

Technical Evaluation Plan

for

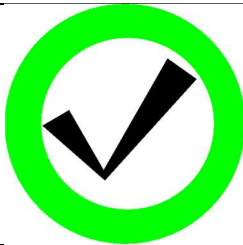
DND/CAF Calibration Programme In-Service Support (ISS) Contract

for

The Department of National Defence

Requisition Number: W8486-184754
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NOTICE

This documentation has been reviewed by the Project Authority and does not contain controlled goods.

AVIS

Cette documentation a été révisée par le Chargé de projet et ne contient pas de marchandises contrôlées.

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LIST OF ATTACHMENTS

Attachment 1 – Technical Evaluation Grids

MS Excel Spreadsheet with file name:
" W8486-184754-G1-EvalTech "

Attachment 2 – TMDE Capabilities Matrix

MS Excel Spreadsheet with file name:
" W8486-184754-G2-TMDE-ETMD-Cap "

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1 INTRODUCTION

1.1 Overview of Technical Evaluation

- 1.1.1 Bidders must provide the necessary documentation to support compliance with the requirements, including draft plans, completed forms, copies of certifications, service descriptions, facility descriptions, corporate brochures and/or other relevant technical documentation describing the facilities and services offered and demonstrating compliancy. Each mandatory technical criterion should be addressed separately and in the order presented below. Where references are required, the provided information may be verified with the Bidder's reference to confirm the accuracy of the information provided.
- 1.1.2 The term "Bidder" is defined in accordance with the Standard Acquisition Clauses and Conditions (SACC) Manual, ID Number 2003 (2019-03-04).
- 1.1.3 For criteria that require the Bidder to meet a specified value for prior contracts, projects and services, the required value identified in the criterion description is in Canadian dollars and exclusive of taxes.
- 1.1.4 Where applicable, proposed resources must meet the education requirements detailed in the evaluation criteria. The proposed resources must have obtained the required level of education from a recognized Canadian university, college or high school, or the equivalent as established by a Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the [Canadian Information Centre for International Credentials web site \(www.cicic.ca\)](http://www.cicic.ca).
- 1.1.5 Experience of proposed resources must be demonstrated and be directly related to the category. Bidders should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained. Experience gained during formal education will not be considered work experience. All requirements for work experience will be obtained in a legitimate work environment as opposed to an educational setting. The month(s) of experience listed for a project/activity whose time frame overlaps that of another referenced project, will only be counted once.
- 1.1.6 Canada reserves the right to conduct reference checks to verify the accuracy of the information provided. Should the reference(s) not confirm the required qualifications or claims of experience, then the related response will be assessed as non-compliant.
- 1.1.7 The technical evaluation will consist of Mandatory Technical Criteria and Rated Technical Criteria. Mandatory Technical Criteria will be assessed on a simple pass/fail basis. Bids that fail to meet all of the Mandatory Technical Criteria will be considered non-responsive. Only bids that meet the Mandatory Technical Criteria will be subject to point rating against the Rated Technical Criteria. Bids

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that do not obtain a minimum of 50 points overall for the Rated Technical Criteria will be considered non-responsive.

1.2 Summary of Technical Criteria

1.2.1 The technical criteria are summarized in Tables 1 and 2. Bidder response instructions and evaluation guidelines are detailed in Sections 2 and 3.

Table 1 – List of Mandatory Technical Criteria	
No.	Mandatory Technical Criteria
M1	ISO/IEC 17025 Certification
M2	Bidder Experience – Technical Services Contracts
M3	Bidder Experience – Calibration Services
M4	Contractor Calibration Programme Manager
M5	Contractor Service Manager
M6	Statement of Work (SOW) Compliancy Matrix
M7	Program Management Plan (PMP) Submission
M8	Contractor Annual Operating Plan (AOP) Submission
M9	Integrated Logistics Support (ILS) Plan Submission
M10	Information Management (IM) Plan Submission
M11	Quality Assurance (QA) Plan Submission

Table 2 – Summary of Rated Technical Criteria		
No.	Rated Technical Criteria	Points
R1	ISO/IEC 17025:2017 or ISO/IEC 9001:2015 Certification	3
R2	Calibration Work Allocation	15
R3	TMDE Calibration Accreditations	20
R4	TMDE Calibration Experience	15
R5	Bidder Experience – Government Technical Services Contracts	3
R6	Calibration Turnaround Time Commitment	8
R7	Contractor MIS Capability Demonstration	5
R8	Contractor Calibration Programme Manager	3
R9	Contractor Service Manager	3
R10	DRMIS Technician – Goods Movement	1
R11	DRMIS Technician – Work Order Management	1
R12	Program Management Plan Completeness	10
R13	Information Management (IM) Plan Completeness	3
R14	Integrated Logistics Support (ILS) Plan Completeness	7
R15	Quality Assurance (QA) Plan Completeness	1
R16	Environmental Management Commitment	2
	Maximum Points Attainable for Rated Criteria	100
	Minimum score required to pass Rated Technical Criteria evaluation	50

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2 MANDATORY TECHNICAL CRITERIA

2.1 Requirements for Mandatory Technical Criteria

2.1.1 The Mandatory Technical Criteria will be evaluated on a pass/fail basis. The required supporting evidence must be provided to support an assessment of pass.

Table 3 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
M1	<p>ISO/IEC 17025 Certification</p> <p>The Bidder must have a valid ISO/IEC 17025:2005 or ISO/IEC 17025:2017 certification at the time of Bid submission.</p>	<p>The Bidder must provide a copy of their ISO/IEC 17025 certification with their bid.</p>
M2	<p>Bidder Experience – Technical Services Contracts</p> <p>A. The Bidder must have been awarded a minimum of three (3) multi-year technical services contracts in support of existing equipment of at least \$5 million total cumulative contract value for each cited contract.</p> <p>OR</p> <p>B. The Bidder must have been awarded a minimum of two (2) multi-year technical services contracts in support of existing equipment of at least \$10 million total cumulative contract value for each cited contract.</p> <p>The Bidder must meet condition A or condition B above. Cited contracts must have been issued to the Bidder and must have been active within the past five (5) years from the date of publication of the RFP. Cited contracts may be completed contracts or active on-going contracts. Total cumulative contract value includes initial contract award value plus the value of all amendments. Total cumulative contract value includes work performed under the contract more than five (5) years previously. Total cumulative contract value includes future contract work, not yet performed, but included in scope and value of the contract.</p> <p>Technical services include equipment calibration, engineering, repair, overhaul and/or life cycle management services.</p>	<p>The Bidder must submit with their proposal, the following information for each contract:</p> <ol style="list-style-type: none"> Ref. # (reference to a contract) Contract Title Start Date (month/year) End Date (month/year) Customer contact information, which should include organization name, organization address, contact name, contact telephone number, and contact e-mail address Description of technical services <p>If additional contracts are cited to demonstrate compliance with this criterion, then all cited contracts will be considered in the event that one of the cited contracts is assessed as being non-compliant.</p>

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Table 3 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
M3	<p>Bidder’s Experience – Calibration Services</p> <p>The Bidder must have performed calibration services of \$4 million or more per year for the past three (3) years from the date of publication of the RFP.</p> <p>Calibration services for external customers and for internal inter-organizational customers will be acceptable for meeting the requirements of this criterion. Calibrations must have been performed in a facility that was ISO/IEC 17025 certified.</p>	<p>The Bidder must submit with their proposal, a description of the calibration services performed with a breakdown of customer type (as defined by the Bidder) that clearly demonstrates that the total calibration services provided in each of the past three (3) years was \$4 million or more per year.</p> <p>The Bidder must provide an attestation letter, signed by the Bidder’s Chief Financial Officer or another company officer holding a valid Chartered Professional Accountant designation (or other national equivalent), verifying the accuracy of the information provided.</p>
M4	<p>Contractor Calibration Programme Manager</p> <p>The Bidder’s proposed Contractor Calibration Programme Manager must meet the following minimum requirements:</p> <ul style="list-style-type: none"> a. Education: University degree or a College diploma in business, engineering or science; AND b. Recent Experience in Technical Services Management: Five (5) years of experience within the past ten (10) years (as of the close of the solicitation period) in Project/Program Management for multi-year technical services (as defined in M2) valued at \$5 million or greater; AND c. Two (2) years of experience in Project/Program Management for calibration services valued at \$1 million or greater; AND d. Government of Canada Personnel Security Clearance: SECRET. <p>The Contractor Calibration Programme Manager and Contractor Service Manager roles must be performed by different resources.</p>	<p>The Bidder must provide a copy of the résumé for the proposed Contractor Calibration Programme Manager.</p> <p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ul style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) d. Duration (months) (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement) <p>The Bidder should provide the security program file number, security level and validity date for the proposed resource.</p>

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Table 3 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
M5	<p>Contractor Service Manager</p> <p>The Bidder's proposed Contractor Service Manager must meet the minimum requirements specified for the role in Appendix 11 of the SOW:</p> <ol style="list-style-type: none"> Education: University degree or College diploma in engineering technology or science; AND Recent Experience in Technical Services Management: Five (5) years of experience within the past ten (10) years (as of the close of the solicitation period) as the Technical Services Manager, Project Manager or Deputy Project Manager for multi-year technical services (as defined in M2) project(s) valued at \$2 million or greater; AND Experience in Calibration Services Management: Five (5) years of experience within the past ten (10) years (as of the close of the solicitation period) as the Manager or Deputy Manager of an ISO/IEC 17025 accredited calibration laboratory; AND Government of Canada Personnel Security Clearance: SECRET. <p>The Contractor Calibration Programme Manager and Contractor Service Manager roles must be performed by different resources.</p>	<p>The Bidder must provide a copy of the résumé for the proposed Contractor Service Manager.</p> <p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ol style="list-style-type: none"> Ref. # (reference to a project or activity listed in the résumé) Start Date (month/year) End Date (month/year) Duration (months) (not including overlapping experience with concurrent projects/activities) Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement) <p>The Bidder should provide the security program file number, security level and validity date for the proposed resource.</p>
M6	<p>Statement of Work (SOW) Compliancy Matrix</p> <p>Bidders must provide a response in all Bidder Response cells in the SOW Compliancy Matrix.</p> <p>A response of "Compliant" must be provided for all requirements where a Statement of Compliance is specified for the response.</p> <p>Supporting evidence must be provided for specified requirements where indicated in the SOW Compliance Matrix template. The supporting evidence must be sufficient to demonstrate compliance with the requirement.</p>	<p>The Bidder must provide a completed SOW Compliancy Matrix as shown at Section 2.2 of this Annex G.</p>

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Table 3 - Mandatory Technical Criteria Requirements		
No.	Mandatory Technical Criteria	Supporting Evidence Required
M7	Program Management Plan (PMP) Submission	The Bidder must submit a PMP with the proposal that responds to the requirements specified in CDRL/DID 100.001.
M8	Contractor Annual Operating Plan (AOP) Submission	The Bidder must submit a Contractor AOP with the proposal that responds to the requirements specified in CDRL/DID 200.001.
M9	Integrated Logistics Support (ILS) Plan Submission	The Bidder must submit an ILS Plan with the proposal that responds to the requirements specified in CDRL/DID 300.001.
M10	Information Management (IM) Plan Submission	The Bidder must submit an IM Plan with the proposal that responds to the requirements specified in CDRL/DID 300.002.
M11	Quality Assurance (QA) Plan Submission	The Bidder must submit a QA Plan with the proposal that responds to the requirements specified in CDRL/DID 300.003.

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2.2 SOW Compliancy Matrix

- 2.2.1 Bidders must respond to the requirements specified in the SOW Compliancy Matrix in the MS Excel file named “W8486-184754-G1-EvalTech” in accordance with the instructions provided therein. The Bidder’s response must be made in the MS Excel template with paper and electronic copies submitted with the Bid. The electronic copy will take precedence over the paper copy in the event of any discrepancies.
- 2.2.2 Each line and paragraph of the SOW is presented in the SOW Compliance Matrix and designated with a requirement type. Bidders must provide a response based on the requirement type (Table 4) and additional instructions where indicated in the matrix.

Table 4 – SOW Compliance Matrix Bidder Response Requirements	
SOW Designation	Bidder Response Required
Title	No response required from the Bidder.
Information (INFO)	Bidder to respond “Accepted”. A response of “Accepted” means that the Bidder has read and understands the information being presented and accepts any assumptions or constraints that the information may include.
Statement of Compliance (SOC)	Bidder to respond “Compliant”. A “Compliant” response means that the Bidder complies with the requirement at the time of bid submission or for service delivery requirements, the Bidder commits to complying with the requirement at the time of service delivery. Supporting evidence is not required for the proposal.
Statement of Compliance with Supporting Evidence (SOC-E)	Bidder to respond “Compliant”. A “Compliant” response means that the Bidder complies with the requirement at the time of bid submission or for service delivery requirements, the Bidder commits to complying with the requirement at the time of service delivery. Supporting evidence is not required for the proposal. Bidder must provide supporting evidence to demonstrate how the Bidder will comply with the requirement.

- 2.2.3 Additional instructions are provided in the SOW Compliancy Matrix where supporting evidence is required to substantiate a claim of compliance. Supporting evidence may include a written description of how the requirement is met or will be met, as well as references to supporting documentation. The page number should be provided when referring to supporting documentation to facilitate the evaluators’ efforts in finding the referenced information.

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3 RATED TECHNICAL CRITERIA

3.1 Requirements for Rated Technical Criteria

3.1.1 The Rated Technical Criteria will be evaluated in accordance with the scoring guidelines indicated below.

Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R1	<p>ISO/IEC 17025:2017 Certification</p> <p>At the time of Bid submission, the Bidder should have:</p> <p>a. a valid ISO/IEC 17025:2017 certification</p> <p>OR</p> <p>b. a valid ISO/IEC 9001:2015 certification</p>	<p>The Bidder should provide a copy of their:</p> <p>a. ISO/IEC 17025:2017 certificate(s)</p> <p>OR</p> <p>b. ISO/IEC 9001:2015 certificate</p>	<p>3 points: Valid ISO/IEC 17025:2017 certificate provided for all calibration laboratories included in the proposed solution</p> <p>2 points: Valid ISO/IEC 17025:2017 certificate provided for at least one calibration laboratory included in the proposed solution</p> <p>1 point: Valid ISO/IEC 9001:2015 certificate provided</p> <p>0 points: No certificates provided</p> <p>Note: Points are not cumulative. Points will be awarded based on the highest level achieved.</p>
R2	<p>Calibration Work Allocation</p> <p>The Bidder will be assessed on the percentage of calibrations of test measurement and diagnostic equipment (TMDE) that will be performed by the prime Contractor and not by subcontractors for the items listed in the Master Item List (MIL) Capabilities Matrix (Attachment 2).</p>	<p>The Bidder should complete the “Work Allocation” column in the MS Excel spreadsheet template in Attachment 2 with the filename: “W8486-184754-G2-TMDE-ETMD-Cap”.</p> <p>For each TMDE line item, the Bidder should indicate who will perform the calibration of the item by entering “Prime Contractor” or “Subcontractor” for the specified item. A</p>	<p>Points will be awarded based on the percentage of total items in the MIL Capabilities Matrix that have been assigned to the Prime Contractor for calibration. The calculated score will be rounded off to two decimal places using the MS Excel ROUND function:</p> <p>15 points: 85.00% or greater 10 points: 80.00% to 84.99%</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
		blank response will be interpreted that the Bidder does not have the capability to calibrate the TMDE line item and therefore will assign it to a “Subcontractor” for calibration.	5 points: 70.00% to 74.99% 0 points: less than 70.00%
R3	<p>TMDE Calibration Accreditations</p> <p>The Bidder will be assessed on the number of currently valid accreditations that have been issued to the Bidder for the TMDE line items in the MIL Capabilities Matrix (Attachment 2) that are applicable to Canada. The TMDE item accreditation must have been issued by:</p> <ul style="list-style-type: none"> a. the Calibration Laboratory Assessment Service (CLAS) of the National Research Council (NRC) of Canada, or b. an equivalent national Accreditation agency such as the American Association for Laboratory Accreditation (AALA or A2LA), or c. by the American National Standards Institute (ANSI) National Accreditation Board (ANAB). <p>The accreditation must be applicable to Canada and must be valid at the time of bid submission.</p>	<p>The Bidder should complete the “Accreditations” column in the MS Excel spreadsheet template in Attachment 2 with the filename: “W8486-184754-G2-TMDE-ETMD-Cap”.</p> <p>For each TMDE line item, the Bidder should indicate if the Bidder holds a currently valid accreditation by entering “Yes” or “No” for the specified item. A blank response will be assessed as “No”.</p>	<p>The percentage of total items in the MIL Compliancy Matrix for which the Bidder has been issued a calibration accreditation that is applicable to Canada will be multiplied by 20 to determine the number of points to be awarded for this criterion. The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p> <p>A quantity of ten (10) items will be randomly selected from those that the Bidder identifies as meeting this requirement. The Bidder will then be instructed to provide copies of the accreditations for the selected items.</p> <p><i>If the Bidder is unable to provide a copy of any claimed accreditations within the time period specified in the notice, then the Bid will be scored as zero (0) for this criterion.</i></p> <p>If the Bidder has indicated that it has fewer than 10 TMDE item accreditations, then copies of the accreditations for all items will be required and should be submitted with the bid.</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R4	<p>TMDE Calibration Experience</p> <p>The Bidder will be assessed on the number TMDE line items in the MIL Capabilities Matrix (Attachment 2) that the Bidder has performed a successful calibration within the past three (3) years as of the date of the close of the solicitation period.</p>	<p>The Bidder should complete the “Calibrations Completed” column in the MS Excel spreadsheet template in Attachment 2 with the filename: “W8486-184754-G2-TMDE-ETMD-Cap”.</p> <p>For each TMDE line item, the Bidder should indicate if the Bidder has performed a successful calibration within the past three (3) years by entering “Yes” or “No” for the specified item. A blank response will be assessed as “No”.</p>	<p>The percentage of total items in the MIL Compliancy Matrix for which the Bidder has performed a successful calibration within the past three (3) years will be multiplied by 15 to determine the number of points to be awarded for this criterion. The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p> <p>A quantity of ten (10) items will be randomly selected from those that the Bidder identifies as meeting this requirement. The Bidder will then be instructed to provide copies of the calibration reports or calibration certificates for the selected items (customer name and location may be redacted).</p> <p><i>If the Bidder is unable to provide a copy of the calibration report or calibration certificate for any item that it has claimed meets the requirements of this criterion, within the time period specified in the notice, then the Bid will be scored as zero (0) for this criterion.</i></p> <p>If the Bidder has indicated that it has fewer than 10 TMDE items previously calibrated, then the requested information above should be submitted with the bid for each item.</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R5	<p>Bidder Experience – Government Technical Services Contracts</p> <p>The Bidder should have performed multiple multi-year technical services contracts for government customers in support of existing equipment of at least \$5 million total contract value for each cited contract.</p> <p>Cited contracts must have been active within the past eight (8) years from the date of publication of the RFP. Cited contracts may be completed contracts or active contracts.</p> <p>Technical services include equipment calibration, engineering, repair, overhaul and/or life cycle management services.</p> <p>Government customers may be Canadian or non-Canadian and may be at the municipal, regional, provincial, territorial, state or federal level.</p>	<p>The Bidder should submit with their proposal, the following information for each contract:</p> <ol style="list-style-type: none"> Ref. # (reference to a project or activity) Contract Title Start Date (month/year) End Date (month/year) Government customer contact information, which should include organization name, organization address, contact name, contact telephone number, and contact e-mail address Description of technical services 	<p>1 point per contract that meets the requirement, up to a maximum of 3 points</p>
R6	<p>Average Turnaround Time Commitment – Calibrations</p> <p>Average Turnaround Time (TAT) for calibrations is specified in SOW paragraph 2.7.5 in Annex A to the RFP as 10 working days. Bidders will be assessed on their willingness to commit to a faster Average TAT starting in Year 2 of the Contract.</p> <p>The Average TAT will be adjusted in the Contract to the successful Bidder's</p>	<p>The Bidder should provide a Statement of Commitment for the Average Turnaround Time for Calibrations.</p>	<p>___ points: Bidder commits to an Average Turnaround Time for Calibrations of _____ :</p> <p>8 points: less than 4 working days 6 points: 4 working days 5 points: 5 working days 4 points: 6 working days 3 points: 7 working days 2 points: 8 working days 0 points: more than 8 working days 0 points: No commitment made</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	commitment made in response to this criterion.		Responses that are not whole numbers will be rounded up, e.g. a response of 8.1 working days will be evaluated as a response of 9 working days.
R7	<p>Contractor MIS Demonstration</p> <p>The Bidder should provide a demonstration of the capabilities of the proposed CMIS that responds to the assessment factors specified in the Table 6 presented in Section 3.2 below.</p> <p>Demonstration of capability may be achieved through an interactive product, videos, screen shots, descriptive text, system brochures, slide deck presentations or a combination thereof.</p>	<p>The Bidder should provide a demonstration of the capabilities of the proposed CMIS on CD/DVD/USB media with the proposal at the time of bid submission.</p> <p>The CMIS demonstration will be assessed on existing capability compared to a planned capability that does not currently exist. If the capability does not currently exist, then the Bidder must describe how it will be implemented in time for the conduct of the work in order to achieve the associated points.</p>	<p>0 points will be awarded if the CMIS Demonstration is not provided at bid submission. Bidders will not be afforded extra time to prepare the CMIS Demonstration.</p> <p>The Total Demo Points awarded for the responses to the requirements specified in Table 6 – CMIS Demonstration Requirements will be normalized to a score out of 5 points for inclusion in the Rated technical criteria. The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p>
R8	<p>Contractor Calibration Programme Manager</p> <p>The experience of the Bidder’s Contractor Calibration Programme Manager will be assessed for the number of years of experience as the Account Manager or Project Manager for multi-year technical services project(s) valued at \$5 million or greater.</p>	<p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ol style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) d. Duration (months) (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement) 	<p>3 points: more than 20 years 2 points: more than 16 years 1 points: more than 12 years 0 points: 12 years or less</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R9	<p>Contractor Service Manager</p> <p>The experience of the Bidder’s proposed Contractor Service Manager will be assessed for the number of years of experience as the Technical Services Manager for a calibration services contract and/or as the Manager or Deputy Manager of an ISO/IEC 17025 accredited calibration laboratory.</p>	<p>The Bidder must provide a copy of the résumé for the proposed Contractor Service Manager.</p> <p>The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ul style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) d. Duration (months) (not including overlapping experience with concurrent projects/activities) e. Project/Activity (Title and description of how the project/activity specifically relates to the experience requirement) 	<p>3 points: more than 12 years</p> <p>2 points: more than 9 years</p> <p>1 points: more than 6 years</p> <p>0 points: 6 years or less</p>
R10	<p>DRMIS Technician – Goods Movement</p> <p>The Bidder’s proposed resource must meet all of the following requirements:</p> <ul style="list-style-type: none"> a. Secondary school diploma or an acceptable combination of education, training and experience. b. Minimum of three (3) years of relevant experience in goods movement administration. c. Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP- 	<p>The Bidder should provide a copy of the résumé for the proposed DRMIS Technician – Goods Movement. The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <ul style="list-style-type: none"> a. Ref. # (reference to a project or activity listed in the résumé) b. Start Date (month/year) c. End Date (month/year) 	<p>1 point: Proposed resource meets all requirements</p> <p>0 points: No response or proposed resource does not meet all requirements</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	<p>based Enterprise Resource Planning (ERP) system.</p> <p>d. Government of Canada Personnel Security Clearance: SECRET.</p> <p>A university degree or college diploma will be acceptable in lieu of a secondary school diploma. The two DRMIS roles must be performed by different resources in accordance with the system accountability rules.</p>	<p>d. Months (not including overlapping experience with concurrent projects/activities)</p> <p>e. Project/Activity (Title and description of how the project/ activity specifically relates to the experience requirement)</p> <p>The Bidder should provide the security program file number, security level and validity date for the proposed resource.</p>	
R11	<p>DRMIS Technician – Work Order Management</p> <p>The Bidder’s proposed resource must meet all of the following requirements:</p> <p>a. Secondary school diploma or an acceptable combination of education, training and experience.</p> <p>b. Minimum of three (3) years of relevant experience in work order administration.</p> <p>c. Minimum of three (3) years of experience performing data entry and data verification analysis in an SAP-based Enterprise Resource Planning (ERP) system.</p> <p>d. Government of Canada Personnel Security Clearance: SECRET.</p> <p>A university degree or college diploma will be acceptable in lieu of a secondary school diploma. The two DRMIS roles must be performed by different resources in</p>	<p>The Bidder should provide a copy of the résumé for the proposed DRMIS Technician – Work Order Management. The Bidder should provide a tabular summary demonstrating how the proposed resource meets all of the experience requirements specified in the criterion description with the following column headings:</p> <p>a. Ref. # (reference to a project or activity listed in the résumé)</p> <p>b. Start Date (month/year)</p> <p>c. End Date (month/year)</p> <p>d. Months (not including overlapping experience with concurrent projects/activities)</p> <p>e. Project/Activity (Title and description of how the project/ activity specifically relates to the experience requirement)</p> <p>The Bidder should provide the security program file number, security level and validity date for the proposed resource.</p>	<p>1 point: Proposed resource meets all requirements</p> <p>0 points: No response or proposed resource does not meet all requirements</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
	accordance with the system accountability rules.		
R12	<p>Program Management Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 100.001.</p>	<p>The Bidder should submit a fully completed Program Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 100.001.</p>	<p>The Bidder's draft PMP will be evaluated in accordance with the detailed scoring guidelines specified in Section 3.4 below. The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p>
R13	<p>Information Management (IM) Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.002.</p>	<p>The Bidder should submit a fully completed Information Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.002, including a description of the Contractor Management Information System (CMIS) and IM Plan with respect to:</p> <ul style="list-style-type: none"> a. Implementation across DND locations b. DND user access methods (terminals, licenses, etc.) c. User access restrictions d. Concurrent users e. Data storage methods, locations and security f. IM infrastructure physical security g. Cyber security and virus prevention for CMIS data h. Backup and disaster recovery i. Response and data retrieval times j. System reliability k. System availability during planned and unplanned maintenance l. Expected evolution of the CMIS throughout the project. 	<p>Points will be awarded based on the following formula:</p> <p>Score = (N ÷ 12) x 3</p> <p>N = The number requirements for which the Bidder has provided a detailed response describing how the Bidder's proposed IM Plan meets the requirement</p> <p>The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
R14	<p>Integrated Logistics Support (ILS) Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.001.</p>	<p>The Bidder should submit a fully completed Integrated Logistics Support Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.001.</p>	<p>The Bidder's draft ILS Plan will be evaluated in accordance with the detailed scoring guidelines specified in Section 3.5 below. The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p>
R15	<p>Quality Assurance (QA) Plan Completeness</p> <p>The completeness of the content provided in response to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.003.</p>	<p>The Bidder should submit a fully completed Program Management Plan with detailed responses to the requirements specified in Section 10.3 of the Data Item Description for CDRL/DID 300.003, including:</p> <ol style="list-style-type: none"> a. Description of the organizational structure, training, roles and responsibilities assigned to perform service and process QA work in all areas of work of the SOW b. traceability matrix from the elements of the specified quality requirements to the corresponding paragraphs in the QA Plan c. Description of the processes, tools and techniques used to perform QA on Calibration Program processes and equipment listed in the Master Item List d. The QA Plan must describe the processes, tools and techniques for performing Joint Management Team and Integrated Services Team Reviews e. The QA Plan must describe the processes, tools and techniques for protection against cyber security threats and virus prevention for the TMDE and 	<p>Points will be awarded based on the following formula:</p> <p>Score = (N ÷ 5) x 1</p> <p>N = The number requirements for which the Bidder has provided a detailed response describing how the Bidder's proposed QA Plan meets the requirement</p> <p>The calculated score will be rounded off to two decimal places using the MS Excel ROUND function.</p>

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Table 5 – Rated Technical Criteria			
No.	Rated Technical Criteria	Supporting Evidence Required	Scoring Guidelines
		GFE while in the possession and use of the Contractor	
R16	<p>Environmental Management Commitment</p> <p>At the time of Bid submission, the Bidder should have:</p> <p>a. a valid ISO/IEC 14001:2015 certification</p> <p>OR</p> <p>b. a corporate Environmental Management Plan that complies with the requirements of ISO/IEC 14001:2015</p>	<p>The Bidder should provide a Statement of Commitment to meeting the requirements of ISO/IEC 14001:2015 throughout the period of the Contract. The Bidder should also provide a copy of</p> <p>a. ISO/IEC 14001:2015 certificate</p> <p>OR</p> <p>b. corporate Environmental Management Plan</p>	<p>2 points: Valid ISO/IEC 14001:2015 certificate and a Statement of Commitment to meeting the requirements of ISO/IEC 14001:2015 throughout the period of the Contract provided</p> <p>1 point: Environmental Management Plan demonstrates how the Bidder will comply with the requirements of ISO/IEC 14001:2015 and a Statement of Commitment to meeting the requirements of ISO/IEC 14001:2015 throughout the period of the Contract provided</p> <p>0 points: No ISO/IEC 14001:2015 certificate or Environmental Management Plan provided</p>

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3.2 Contractor MIS Demonstration Evaluation

- 3.2.1 The Bidder's demonstration of the capabilities of the proposed Contractor Management Information System (CMIS) will be evaluated against the requirement assessment factors described below and in accordance with the corresponding scoring guidelines.
- 3.2.2 The term "demo points" is used for the CMIS Demonstration scoring to distinguish the detailed scoring system used here from the points scoring system for the other rated technical criteria. The Total Demo Points awarded for the CMIS Demonstration will be applied to Technical Rate Criterion R7 as described in Section 3.2.1 above.
- 3.2.3 A score of 0 demo points will be awarded if the assessment factor is not addressed in the CMIS Demonstration, or if the requirement is not clearly demonstrated. A claim that a capability exists or will exist, without substantiating the claim through the demonstration, will result in the assessment factor being assessed with a score of 0 demo points.
- 3.2.4 A score of 1 demo point will be awarded if the capability does not currently exist, but the Bidder has clearly described how the capability will be achieved in time for the performance of the work under the Contract.
- 3.2.5 A score of 2 demo points will be awarded if the Bidder clearly demonstrates that capability of their proposed CMIS currently exists and has been used operationally since before the date of the close of the solicitation period. The Bidder should identify the year that the capability was first implemented for operational use in their CMIS.
- 3.2.6 A score of 3 demo points will be awarded if a claim of existing capability and prior operational use is supported by letters of attestation from customers or references from external observers (contact information required) who will attest to the operational status of the capability.

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Table 6 – CMIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-1	Has the ability to provide CMIS at DND locations: <ul style="list-style-type: none"> - Quality Engineering Test Establishment, Gatineau, Quebec; - 4 Wing Cold Lake – 1 Air Maintenance Squadron, Cold Lake, Alberta; - Fleet Maintenance Facility Cape Breton, Esquimalt, British Columbia; and - Fleet Maintenance Facility Cape Scott, Halifax, Nova Scotia 	Describe how the system will be implemented across multiple customer locations
R7-2	Must be compliant with ISO/IEC 17025 – General Requirements for the Competence of Testing and Calibration Laboratories.	Describe how the CMIS is ISO/IEC 17025 compliant, how it measures to ensure compliancy, or provide a certificate of compliance
R7-3	Must be operable on MS Windows or accessible by a secure web based interface.	Describe operating system and user accessibility
	Must have ability to record the following data for R7-4 to R7-39:	Demonstrate how data for each of the specified fields will be entered into the CMIS
R7-4	Instrument Description: Equipment Master Record (EMR)	
R7-5	Instrument Description: Name	
R7-6	Instrument Description: NATO Stock Number (NSN)	
R7-7	Instrument Description: Make	
R7-8	Instrument Description: Model	
R7-9	Instrument Description: Hardware option	
R7-10	Instrument Description: Software option	
R7-11	Instrument Description: Firmware revision	
R7-12	Instrument Description: Software	
R7-13	Instrument Description: Vendor	
R7-14	Instrument Description: Bar code number	
R7-15	Customer Identification: Equipment owner and address: (Plant and Storage Location (SLOC))	
R7-16	Asset tracking for: Receipt	
R7-17	Asset tracking for: Movement and control throughout calibration services process	
R7-18	Asset tracking for: Disposal	
R7-19	Calibration services information for: Recall Notices	
R7-20	Calibration services information for: Calibration Interval Period	
R7-21	Calibration services information for: Work Order Number	
R7-22	Calibration services information for: Work Order Status	
R7-23	Calibration services information for: Instrument Status	
R7-24	Calibration services information for: Date(s) of testing or calibration	
R7-25	Calibration services information for: User entering the data	
R7-26	Calibration services information for: Calibration Technician's Name	
R7-27	Calibration services information for: Location where the calibration was performed. If the calibration is performed on site, the location must be provided.	

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Table 6 – CMIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-28	Calibration services information for: Calibration methodology: Identification of the method used and any sampling plan or method which is relevant to the data.	
R7-29	Calibration services information for: Calibration measuring points	
R7-30	Calibration services information for: Calibration Results with before and after calibration data	
R7-31	Calibration services information for: Uncertainty of measurement: A note of any deviations from a standard method and any environmental conditions which may bear upon the results	
R7-32	Calibration services information for: The test or calibration results with units	
R7-33	Calibration services information for: Calibration Due Date	
R7-34	Calibration services information for: Releasing Authority: The name, position and signature or other identification of the person accepting responsibility for the report and the report's date of issue	
R7-35	Calibration services information for: Attachments including certificates issued	
R7-36	Calibration services information for: Standard(s) utilized – Standard identifier	
R7-37	Calibration services information for: Standard(s) utilized – Standard name	
R7-38	Calibration services information for: Standard(s) utilized – Last calibration date at the time of standard use	
R7-39	Calibration services information for: Standard(s) utilized – Calibration due date at the time of standard use	
R7-40	The CMIS must show electronic traceability of unbroken chain of evidence leading to a central metrology laboratory holding the national standards for all measurements as required at: Annex A, para 5.4 Maintenance of Calibration Equipment and Standards	
R7-41	The CMIS must support multiple calibration interval types as described at Annex A, para 3.8.4.	
R7-42	An automated variable or sliding calibration interval adjustment must be available within the CMIS.	Methodology is fully automated.
R7-43	An automated variable or sliding calibration interval adjustment should be available within the CMIS.	Calibration interval adjustment allows for increase and decrease in interval period
R7-44	The methodology for any calibration interval adjustments must be clearly documented in accordance with ISO 17025.	
R7-45	Technical Library accessible through the CMIS with a search/filter capability.	
R7-46	DND can upload documents to the Technical Library through the CMIS.	
R7-47	The CMIS must provide standard reports to support a Performance Management Framework.	

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Table 6 – CMIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-48	The CMIS must provide standard reports, including: Calibration Certificate and Test Data Sheet as at Appendix 13. (This report must be recorded in DRMIS and the CMIS).	
R7-49	The CMIS must provide standard reports, including: Out of Tolerance Report (OTR) as described at Annex A, para 5.6.	
R7-50	The CMIS must provide standard reports, including: DND/CAF Calibration Programme Objectives as specified in Attachment 1 to Annex A, Appendix 3 DND/CAF Calibration Programme Description	
R7-51	The CMIS must include a reporting tool to create customized reports.	
R7-52	The reporting system must have a selection of filtering criteria.	Has interactive reporting tool
R7-53	The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.	Has user/customer dashboard
R7-54	The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.	Allows for filter parameters
R7-55	The reporting system should have an interactive reporting tool such as a dashboard with views to support various user types.	Allows for various views based on user and/or user type
R7-56	The CMIS must be capable of exporting all data to MS Excel (.xls).	
R7-57	The Contractor must allow read-write access of the CMIS and its database to the PA and designated DND representatives on a continuing basis.	
R7-58	The Contractor must provide a storage and backup plan for all DND data, including monthly off site storage, throughout the contract duration.	
R7-59	Contractors should have the ability to interact with a technology that is compatible with the SAP Process Orchestration (PO) module for future interaction with DRMIS	
R7-60	The CMIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has capability of automated ingest of data
R7-61	The CMIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has interface with MetCal
R7-62	The CMIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has interface with SurCal
R7-63	The CMIS should have the capability of interfacing with calibration software such as MetCal, SureCal or other dedicated calibration application from Original Equipment Manufacturer (OEM) and capable to transfer and store calibration data automatically.	Has interface with OEM software

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Table 6 – CMIS Demonstration Requirements		
No.	Requirement Assessment Factor	Additional Instructions
R7-64	Document records must be maintained for seven years or three calibration intervals, whichever is longer, unless a specific request for longer retention is made by the customer.	
R7-65	The Contractor must train calibration centre personnel and programme management staff on the use of the CMIS.	Company has complete training package for CMIS

R7 - Contractor MIS Demonstration Score Normalization Process:

A	Total Number of Assessment Factors	A	65
B	Maximum Demo Points per Assessment Factor	B	3
C	Maximum Total Demo Points Possible:	$C = A \times B$	195

Example Calculation of Points for R7:

D	Total Demo Points Awarded to Bidder	D	115
E	Total Demo Points Percentage of Maximum Total Demo Points	$E = D \div C$	59%
F	Total Points Possible for R7 - Contractor MIS Demonstration	F	5
G	Raw Score Awarded for R7	$G = E \times F$	2.9487
H	Total Points Awarded for R7	$H = G$ (rounded)	2.95

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3.3 Program Management Plan Evaluation

Rated criterion R12 for the Bidder's proposed Program Management Plan will be evaluated in accordance with the following scoring method. Scoring guidelines for each element of R12 are provided below.

No.	Rated Technical Criteria	Weight	Score (0-3)	Weighted Score
R12-1	Organizational structure and interfaces	5%	2	0.10
R12-2	Maturity of proposed Relational Chart	10%	3	0.30
R12-3	Program management monitoring and control	10%	2	0.20
R12-4	Task management monitoring and control	10%	3	0.30
R12-5	Risk management monitoring and control	15%	2	0.30
R12-6	Resources, facilities and services activation plan	30%	3	0.90
R12-7	Security management control	4%	2	0.08
R12-8	Performance management continuous improvement processes	8%	2	0.16
R12-9	Gender Based Analysis Plus (GBA+) strategies	4%	3	0.12
R12-10	Aboriginal business and employment enhancement strategies	4%	3	0.12
	Total Weighted Score	100%		2.58

R12	Program Management Plan Completeness	
A	Total Weighted Score Awarded (out of 3)	2.58
B	Maximum Points Available for Program Management Plan Completeness	10
C	Points Awarded for Program Management Plan Completeness: $C = \text{ROUND}(A/3 \times B, 2)$	8.60

Scoring Scale:

- 0 – No response provided or requirements minimally addressed
- 1 – Partially addresses the requirements
- 2 – Substantially addresses the requirements
- 3 – Meets all and exceeds some of the requirements with demonstrated added value

Sample scoring data shown for illustrative purposes only.

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R12-1	Organizational structure and interfaces
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's organizational structure for the Calibration Programme In-Service Support Contract and proposed approach, processes and procedures to interface with Canada and subcontractors throughout the Contract period. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's organizational structure for the Calibration Programme In-Service Support Contract and proposed approach, processes and procedures to interface with Canada and subcontractors. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's organizational structure for the Calibration Programme In-Service Support Contract and proposed approach, processes and procedures to interface with Canada and subcontractors. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed organizational structure has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.

R12-2	Maturity of proposed Relational Charter
	Additional scoring guidance: Responses will be evaluated against the Bidder's approach for taking into consideration the governance concepts presented in Annex A (Statement of Work), Appendix 3 to Annex A (DND/CAF Calibration Programme Description), and Annex J (Performance Management Framework).
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Provides a proposed approach for the development of the Relational Charter and a general description of its contents.
2	Provides a proposed approach for the development of the Relational Charter. Provides a draft outline of a proposed Relational Charter with descriptions of the content for each element.
3	Provides a proposed approach for the development of the Relational Charter. Provides a detailed and completed proposed draft Relational Charter.

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R12-3	Program management monitoring and control
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's program management monitoring and control approach. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's program management monitoring and control approach and systems. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's program management monitoring and control systems and demonstrates their successful implementation with other customers. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrated value added capability has clearly been identified and described.

R12-4	Task management monitoring and control
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's task management monitoring and control approach. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's task management monitoring and control approach and systems. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's task management monitoring and control systems and demonstrates their successful implementation with other customers. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrated value added capability has clearly been identified and described.

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R12-5	Risk management monitoring and control
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Provides a general approach to risk management. Identifies and describes some risks and provides potential risk mitigation strategies and/or contingency plans for these identified risks.
2	Provides a comprehensive approach to risk management. Provides a detailed risk log that identifies, describes and assesses some risks and provides potential risk mitigation strategies and/or contingency plans for these identified risks.
3	Provides a comprehensive approach to risk management. Provides a detailed risk log that identifies, describes, assesses and prioritizes a broad range of identified risks and provides feasible risk mitigation strategies and/or contingency plans for these identified risks. Demonstrates how formal risk management processes and tools have been successfully applied on other calibration projects.

R12-6	Resources, facilities and services activation plan
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Facilities and resources needed to perform the work under the Contract are identified. Demonstrates that key facilities are mostly in place at the time of bid submission. Adjustments to key facilities or implementation of new key facilities are identified, but may present some risks to achieving the Contract Transition-In timeline that have not been addressed through adequate mitigation strategies and/or contingency plans. Milestones for Transition-In schedule provided.
2	All facilities and resources needed to perform the full scope of work under the Contract were identified. Demonstrates that facilities are mostly in place at the time of bid submission and are operational. Demonstrates that adjustments to existing facilities or implementation of new facilities will be achieved within the Contract Transition-In timeline. Detailed Transition-In schedule with activity start/end dates and dependencies is provided. Facilities risks are minimal and manageable through mitigation strategies and/or contingency plans.
3	Detailed descriptions provided of all facilities and resources needed to perform the full scope of work under the Contract. Demonstrates that facilities are mostly in place at the time of bid submission and fully operational. Demonstrates that adjustments to existing facilities or implementation of new facilities will be achieved within the Contract Transition-In timeline. Detailed Transition-In schedule with activity/task start/end dates, descriptions, dependencies and critical path identified. Facilities risks are minimal and manageable through mitigation strategies and/or contingency plans. Demonstrates how a successful transition-in process has been successfully applied on other large calibration projects and how the lessons learned have been applied in formulating the Bidder's proposed Transition-In plan for the DND/CAF Calibration Programme ISS Contract.

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R12-7	Security management control
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Security management procedures are generally described.
2	Security management procedures for personnel, physical facilities and electronic data are described. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Security management procedures and tools for personnel, physical facilities and electronic data are fully described with no obvious security gaps. Potential security risks are identified, described and assessed along with descriptions of risk mitigation strategies and/or contingency plans. Linkages to the IM Plan, ILS Plan and QA Plan are clearly shown. Examples of how these security measures have been applied on other government projects are provided.

R12-8	Performance management continuous improvement processes
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Provides a description of the Bidder's performance management and continuous improvement processes. Identifies the Bidder's performance measures to be used to monitor their own performance.
2	Provides a description of the Bidder's performance management and continuous improvement processes. Identifies and describes the Bidder's performance measures to be used to monitor their own performance. Identifies areas for potential continuous improvement proposals. Provides at least one example of how the Bidder has applied performance measurement and continuous improvement processes on other contracts and achieved meaningful results.
3	Provides a detailed description of the Bidder's performance management and continuous improvement processes. Identifies and describes the Bidder's performance measures to be used to monitor their own performance. Describes how this performance data will be shared with Canada. Identifies areas for potential continuous improvement proposals. Provides more than one example of how the Bidder has applied performance measurement and continuous improvement processes on other calibration contracts and achieved meaningful results. Provides at least one sample continuous improvement proposal for the DND/CAF Calibration Programme ISS Contract in the Bidder's proposed format and expected level of detail for the business case.

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R12-9	Gender Based Analysis Plus (GBA+) strategies
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's approach to the development of GBA+ strategies and support to Women In Defence initiatives.
2	Provides a detailed description of the Bidder's approach to the development of GBA+ strategies and support to Women In Defence initiatives. Provides a minimum of one strategy to support Canada's commitment to using GBA+ or Women In Defence initiatives in the ongoing development of the Calibration Programme and related performance target(s) with details of how it will be implemented.
3	Provides a detailed description of the Bidder's approach to the development of GBA+ strategies and support to Women In Defence initiatives. Commits to specific GBA+ performance measures that the Bidder recommends to be added to the Performance Measurement Framework. Provides a minimum of three strategies of how these targets will be achieved. Evidence provided for GBA+ training completed by the proposed Contractor Calibration Programme Manager and the Contractor Service Manager prior to bid submission.

R12-10	Aboriginal business and employment enhancement strategies
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's approach to the development of Aboriginal business and employment enhancement strategies.
2	Describes the Bidder's approach to the development of Aboriginal business and employment enhancement strategies. Identifies areas of the work where Aboriginal business and employment enhancement strategies can apply. Provides a minimum of one aboriginal business enhancement strategy and related performance target(s) with details of how it will be implemented.
3	Provides a detailed description of the Bidder's approach to the development of Aboriginal business and employment enhancement strategies. Identifies areas of the work where Aboriginal business and employment enhancement strategies can apply. Commits to specific aboriginal business enhancement performance measures that the Bidder recommends to be added to the Performance Measurement Framework. Provides a minimum of three strategies of how these targets will be achieved.

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3.4 Integrated Logistics Support Plan Evaluation

Rated criterion R14 for the Bidder’s proposed Integrated Logistics Support Plan will be evaluated in accordance with the following scoring method. Scoring guidelines for each element of R14 are provided below.

No.	Rated Technical Criteria	Weight	Score (0-3)	Weighted Score
R14-1	Preservation and Packaging	20%	2	0.40
R14-2	TMDE Transportation	40%	3	1.20
R14-3	Obsolescence Management Support	15%	2	0.30
R14-4	Training Support	5%	3	0.15
R14-5	Documentation	5%	2	0.10
R14-6	Sourcing of Electronic Parts, Counterfeit Electronic Parts Detection and Avoidance Policy	15%	3	0.45
	Total Weighted Score	100%		2.60

R14	ILS Plan Completeness	
A	Total Weighted Score Awarded (out of 3)	2.60
B	Maximum Points Available for ILS Plan Completeness	7
C	Points Awarded for ILS Plan Completeness: $C = \text{ROUND}(A/3 \times B, 2)$	6.07

Scoring Scale:

- 0 – No response provided or requirements minimally addressed
- 1 – Partially addresses the requirements
- 2 – Substantially addresses the requirements
- 3 – Meets all and exceeds some of the requirements with demonstrated added value

Sample scoring data shown for illustrative purposes only.

R14-1	Preservation and Packaging
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's proposed approach, processes and procedures for preservation and packaging. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's proposed approach, processes and procedures for preservation and packaging. Minor elements may be missing or described with limited detail, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's proposed approach, processes and procedures for preservation and packaging. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed approach, processes and procedures for preservation and packaging has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.

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R14-2	TMDE Transportation
	<p>Additional scoring guidance: The ILS Plan should include:</p> <p>(a) a description of the concept of operations for TMDE pickup at the user's location, TMDE transportation to and from the calibration/repair location(s) and TMDE delivery back to the user.</p> <p>(b) a diagram of the proposed transportation network that illustrates the Bidder's approach locally, regionally and nationally, where applicable, for all locations of TMDE specified in the Master Item List.</p> <p>(c) a description of how the approach to TMDE transportation will support the faster of the Average Turnaround Time for Calibrations specified in the RFP or the Average Turnaround Time for Calibrations commitment made by the Bidder in their proposal in response to Criterion R5.</p> <p>(d) a detailed risk assessment of the Bidder's approach to TMDE transportation using the elements for a risk assessment outlined in the Data Item Description for CDRL/DID 100.001 Program Management Plan.</p>
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's proposed approach, processes and procedures for TMDE transportation. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's proposed approach, processes and procedures for TMDE transportation. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's proposed approach, processes and procedures for TMDE transportation. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed approach, processes and procedures for TMDE transportation has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.

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R14-3	Obsolescence Management Support
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's proposed approach, processes and procedures for obsolescence management. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's proposed approach, processes and procedures for obsolescence management. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's proposed approach, processes and procedures for obsolescence management. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed approach, processes and procedures for obsolescence management has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.

R14-4	Training Support
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's proposed approach, processes and procedures for training support. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's proposed approach, processes and procedures for training support. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's proposed approach, processes and procedures for training support. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed approach, processes and procedures for training support has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.

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R14-5	Documentation Management
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's proposed approach, processes and procedures for documentation management. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's proposed approach, processes and procedures for documentation management. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's proposed approach, processes and procedures for documentation management. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed approach, processes and procedures for documentation management has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.

R14-6	Sourcing of Electronic Parts, Counterfeit Electronic Parts Detection and Avoidance Policy
0	Requirement not addressed or requirement superficially addressed (e.g. repeating the requirement from the RFP with a statement that the Bidder will perform the work and will meet the requirement without a description of how this will be done).
1	Generally describes the Bidder's proposed approach, processes and procedures for the sourcing of electronic parts and their counterfeit electronic parts detection and avoidance policy. Lack of detail presents identifiable risks arising during the Contract that have not been addressed through appropriate risk mitigation plans and/or contingency strategies.
2	Describes the Bidder's proposed approach, processes and procedures for the sourcing of electronic parts and their counterfeit electronic parts detection and avoidance policy. Minor elements may be missing or described with limited detailed, but do not present significant risk issues from the approach.
3	Fully describes the Bidder's proposed approach, processes and procedures for the sourcing of electronic parts and their counterfeit electronic parts detection and avoidance policy. Any identifiable risks have been addressed through appropriate risk mitigation plans and/or contingency strategies. Demonstrates how the proposed approach, processes and procedures for preservation and packaging has been successfully applied on prior calibration services contracts or other demonstrated value added capability has clearly been identified and described.