expressly directed or permitted by the RFP.

3.7.5 Illegal or Unethical Conduct

Bidders will not engage in any illegal bidding practices, including such activities as bid-rigging, price-fixing, bribery, fraud or collusion. Bidders will not engage in any unethical conduct, including lobbying or other inappropriate communications, offers of gifts to Parliamentary Protective Service employees, deceitfulness, submitting responses containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the procurement process.

3.7.6 Past Performance or Inappropriate Conduct

The Parliamentary Protective Service may prohibit a supplier from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct includes but is not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of a supplier to honour its pricing or other commitments made in a response or bid; or (c) any other conduct, situation or circumstance, as solely determined by the Parliamentary Protective Service, that constitutes a Conflict of Interest. For the purposes of this clause, “Conflict of Interest” will have the meaning ascribed to it in the Proposal Submission Form (Appendix B).

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.8 **CONFIDENTIAL INFORMATION**

3.8.1 All information provided by or obtained from the Parliamentary Protective Service in any form in connection with the RFP either before or after the issuance of the RFP

3.8.1.1 is the sole property of the Parliamentary Protective Service and must be treated as confidential;

3.8.1.2 is not to be used for any purpose other than replying to the RFP and the execution of any subsequent agreement;

3.8.1.3 must not be disclosed without prior written authorization from the Parliamentary Protective Service; and

3.8.1.4 will be returned by the Bidders to the Parliamentary Protective Service immediately upon the request of the Parliamentary Protective Service.

3.8.2 **Confidential Information of Bidder**

Bidders should identify any information in their response or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the Parliamentary Protective Service. The confidentiality of such information will be maintained by the Parliamentary Protective Service, except as otherwise required by law or by order of a court or tribunal. Bidders are advised that their responses will, as necessary, be disclosed on a confidential basis, to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of their responses. If a Bidder has any questions about the collection and use of information pursuant to the RFP, questions are to be submitted to the Parliamentary Protective Service Contact.

3.9 **PROCUREMENT PROCESS NON-BINDING**

3.9.1 **No Contract A and No Claims**

The procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations. The procurement process is instead governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

3.9.1.1 Neither the Bidder nor the Parliamentary Protective Service has the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of an agreement, failure to award an agreement or failure to honour a response to the RFP.

3.9.2 **No agreement until execution of written agreement**

The procurement process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service will be created between a Bidder and the Parliamentary Protective Service by the procurement process. An agreement will only exist following successful negotiation and execution of a written agreement for the acquisition of goods and/or services.

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PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

3.9.3 **Non-binding price estimates**

While the pricing information provided with responses will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of responses and the ranking of the Bidders. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could have an adverse impact on any such evaluation, ranking or agreement award.

3.9.4 **Disqualification for Misrepresentation**

The Parliamentary Protective Service may disqualify the Bidder or rescind an agreement subsequently entered into if the Bidder's response contains misrepresentations or any inaccurate, misleading or incomplete information.

3.9.5 **References and Past Performance**

The Parliamentary Protective Service's evaluation may include information provided by the Bidder's references and may also consider the Bidder's past performance on previous agreements with the Parliamentary Protective Service.

3.9.6 **Cancellation**

The Parliamentary Protective Service may cancel or amend this procurement process without liability at any time.

3.10 **GOVERNING LAW AND INTERPRETATION**

3.10.1 **Governing Law**

The terms and conditions in this Part 3, Terms and Conditions of the Procurement Process are:

3.10.1.1 included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

3.10.1.2 non-exhaustive (and will not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

3.10.1.3 to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

1. **GOVERNING LAWS AND JURISDICTION**

The Framework Agreement shall, for all purposes, be governed by and construed in accordance with the laws of the Province of Ontario. The Supplier irrevocably attorns to the exclusive jurisdiction of the courts of Ontario with respect to any matter arising under or related to this agreement and related purchase orders.

2. **PRIORITY OF DOCUMENTS**

The documents specified below form part of and are incorporated into the Framework Agreement. If there is a discrepancy between the wordings of any documents that appear on the list, the wording of the document that first appears shall prevail over the wording of any document that subsequently appears on the list.

- 2.1. Section A, Framework Agreement Terms and Conditions;
- 2.2. Section B, Statement of Requirements;
- 2.3. Section C, Pricing Structure;
- 2.4. Appendix A, Resulting Purchase Orders Terms and Conditions.

3. **TIME IS OF THE ESSENCE**

The work must be performed within or at the time stated in the Framework Agreement or any Purchase Order issued against the Framework Agreement.

4. **REQUIREMENT**

The Supplier shall use the methodology described in its proposal, provide the services required to meet the requirements set out in Section B, as specified in this Framework Agreement.

5. **STATUS OF CAPACITY**

The Supplier has represented and does hereby warrant that:

- 5.1 it has the personnel, experience, qualifications, equipment, facilities and all other skills and resources necessary to provide the goods and/or services to the Parliamentary Protective Service required herein and to do so in an efficient and timely manner, and
- 5.2 all goods and/or services provided under this agreement shall meet or exceed industry standards and shall be provided in accordance with applicable law.

6. **PERIOD OF FRAMEWORK AGREEMENT**

- 6.1 The Supplier will perform the tasks and provide the services outlined herein and any attached Schedules and/or Appendices, from the date of award for a period of two (2) years, in accordance with the Terms and Conditions listed herein.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

- 6.2 The Parliamentary Protective Service reserves the irrevocable option of extending this agreement under the same terms and conditions for an additional three (3) one (1) year periods.
- 6.3 The last day of the term or any extension of the term of this agreement indicated on page one (1) shall be known as the expiry date. This is the last day that an order may be issued pursuant to this agreement. All such orders are to be honoured, notwithstanding that delivery will occur after the expiry date of the Framework Agreement. Delivery must be completed within thirty (30) days after the expiry date of this Framework Agreement. No order is to be issued pursuant to this Framework Agreement after the expiry date.

7. **PRICE CERTIFICATION**

Negotiated prices will be firm for the period of the Framework Agreement. Any subsequent price increase must be submitted and justified in writing with a thirty (30) calendar days' notice and must be approved by the Parliamentary Protective Service' Contracting Authority.

8. **LIMITATION OF EXPENDITURE**

No increase in the total liability of the Parliamentary Protective Service with regard to the price of the goods and/or services resulting from any design changes, modifications or interpretation of specifications, will be authorized or paid to the Supplier, unless such design changes, modifications or interpretations of specifications have been approved by the Parliamentary Protective Service' Contracting Authority in writing prior to their incorporation in the work.

9. **TRAVEL EXPENSE PROVISION**

The cost of the travel, accommodation and meals incurred by the Supplier are for the Supplier's account and will not be paid by the Parliamentary Protective Service.

10. **GOODS AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)**

The GST or any other federal tax such as the HST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices and will be paid by the Parliamentary Protective Service. The Supplier's federal tax registration number must appear on invoices when that federal tax is being charged. The Supplier agrees to bill and collect any applicable federal tax and to remit to the Canada Revenue Agency any federal tax received from the Parliamentary Protective Service.

11. **PROVINCIAL SALES TAX (PST) IN PROVINCES OTHER THAN QUEBEC**

- 11.1 The Parliamentary Protective Service is PST exempt, but is subject to GST and HST as indicated in clause 10.
- 11.2 If a PST license number or a signed certificate of exemption is required, it will be provided upon request. The Parliamentary Protective Service recognizes the requirements set out in the legislation of the provinces where PST applies and, as such, all purchasing orders, purchase documents, acquisition card forms and agreements issued by the Parliamentary Protective Service will make reference to the appropriate PST licence number.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

12. QUEBEC SALES TAX (QST)

- 12.1 The Parliamentary Protective Service will pay the QST, if applicable.
- 12.2 The QST is not included in the firm price. This tax, to the extent applicable, is to be shown separately on all invoices. The Supplier agrees to invoice and collect from the Parliamentary Protective Service the QST and to further remit it to Revenue Quebec as required. The Supplier's QST registration number must appear on invoices when that tax is being charged.

13. PROVINCIAL ANCILLARY TAXES AND REGULATORY CHARGES

- 13.1 For the purpose of this clause, an ancillary tax is a tax levied pursuant to a provincial statute other than the provincial retail sales tax legislation or its equivalent and the primary aspect of which is to raise revenue, whereas a regulatory charge is a charge introduced in a provincial legislative instrument other than in retail sales tax legislation or its equivalent and whose primary purpose is to finance a regulatory scheme.
- 13.2 The Parliamentary Protective Service is exempt from paying any ancillary taxes, but agrees to pay any applicable regulatory charge. In the event that a regulatory charge applies, it will not be included in the firm price.

14. ORDER FORM

If the Parliamentary Protective Service wishes to acquire services pursuant to this Framework Agreement, the following terms and conditions will apply:

- 14.1 The Parliamentary Protective Service shall request services, using a Parliamentary Protective Service Purchase Order (PO).
- 14.2 It is understood and agreed that no contractual obligation exists until the Supplier's offer is accepted by the Parliamentary Protective Service in whole or in part by means of a PO. In addition, the liability of the Parliamentary Protective Service under this Framework Agreement shall be limited to the actual amount of services ordered under each PO and under no circumstances beyond the financial limitation specified herein unless otherwise agreed to between the parties and reflected with an amendment to this Framework Agreement or any resulting PO.
- 14.3 It is understood and agreed that the terms and conditions herein and as set out in as Appendix A, Terms and conditions for resulting Purchase Orders (as amended from time to time at the discretion of the Parliamentary Protective Service) shall apply to services covered by a PO.

15. PRICING

For the successful provision of the goods and services detailed herein, the Supplier shall be paid according to the pricing schedule of this Framework Agreement. The prices are excluded of any PST, QST, GST and HST taxes and should include all applicable Canadian customs and excise taxes, and are FOB Destination.

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

16. METHOD OF PAYMENT

- 16.1 Subject to the approval of the appropriate authority of the Parliamentary Protective Service, payment by the Parliamentary Protective Service for goods and/or services will be made within thirty (30) days following the date on which goods and/or services have been received in accordance with the terms and conditions of the agreement or within thirty (30) days following the date on which an invoice has been received by the Parliamentary Protective Services Financial Management Operations, along with the substantiating documentation, whichever date is the later.
- 16.2 Final payment will not be made until all deliverables have been submitted and judged satisfactory by the Parliamentary Protective Service' Project Authority.
- 16.3 All invoices must indicate the above Framework Agreement number and any applicable PO number and are to be submitted by email to finance-finances@pps-spp.parl.gc.ca and/or to the Project Authority named in Section 34.

17. CANCELLATION OF FRAMEWORK AGREEMENT

- 17.1 The Framework Agreement may be terminated at any time and for any reason by the Parliamentary Protective Service with a ten (10) working days written notice.
- 17.2 The Framework Agreement may be terminated in writing at the discretion of the Parliamentary Protective Service, without prior notice, if the Supplier is for any reason unable to provide the goods or services required under the Framework Agreement.
- 17.3 The Framework Agreement may be terminated at the discretion of the Parliamentary Protective Service if, during the term of the Framework Agreement all or any part of the property, goods or effects of the Supplier are at any time seized or taken in execution or by attachment or if the Supplier makes an unauthorized assignment or becomes bankrupt or insolvent.
- 17.4 Upon the termination of the Framework Agreement prior to the expiry date, the Supplier shall be entitled to be paid an amount that, by mutual agreement of both parties, is equal to the work performed by the Supplier for the Parliamentary Protective Service to the date of termination, less any amounts that have previously been paid to the Supplier and any expenses reasonably incurred.
- 17.5 In the event of termination, the Supplier must forthwith give to the Parliamentary Protective Service all completed work and work-in-progress, including all software, data, programs, systems documentation, research, reports, papers, materials and other information relating to the completed work and work-in-progress.

18. AMENDMENTS TO FRAMEWORK AGREEMENT

No modification to the Framework Agreement shall be valid unless it is in writing and signed by each party hereto. All proposed changes to the agreement must be submitted to the Parliamentary Protective Service' Contracting Authority identified in clause 34.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

19. **CONFIDENTIALITY**

- 19.1 All information relating to the affairs of the Parliamentary Protective Service or of its employees, to which the Supplier, or any officer or servant of the Supplier, becomes privy as a result of the work to be done under the agreement must be treated as confidential during and after the performance of the services.
- 19.2 Upon expiry or termination of the Framework Agreement, if requested by the Parliamentary Protective Service, the Supplier agrees to destroy all documentation and expunge all data received by the Supplier or any officer or servant of the Supplier from the Parliamentary Protective Service during the period of the Framework Agreement.

20. **INDEPENDENT SUPPLIER**

It is the intention of the parties that the agreement is for the performance of services and/or the provision of goods and the Supplier is engaged as an independent Supplier providing goods and/or services to the Parliamentary Protective Service, and that neither the Supplier nor his/her employees, agents or representatives are engaged as Parliamentary Protective Service employees, and are not subject to the terms and conditions of employment applicable to Parliamentary Protective Service employees.

21. **ASSIGNMENT OF FRAMEWORK AGREEMENT**

The Framework Agreement may not be assigned, sub-contracted or transferred in any manner by the Supplier without the prior written consent of the Parliamentary Protective Service' Contracting Authority and any assignment, subcontract, or transfer made without that consent is void and of no effect.

22. **NO IMPLIED OBLIGATIONS**

No implied obligation of any kind by or on behalf of the Parliamentary Protective Service shall arise from anything in the Framework Agreement, and the express covenants and agreements herein contained and made by the Parliamentary Protective Service are and shall be the only covenants and agreements upon which any rights against the Parliamentary Protective Service are to be founded; and, without limiting the generality of the foregoing, the Framework Agreement supersedes all communications, negotiations and prior arrangements, either written or oral, relating to the work and made prior to the execution date of the Framework Agreement.

23. **PERFORMANCE**

The Supplier will report the performance under the Framework Agreement to the Parliamentary Protective Service in whatever format and frequency the Parliamentary Protective Service may require.

24. **CONFLICT OF INTEREST**

- 24.1 No employees of the Parliamentary Protective Service shall be admitted to any share or part of the Framework Agreement or to any benefit arising there from.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

24.2 The Supplier must not extend entertainment, gifts, gratuities, discounts or special services regardless of value to Parliamentary Protective Service employees or their families. The Supplier has the responsibility to report to the Parliamentary Protective Service any attempts by Parliamentary Protective Service employees, their families, to obtain such favours.

25. PUBLIC CEREMONY AND/OR ADVERTISING

25.1 The Supplier must not allow or permit any public ceremony in connection with the Framework Agreement.

25.2 The Supplier must not erect or permit the erection of any sign or advertising without prior written consent of the Parliamentary Protective Services.

25.3 The Supplier agrees not to use the name of the Parliamentary Protective Service, or any reference to the Parliamentary Protective Service, in any manner of advertising.

26. SECURITY REQUIREMENTS

26.1 Where it is determined by the Parliamentary Protective Service that the Supplier or an employee of the Supplier will have access to Parliamentary Protective Service buildings, or to sensitive information or valuable assets, in the execution of this Framework Agreement, prior to the commencement of work the Parliamentary Protective Service may carry out a criminal records name check for any person who requires such access.

26.2 No criminal records check will be carried out without the consent of the person affected. Where consent is refused, the Parliamentary Protective Service reserves the right to determine that this person will not participate in any way in the execution of this Framework Agreement.

27. PRIVILEGES OF PPS AND DAMAGES TO PREMISES

27.1 Nothing in this Framework Agreement shall be construed as a modification or limitation of the privileges, immunities and powers of the Parliamentary Protective Service. The Parliamentary Protective Service retains at all times the control over the premises including access thereto.

27.2 Where the performance of the work requires the presence of the Supplier's personnel on Parliamentary Protective Service premises, the Supplier must take the same care of the premises occupied as it would its own property and will be responsible for any damage to the Parliamentary Protective Service premises or equipment caused by the negligence of its officers, employees, representatives, or agents.

28. INDEMNIFICATION

The Supplier hereby undertakes to save harmless and agrees to indemnify the Parliamentary Protective Service and its employees against any liability whatsoever (including any claims, demands, losses, damages, costs, charges and expenses) that is incurred by the Parliamentary Protective Service and its employees as a direct or indirect result of the conduct of the Supplier, its agents, employees, representatives, or anyone acting on its behalf in the performance of this Framework Agreement.

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

29. PROPRIETARY RIGHTS

All software, data, programs, system documents, research, reports, papers, material and information owned by the Supplier and used in the performance of the services under this agreement are, and will remain, the property of the Supplier, unless otherwise agreed by both parties. All software, data, programs, system documents, research, reports, papers, material, information, trademarks, patents, copyrights and industrial designs arising out of the Supplier's performance of its obligations under this agreement and paid for by the Parliamentary Protective Service under this agreement are the property of the Parliamentary Protective Service and neither the Supplier nor any officer, employee, representative, or agent of the Supplier shall divulge, release, or publish anything related to performance under this Framework Agreement without first obtaining the written permission of the Parliamentary Protective Service's Project Authority.

30. LICENCES AND PERMITS

The Supplier will be solely responsible for obtaining from the regulatory authorities under whose jurisdiction it operates and to which it is subject, all approvals, licences, certificates or other requirements connected with the subject matter of this Framework Agreement, including licences to use copyrighted software in the performance of the work. The Supplier must, upon request, provide copies of any documents evidencing such approval, licences, certificates or other requirements to the Parliamentary Protective Service's Project Authority.

31. ENVIRONMENTAL PRACTICES

The Supplier shall maintain or exceed the environmental practices indicated in its offer for the duration of the Framework Agreement.

32. REPRESENTATION

The Supplier and the Parliamentary Protective Service shall each appoint a representative to discuss any problems arising pursuant to the provisions contained in the Framework Agreement. The representative so appointed by the Parliamentary Protective Service shall be the Parliamentary Protective Service Project Authority as referred to in this Framework Agreement.

33. PARLIAMENTARY PROTECTIVE SERVICE AUTHORITIES

The following individuals shall act as the Parliamentary Protective Service's respective authorities:

Project Authority	Contracting Authority
<p>Kathleen Wong Chief, Business Solutions 155 Queen Street, Room 425 Tel: 613-996-9667 Email: Kathleen.Wong@pps-spp.parl.gc.ca</p>	<p>Jonathan Kealey Manager, Procurement 155 Queen Street, Room 410 Ottawa, ON K1A 0B8 Tel: 613-943-4063 Email: jonathan.kealey@pps-spp.parl.gc.ca</p>

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A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

Enquiries (Primary Contact)

Monique Allen

Contracting Officer

155 Queen Street, Room 411

Ottawa, ON K1A 0B8

Tel: 613-996-2083

Email: monique.allen@pps-spp.parl.gc.ca

The preceding authorities may delegate their authority and act through their duly appointed representative.

34. SUPPLIER REPRESENTATIVES

The following individuals shall act as the Supplier's representatives:

Contracting Signing Authority	Account Manager (Primary Contact)
To be completed following Agreement Award.	To be completed following Agreement Award.
Other	
To be completed following Agreement Award.	

35. NOTICE

All notices to the Parliamentary Protective Service, including a change to the Supplier's coordinates, must be provided in writing to:

Parliamentary Protective Service
Procurement
155 Queen Street, #500
Ottawa ON, K1A 0B8
E-mail: ppsc-aspp@parl.gc.ca

36. SUBSTITUTION OF PERSONNEL

- 36.1 When specific persons have been named in the Supplier's proposal, the Supplier shall provide the services of the persons so named unless the Supplier is unable to do so for reasons beyond its control.
- 36.2 If at any time the Supplier is unable to provide the services of any specific person named in the Framework Agreement, for reasons beyond its control, or if the Parliamentary Protective Service' Project Authority requires the replacement of any individual, the Supplier shall provide a replacement with similar qualifications and experience that is acceptable to the Parliamentary Protective Service' Project Authority.
- 36.3 The Supplier shall, prior to replacing any specific personnel, give notice to the Parliamentary Protective Service Project Authority of:

CONTINUATION

A – FRAMEWORK AGREEMENT TERMS AND CONDITIONS

36.3.1 the reason for the removal of the named person from the Work (if such removal was not requested by the Parliamentary Protective Service); and

36.3.2 the name, qualifications and experience of the proposed replacement person.

37. FRAMEWORK AGREEMENT REFRESH

37.1 The Parliamentary Protective Service reserves the right to award agreement(s) to additional qualified suppliers, should the Parliamentary Protective Service determine, in its sole discretion, that such additional qualified suppliers are required to meet its requirements. The Parliamentary Protective Service may exercise this option at any time but will not do so more than once per year.

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

1. **BIDDER INFORMATION**

Please fill out the following form, and name one person to be the contact for the proposal and for any clarifications or amendments that might be necessary.	
Bidder Profile:	
Full Legal Name of Bidder*:	
Any Other Relevant Name under Which the Bidder Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If Any):	
RFP Point of Contact:	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

*In the case of a Consortium or Joint Venture, in addition to indicating who the prime supplier will be, Bidders must name the other parties that comprise the consortium or joint venture and their legal relationship. If Bidders plan to use subcontractors, the names of their subcontractors must be listed as well.

2. **ACKNOWLEDGMENT OF NON-BINDING PROCUREMENT PROCESS**

The Bidder acknowledges that this procurement process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process is not intended to create and does not create a Contract A bidding process nor any contractual or other legally enforceable obligations, and that there will be no legal relationship or obligations created until the Parliamentary Protective Service and the selected Bidder have executed a written agreement.

3. **ABILITY TO PROVIDE DELIVERABLES**

The Bidder has carefully examined the RFP documents and has a clear and comprehensive knowledge of the deliverables required under the RFP. The Bidder represents and warrants its ability to provide the deliverables required under the RFP in accordance with the requirements of the RFP for the prices set out in the Appendix C - Pricing Structure Form. The Bidder has provided a list of any subcontractors to be used to complete the proposed agreement. The Bidder encloses herewith as part of the proposal the mandatory forms set out below:

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

FORM	INITIAL TO ACKNOWLEDGE
Proposal Submission Form	
Pricing Structure Form	

Notice to Bidders: There may be forms required in the RFP other than those set out above. See the Mandatory Criteria section of the RFP for a complete listing of mandatory forms.

4. **NON-BINDING PRICE ESTIMATES**

The Bidder has submitted its prices in accordance with the instructions in the RFP and in the Pricing Structure Form set out in Appendix C. The Bidder confirms that the pricing information provided is accurate. The Bidder acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

5. **ADDENDA**

The Bidder has read and accepted all addenda issued by the Parliamentary Protective Service. The onus remains on Bidders to make any necessary amendments to their proposal based on the addenda. The Bidder confirms that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word “None” on the following line:

_____.

6. **PROHIBITED CONDUCT**

The Bidder declares that it has not engaged in any conduct prohibited under clause 7 of Part 3 – Terms and Conditions of the Procurement Process, Conflict of Interest and Prohibited Conduct.

7. **CONFLICT OF INTEREST**

For the purposes of this clause, the term “Conflict of Interest” means:

- 7.1 in relation to the procurement process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
 - 7.1.1 having, or having access to, confidential information of the Parliamentary Protective Service in the preparation of its proposal that is not available to other Bidders;
 - 7.1.2 communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
 - 7.1.3 engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

7.2 in relation to the performance of its contractual obligations contemplated in the agreement that is the subject of this procurement, the Bidder's other commitments, relationships or financial interests:

7.2.1 could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or

7.2.2 could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the box below is left blank, the Bidder will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The Bidder declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Bidder foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Bidder declares an actual or potential Conflict of Interest by marking the box above, the Bidder must set out below details of the actual or potential Conflict of Interest:

The following individuals, as employees, advisors, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the Parliamentary Protective Service and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

Name of Individual:
Job Classification:
Service Area:
Last Date of Employment with the Parliamentary Protective Service:
Name of Last Supervisor:
Brief Description of Individual's Job Functions:
Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:

(Repeat above for each identified individual)

The Bidder agrees that, upon request, the Bidder will provide the Parliamentary Protective Service with additional information from each individual identified above in the form prescribed by the Parliamentary Protective Service.

CONTINUATION

APPENDIX B – PROPOSAL SUBMISSION FORM

8. DISCLOSURE OF INFORMATION

The Bidder hereby agrees that any information provided in this proposal, even if it is identified as being supplied in confidence, may be disclosed where required by law or if required by order of a court or tribunal. The Bidder hereby consents to the disclosure, on a confidential basis, of this proposal by the Parliamentary Protective Service to the Parliamentary Protective Service's advisors retained for the purpose of evaluating or participating in the evaluation of this proposal.

Signature of Witness

Signature of Bidder Representative

Name of Witness

Name and Title

Date:

I have authority to bind the Bidder and attest to the accuracy of the information provided in this proposal.

CONTINUATION

APPENDIX C – PRICING STRUCTURE FORM

1. PRICING

1.1 Pricing

Bidders are asked to provide Resource Category descriptions, with associated per diem rates and an estimated level of effort for each proposed resource. The estimated level of effort will be used by the Evaluation Team to derive a total estimated cost for the purpose of evaluation. Bidders may add additional columns, as required.

Per diem rates must include all costs, labour, material, overhead, general and administrative expenses and profit, but be exclusive of the Goods and Services Tax (GST) (or other applicable Federal Tax) and must be quoted in Canadian dollars.

Table 1: Per Diem Rates

Resource Description	Per Diem Rate	Estimated Level of Effort
	\$	

Table 2: Additional Costs

If applicable, Bidders are asked to provide the cost of any additional software, subscription or licenses required for the solution proposed by the Bidder. If there are recurring costs for this element, PPS will calculate the cost over a three (3) year period. Bidders may add additional columns, as required.

Item Description	Per Unit Price	Number of Units Required	Extended Price

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

1. TITLE

The Parliamentary Protective Service (the Service) requires the design, deployment and support of an intranet website.

2. OBJECTIVE

The Information Services Division (IS) requires an IT Service Contractor who is experienced in the development and implementation of a Sharepoint-based Intranet website, with an initial site linking to the PPS EDRMS. The mandate for the initial website will have a duration of approximately three (3) months. The initial site must allow for fast and easy transmission of news and information to employees and provide access to procedures and policies (stored in the EDRMS) with quick, intuitive navigation. The required professional must be able to demonstrate how they will expedite the project delivery (e.g. methodology, templates, etc.) to meet the required timelines.

3. BACKGROUND

On June 23, 2015, the Parliamentary Protective Service was created by law under the Parliament of Canada Act. The Speaker of the Senate and the Speaker of the House of Commons are, as the custodians of the powers, privileges, rights and immunities of their respective Houses and of the members of those Houses, responsible for the Parliamentary Protective Service. The newly created parliamentary entity amalgamated the former Senate Protective Service, House of Commons Security Services, and detection specialists, into a single unified security service to serve the Parliament of Canada. Under the *Parliament of Canada Act*, the Speaker of the Senate and the Speaker of the House of Commons are responsible for the Parliamentary Protective Service. The Director of the Parliamentary Protective Service leads the integrated security operations throughout Parliament Hill and the Parliamentary Precinct under the joint general policy direction of the Speakers of both Houses.

The Parliamentary Protective Service is responsible for all matters with respect to physical security on Parliament Hill and throughout the Parliamentary Precinct. The Parliamentary Protective Service maintains a security operation to ensure that parliamentarians and employees can carry out their legislative duties in a safe, secure and open environment. Its responsibilities include: protective operations, detection and access control, perimeter protection, and ceremonial traditions.

In order to achieve its objectives, the Parliamentary Protective Service has a requirement to establish and implement an Intranet website. The Intranet website will provide facilitate organizational communication and improve the transmission of news and information to employees. It will serve as a hub where employees may access procedures and policies.

The Parliamentary Protective Service has an established document repository on the Sharepoint platform, but no employee Intranet. Today employees' access and share important documents via the Electronic Document & Records Management system (EDRMS) which uses a function-based classification structure. The goals of this project include:

- Improving the user experience for accessing documents
- Development of an Intranet website that is directly linked to the EDRMS
- Enabling the communication of information to all employees via this Intranet.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

4. DEFINITIONS AND APPLICABLE DOCUMENTS

The following list of definitions and acronyms are relevant to and form part of this Statement of Requirements (SOR). The list of definitions provided below is not exhaustive, but rather is intended to ensure clarity of understanding of critical terms used in this SOR.

TERM/ACRONYM	DEFINITION
Contracting Authority	The Contracting Authority shall be the sole authority on behalf of the Parliamentary Protective Service for the administration and management of the FA. Any changes to the FA must be authorized in writing by the Contracting Authority. Suppliers are not to perform work in excess of or outside the scope of the FA based on written requests from any PPS personnel other than the Contracting Authority. The Contracting Authority for this requirement is named in clause 34 of the Terms and Conditions.
Framework Agreement (FA)	An overarching agreement between PPS and Supplier(s) to provide services on an as-and-when-requested basis. A FA does not constitute a Contract. Individual service requirements will be initiated via a PO. Upon acceptance of the PO by the Supplier, the PO forms a binding Contractual Commitment.
Intranet	An intranet is a web-based platform for sharing corporate information, collaboration tools, operational systems, and other computing services within an organization, and to the exclusion of access by outsiders to the organization
National Capital Region (NCR)	Defined by the National Capital Act (http://laws-lois.justice.gc.ca/eng/acts/N-4/FullText.html)
PPS (The Service)	Parliamentary Protective Service
IS	Information Services Division
Project Authority (PA)	A person, occupying a specific position within PPS or fulfilling a specific organizational function, who is responsible for administration and management of monitoring the Suppliers' execution of the work under the FA, as well as acting as a single point of contact on behalf of PPS.
Sharepoint	SharePoint is a Microsoft collaborative platform as well as a document management and storage system.
SOR	Statement of Requirements
Bidder	A firm submitting a proposal in response to this Request for Proposal

5. BUSINESS AND TECHNICAL ENVIRONMENT

5.1 Business Environment

5.1.1 Parliamentary Protective Service regular core hours of operation are Monday to Friday, 8:00 a.m. to 5:00 p.m. Eastern Time.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

5.2 Technical Environment

- 5.2.1 It is the responsibility of the Bidder to ensure that all deliverables and services provided are in conformance with Parliamentary Protective Service's standard desktop operating software, currently Microsoft Office Suite.

6. SCOPE OF WORK

The goal of this project is to deliver an Intranet website, which will serve as the base for future functionality related to employee communications. The Bidder shall be responsible for the following activities and milestones:

6.1 Preparation and Scoping

- 6.1.1 Attend meetings with the Parliamentary Protective Service stakeholders identified by the Project Authority to capture the user acceptance criteria for the Intranet solution; and
- 6.1.2 With the Project Authority, finalize the scope for this phase. Develop a project plan for the Intranet solution for approval by the Project Authority.

6.2 Design

- 6.2.1 Propose two (2) options for the website design, for review by the Project Authority;
- 6.2.2 Create a functional design document that includes, but is not limited to: storyboards, system design, security model, proposed content update process;
- 6.2.3 Provide a process map detailing how user authorization will control the presentation of content and propose any relevant recommendations for the authorization model; and
- 6.2.4 Define technical requirements for development, user acceptance and production sites, to be communicated to infrastructure provider (House of Commons).

6.3 Build & test

- 6.3.1 Develop Intranet website – English and French mirror sites;
- 6.3.2 Provide ongoing knowledge transfer to IS;
- 6.3.3 Work with IS to determine options/workarounds for any technical issues that arise;

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

- 6.3.4 Work with IS to design/establish/test links to external systems as required during the design stage;
 - 6.3.5 Support user acceptance & deliver final changes;
 - 6.3.6 Work with IS to document and execute a test plan;
 - 6.3.7 Work with IS and Infrastructure Services (House of Commons) to determine optimal method to track and report on Intranet user activity (website analytics); and
 - 6.3.8 Establish tool/ability and procedure for ongoing updates and/or additions of communication content.
- 6.4 **Deployment**
- 6.4.1 Provide system documentation;
 - 6.4.2 Document all requirements to move the site from development/test environments, to production;
 - 6.4.3 Support IS in moving the website to the production environment;
 - 6.4.4 Support IS and Communications with information, material & tools required to launch the Intranet site;
 - 6.4.5 Provide training for personnel who will make ongoing updates/additions of communication content; and
 - 6.4.6 Update system documentation as required to be used for support purposes.
- 6.5 **Support**
- 6.5.1 In collaboration with IS, establish and execute GoLive monitoring and support model;
 - 6.5.2 Upon deployment, provide support for any issues that arise related to functionality, performance and security; and
 - 6.5.3 Provide support to the Service through a cycle of updating and/or adding new communication content.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

6.6 Future Planning

6.6.1 In collaboration with the Project Authority, define a potential plan for future iterations and phases.

7. DELIVERABLES

The Bidder shall be responsible for providing the following deliverables in accordance with the following timelines:

Deliverable	Related Scope Element	Timeline
Project plan	6.1 Preparation and Scoping	No later than Jan 31, 2020
Design documents as described in section 6.2	6.2 Design	No later than Feb 28, 2020
Intranet Website and maintenance processes	6.3 Build and Test	No later than Mar 31, 2020
Provide System Documentation and support Intranet deployment	6.4 Deployment	TBD with project manager and Project Authority
Establish GoLive Monitoring and Support Model	6.5 Support	TBD with project manager and Project Authority

8. QUALITY ASSURANCE

The Bidder shall perform all necessary quality assurance procedures to ensure the Intranet and documentation meets the specified quality levels and specifications of the SOR. Items may be rejected at the sole discretion of the PA for problems including (but not limited to) the following:

- Completeness
- Accuracy
- User acceptance criteria established at the beginning (see section 6.1)

9. LOCATION OF WORK

Some work activities may be done by the Contractor off-site at their premises, but the majority will be done on premises in Ottawa. The actual work arrangement shall be approved by the Project Authority throughout the duration of the agreement.

10. LANGUAGE REQUIREMENT

The primary language of work will be English. All documentation shall be delivered in English. The Intranet website will have both English and French user interfaces. Content translation will be provided by the Parliamentary Protective Service or its service provider.

CONTINUATION

APPENDIX D – STATEMENT OF REQUIREMENTS

11. REPORTING AND COMMUNICATION

- 11.1 The Bidder shall provide weekly updates to the project manager on progress made against the deliverables for each phase of the project, as well as monthly timesheets to the Project Authority.
- 11.2 At a minimum, the Bidder shall be responsible for facilitating and maintaining regular communication with the Project Authority, or their designate, throughout the duration of the FA and any PO issued them.
- 11.3 In addition, the Bidder shall immediately notify the Project Authority of any issues, problems, or areas of concern in relation to any work completed as they arise.

CONTINUATION

APPENDIX E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

1. EVALUATION CRITERIA COMPLIANCE

- 1.1 Each response will be evaluated separately, against the Evaluation Criteria contained herein.
- 1.2 It is the Bidder's responsibility to ensure that their response provides sufficient evidence for the Evaluation Team to assess the compliance of the response with the criteria listed in this RFP.
- 1.3 Selection and evaluation is based on a "rules of evidence" approach, such that the Bidder's response is the sole demonstration of the Bidder's capacity to fulfill the requirement, as described within the RFP. No prior knowledge of or experience with the Bidder on the part of the Evaluation Team will be taken into consideration.
- 1.4 Bidders must include any reference material they wish to be considered for evaluation within their response. Any material or documents outside the response will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the response. URL links to the Bidder's website will not be considered by the Evaluation Team.
- 1.5 Responses will be evaluated in accordance with the following three (3) stages:
 - Stage 1** Proposals will be reviewed to ensure that they meet the Mandatory Submission requirements.
 - Stage 2** Bidders who have met all of the Mandatory Submission requirements will be evaluated on the basis of the General and Technical Rated Criteria.
 - Stage 3** Up to the top-five (5) ranked Bidders may be invited to attend an interview.

2. COMPLIANCE MATRIX

Bidders are asked to complete the following Compliance Matrices below and Response Templates (Appendices B and C and Project Summaries, respectively) and submit with their response. The Criteria Compliance Matrices (below) will be used by the PPS Evaluation Team to find the required information in the Bidder's response. Bidders should include information on where within their response evidence can be found to support their compliance with each individual criterion.

3. FINANCIAL EVALUATION

- 3.1 Bidders must complete the Pricing Structure Form in Appendix C, Pricing Structure. Pricing will be scored based on a relative pricing formula using the methodology set out below in 3.2.

CONTINUATION

E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

- 3.2 Bidders must provide the following information:
 - 3.2.1 Per diem rates for resource(s) proposed with an associated estimated level of effort of each resource to build the initial Intranet as described in the Statement of Requirements.
 - 3.2.2 Cost of any additional software, subscription or licenses required for the solution proposed by the Bidder. If there are recurring costs for this element, the Service will calculate the cost over a three (3) year period.

CONTINUATION

APPENDIX E – EVALUATION CRITERIA AND COMPLIANCE MATRIX

TABLE 1 – GENERAL RATED CRITERIA (STAGE II)

#	Description of Criterion	Bidder's Proposal Reference
R1	<p>Experience of the Firm</p> <p>The bidder should provide the following information:</p> <ul style="list-style-type: none"> a) Brief description of the firm and its history; b) Number of years the firm has provided Intranet/website services; c) Approximate number of Sharepoint Intranet sites which the firm has designed and built; d) A short list of highlighted past and current clients of a relevant mandate; e) Indication of whether the firm is a Microsoft Gold partner for collaboration, and/or other relevant designation(s). 	
R2	<p>Project Summaries</p> <p>The Bidder should provide three (3) project summaries for work that has been delivered within the last two (2) years. Project Summaries will be evaluated on the basis of the extent to which they are similar in scope to the requirement.</p> <p>In support of this criterion, the Bidder should also provide the following information on the specifics of the work undertaken for the reference:</p> <ul style="list-style-type: none"> a) The dates and duration of the work/project; b) The scope of service and types of deliverables that were completed; c) A description of the project results; d) A screenshot of the home page and/or site map for the delivered website; e) The name of the organization; f) The name, position and coordinates of the person to whom the Bidder reported. 	
R3	<p>Approach and Methodology</p> <p>The Bidder should describe its proposed approach for the work described in Appendix D, Statement of Work.</p> <p>This approach must include:</p> <ul style="list-style-type: none"> a) the Bidder's understanding of the project b) the project methodology and outline c) the Bidder's proposed high-level schedule & milestones d) Requirements of Parliamentary Protective Service resources and related assumptions 	

CONTINUATION

	The Bidder's proposed schedule must present reasonable and achievable timeframes.	
R4	<p>Proposed Resource Information</p> <p>a) The Bidder should provide a CV for each individual member of the proposed project team, demonstrating that the experience and qualifications they possess is sufficient to complete this mandate.</p> <p>b) The Bidder should indicate whether each proposed resource is based in Ottawa, or if not, how they will participate in the project.</p>	
R5	<p>Intranet Site Support & Enhancements</p> <p>The Bidder should describe whether they provide maintenance and enhancement services for the Intranet site, including:</p> <p>a) Description of services</p> <p>b) Pricing model.</p>	

TABLE II – TECHNICAL RATED CRITERIA (STAGE II)

#	Description of Criterion	Bidder's Proposal Reference
T1	Intranet developed on Sharepoint 2013, with possibility of deploying to Sharepoint 2016 or Sharepoint Online	
T2	Proposed solution may be presented in Classic and Modern environments with no loss of user functionality	
T3	Intranet to use Windows AD for transparent authentication, user identification and potential personalization	
T4	Design to be mobile-friendly, responsively designed	
T5	Intranet to be primarily search-based, not link-based	
T6	Solution must provide ability for content authors to identify oldest content which requires update or removal	
T7	Bidder is to explain whether the proposed solution requires additional software and/or licenses to be purchased	
T8	Intranet to incorporate fully functional, optimized, user-friendly Search feature	
T9	The resulting Intranet will be wholly owned by the Service	
T10	Solution is to be built with PPS branding – with possibility of upgrading those elements easily in the future (e.g. emblem, colours, fonts)	
T11	Intranet to be compliant with Website Content Accessibility Guidelines and the Accessible Canada Act	

CONTINUATION

APPENDIX F – PROJECT SUMMARY TEMPLATE

Project Reference #: _____			
Client:			
Project Start Date (dd/mm/yyyy)		Project End Date: (dd/mm/yyyy)	
Approximate Annual Dollar Value to the Bidder (\$CAD)			
The scope of service and types of deliverables that were completed			
A description of the project results			
A screenshot of the home page and/or site map for the delivered website			
Client Project Authority:			
Name:			
Address:			
Telephone Number:			
Email Address:			