



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

**Office of the Secretary to the Governor
General
Bureau du secrétaire du gouverneur général**

OSGGContracts@gg.ca

Attn: Line Grondin

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Office of the Secretary to the
Governor General**

We hereby offer to sell to Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition aux: Bureau du secrétaire du
gouverneur général**

Nous offrons par la présente de vendre au Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s).

**Instructions : See Herein
Instructions: Voir aux présentes**

Issuing Office – Bureau de distribution

Office of the Secretary to the Governor General
Bureau du secrétaire du gouverneur général
Materiel Management | Gestion du matériel
1, promenade Sussex Drive
Ottawa, Ontario K1A 0A1

Title – Sujet	
Information Technology Systems Support	
Solicitation No. – N° de l’invitation	Date
OSGG-19-0342	February 12, 2020
Solicitation Closes – L’invitation prend fin at – à	Time Zone Fuseau horaire
2:00 PM on – February 28, 2020	Eastern Standard Time (EST)
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to: - Adresser toutes questions à :	
OSGGContracts@gg.ca	
Telephone No. – N° de téléphone :	
613-949-4820	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l’entrepreneur	
Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm Nom et titre de la personne autorisée à signer au nom du fournisseur/de l’entrepreneur	
(type or print)/ (taper ou écrire en caractères d’imprimerie)	
Signature	Date



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PART 1 – GENERAL INFORMATION

1.1 INTRODUCTION

This bid solicitation number OSGG-19-0342 is divided into seven parts plus annexes and attachments as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions : provides the instructions, clauses and conditions applicable to the bid solicitation and states that the Bidder agrees to be bound by the clauses and conditions contained in all parts of the bid solicitation;

Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work, the Basis of Payment, the Bid Evaluation Criteria, the Bid Submission Form, and any other annexes.

1.2 SUMMARY

1.2.1 This bid solicitation is being issued to satisfy the requirement of the OFFICE OF THE SECRETARY TO THE GOVERNOR GENERAL (OSGG) (the "Client") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.

1.2.2 It is intended to result in the award of one (1) contract for an initial Contract Period, plus four (4) 1-year irrevocable options periods allowing Canada to extend the term of the contract.

1.2.3 There is a security requirement associated with this requirement. For additional information, see Part 6 – Security, Financial and Other Requirements, and Part 7 – Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations – Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://ssi-iss.tpsgc-pwgsc.gc.ca>) Website.

1.2.4 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement



(NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada Free Trade Agreement (CFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CColFTA), the Canada-Honduras Free Trade Agreement (CHFTA), the Canada-Panama Free Trade Agreement (CPaFTA) and the Canada-South Korea Free Trade Agreement (CKFTA) if it is in force.

- 1.2.5 The TBIPS Supply Arrangement EN578-170432 is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- 1.2.6 Only selected TBIPS SA Holders currently holding a TBIPS SA for Tier 1 in the National Capital Region under the EN578-170432 series of SAs are invited to compete. SA Holders may not submit a bid in response to this bid solicitation unless they have been invited to do so. However, should an uninvited SA Holder wish to be invited, it may contact the Contracting Authority to request an invitation at any time prior to five business days before the published bid closing date, and an invitation will be made to that SA Holder unless it would not be consistent with the efficient operation of the procurement system. In no circumstance will such an invitation require Canada to extend a bid closing date. The following SA Holders have been initially invited to bid on this requirement. Where additional invitations are made during the bid solicitation process, it may be that they are not reflected in a solicitation amendment:

INVITED SUPPLIERS	
1	2707209 Canada Inc. o/a Kleins Consulting
2	Access Corporate Technologies Inc.
3	Alika Internet Technologies Inc.
4	Axio Solutions Inc.
5	Coradix technology Consulting Ltd.
6	Excel Human Resources Inc.
7	IDS Systems Consultants Inc
8	IT/Net - Ottawa Inc.
9	nTech Conseil Inc. nTech Consulting Inc., EL-HOSS CONSULTING INC., in joint venture
10	PureLogic IT Solutions Inc
11	S.I. SYSTEMS ULC
12	Softchoice Corporation
13	T.E.S. Contract Services INC.
14	Tiree Facility Solutions Inc.
15	TRM Technologies Inc.

- 1.2.7 SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-170432 as that joint venture at the time of bid closing in order to submit a bid.
- 1.2.8 The Resource Categories described below are required on an as and when requested basis in accordance the [TBIPS Categories of Personnel Descriptions \(http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/app-acq/sptb-tbps/categories-eng.html):



Resource Category	Level of Expertise	Estimated Number of Resources Required
I9. System Administrator	Level 3	up to five (5)
I10. Technical Architect	Level 3	Two (2)

1.3 DEBRIEFINGS

- 1.3.1 After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

PART 2 – BIDDER INSTRUCTIONS

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

- 2.1.1 All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual \(https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual\)](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada (PWGSC).
- 2.1.2 Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- 2.1.3 The 2003 (2019-03-04) Standard Instructions – Goods or Services – Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

2.2 SUBMISSION OF BIDS

- 2.2.1 Unless specified otherwise in the RFP, bids must be received by the Contract Authority at the location identified by the date, time and place indicated on page 1 of the solicitation. Bids must NOT be sent directly to the Contracting Authority. Bids sent directly to the Contracting Authority will not be considered.
- 2.2.2 Bids must be delivered to the following location, by the time and date indicated below:
Office of the Secretary to the Governor General
At 02:00 PM on February 28, 2020 Time Zone: Eastern Standard Time (EST)
- Email address for submitting your bid: OSGGContracts@gg.ca
- 2.2.3 If your bid is transmitted by facsimile or electronic mail, Canada will not be responsible for late bids received at destination after the closing date and time, even if it was submitted before.

2.3 ENQUIRIES – BID SOLICITATION

- 2.3.1 All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.
- 2.3.2 Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.



2.4 APPLICABLE LAWS

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

Note to Bidders: A bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their bid submission.

2.5 IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD

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

PART 3 – BID PREPARATION INSTRUCTIONS

3.1 BID PREPARATION INSTRUCTIONS

3.1.1 Copies of Bid: Canada requests that bidders provide their bid in separately bound sections as follows:

- i. Section I: Technical Bid (1 softcopy)
- ii. Section II: Financial Bid (1 softcopy)
- iii. Section III: Certification not included in the Technical Bid – (1 softcopy)

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

3.1.3 Format for Bid: Canada requests that bidders follow the format instructions described below in the preparation of their bid :

- i. use 8.5 x 11 inch (216 mm x 279 mm) paper;
- ii. use a numbering system that corresponds to the bid solicitation;
- iii. include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
- iv. Include a table of contents.

3.1.4 Canada's Policy on Green Procurement: The policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process See the [Policy on Green Procurement \(http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html). To assist Canada in reaching its objectives, bidders are encouraged to:

- i. use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- ii. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

3.1.5 Submission of Only One Bid:

3.1.5.1 A Bidder, including related entities, will be permitted to submit only one (1) bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with two (2) working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.



3.1.5.2 For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "related" to a Bidder if:

- i. they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- ii. they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
- iii. the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
- iv. the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

3.1.5.3 Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

3.1.6 Joint Venture Experience:

3.1.6.1 Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

3.1.6.2 Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

3.1.6.3 A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

3.1.6.4 Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

3.1.6.5 Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

3.1.6.6 Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- i. Contracts all signed by A;
- ii. Contracts all signed by B; or
- iii. Contracts all signed by A and B in joint venture; or
- iv. Contracts signed by A and contracts signed by A and B in joint venture; or
- v. Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

3.1.6.7 Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

3.2 SECTION I: TECHNICAL BID

3.2.1 The technical bid consists of the following:

3.2.1.1 Bid Submission Form: Bidders are requested to include the Bid Submission Form – Attachment 3.1 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

3.2.1.2 Security Clearance: Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

- i. Name of individual as it appears on security clearance application form:
- ii. Level of security clearance obtained:
- iii. Validity period of security clearance obtained:
- iv. Security Screening Certificate and Briefing Form file number:

3.2.1.3 If the Bidder has not included the security information in its bid, the Contracting Authority will provide the Bidder with an opportunity to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

3.2.1.4 Substantiation of Technical Compliance: The technical bid must substantiate the compliance of the bidder and its products and services with the specific requirements of Attachment 4.1, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be



considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the “Bidder’s Response” column of Attachment 4.1, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

3.2.1.5 For Previous Similar Projects: Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been completed by the bid closing date; (iii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated. A project will be considered “similar” to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the TBIPS *descriptions* of the Resource Categories identified in Annex A. Work will be considered to “closely match” if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given Resource Category.

3.2.1.6 For Proposed Resources: The technical bid must include the number of résumés per the resources as identified in Attachment 4.1. The same individual must not be proposed for more than one Resource Category. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:

- i. Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work.
- ii. For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
- iii. For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must be an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition

service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).

- iv. For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal cooperative programme at a post-secondary institution.
- v. For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
- vi. For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3.2.1.7 Customer Reference Contact Information: The Bidder must provide customer references. The customer reference who must each confirm, if requested by Canada the facts identified in the Bidder's bid, as required by Attachment 4.1.

3.2.1.8 For each customer reference, the Bidder must, at a minimum, provide the name, the telephone number and e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

3.2.1.9 Corporate Profile: The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

3.3 SECTION II: FINANCIAL BID

3.3.1 Pricing: Bidders must submit their financial bid in accordance with the Basis of Payment provided in Annex "B" of this bid solicitation. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables.



- 3.3.2 Variation in Resource Rates By Time Period: For any given Resource Category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- i. the rate bid must not increase by more than 5% from one time period to the next, and
 - ii. the rate bid for the same Resource Category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period
- 3.3.3 All Costs to be Included: The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- 3.3.4 Blank Prices: Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 SECTION III: CERTIFICATIONS

- 3.4.1 Bidders are to submit the certifications required under Part 5 that have not been included in the Technical Bid.

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 EVALUATION PROCEDURES

- 4.1.1 Bids will be evaluated in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- 4.1.2 An evaluation team composed of representatives of Canada will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- 4.1.3 In addition to any other time periods established in the bid solicitation:
- i. Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two (2) working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - ii. Requests for Further Information: If Canada requires additional information in order to do any of the following pursuant to the Section entitled “Conduct of Evaluation” in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
 - i. verify any or all information provided by the Bidder in its bid; or
 - ii. contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

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

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

4.2 TECHNICAL EVALUATION

- 4.2.1 Mandatory Technical Criteria: Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words “must” or “mandatory” is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified. The Mandatory evaluation criteria are described in Attachment 4.1 - Bid Evaluation Criteria.



- 4.2.2 **Point-Rated Technical Criteria:** Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated requirements are described in Attachment 4.1 - Bid Evaluation Criteria.
- 4.2.3 **Reference Checks:** If a reference check is performed, Canada will conduct the reference check in writing be-mail. Canada will send all email reference check requests to contacts supplied by all the Bidders within a 48-hour period using the email address provided in the bid. Canada will not award any points unless the response is received within five (5) working days of the date that Canada's email was sent.
- 4.2.3.1 If Canada does not receive a response from the contact person within the five (5) working days, Canada will not contact the Bidder and will not permit the substitution of an alternate contact person.
- 4.2.3.2 Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- 4.2.3.3 Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

4.3 FINANCIAL EVALUATION

- 4.3.1 Only the proposals that are technically responsive will be considered for financial evaluation.
- 4.3.2 The price of the bid will be evaluated in Canadian dollars, applicable taxes excluded, FOB destination, Canadian customs duties and excise taxes included.
- 4.3.3 For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with Annex B, Basis of Payment. The Bidder must provide an all-inclusive fixed per diem rates for the Categories of Resources being proposed in accordance with the bid solicitation, for the initial contract period and option period(s).

4.4 BASIS OF SELECTION

- 4.4.1 Lowest Price per Point
- 4.4.2 To be declared responsive, a bid must:



- a) comply with all the requirements of the bid solicitation;
- b) meet all the mandatory evaluation criteria; and
- c) obtain the required minimum of sixty four (64) points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of one hundred and ninety (190) points.

4.4.3 Bids not meeting (a) or (b) or (c) will be declared non-responsive.

4.4.4 Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted.

4.4.5 The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

PART 5 – CERTIFICATIONS

5.1 CERTIFICATIONS

- 5.1.1 Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below and the certification form at Attachment 5.1 - Certifications.
- 5.1.2 The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.
- 5.1.3 The Contracting Authority will have the right to ask for additional information to verify Bidders' certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority for additional information will also render the bid non-responsive or constitute a default under the contract.

5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION

- 5.2.1 The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

5.3 ADDITIONAL CERTIFICATIONS PRECEDENT TO CONTRACT AWARD

5.3.1 Professional Services Resources

- 5.3.1.1 By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- 5.3.1.2 By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- 5.3.1.3 If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and



of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.4 CERTIFICATION OF LANGUAGE – ENGLISH ESSENTIAL

5.4.1 By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

5.5 SUBMISSION OF ONLY ONE BID

5.5.1 By submitting a bid, the Bidder is certifying that it does not consider itself to be related to any other bidder.

5.6 FORMER PUBLIC SERVANT

5.6.1 Information Required: Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

5.6.2 Definitions

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

- i. an individual;
- ii. an individual who has incorporated;
- iii. a partnership made of former public servants; or
- iv. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

"*pension*" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S.,



1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

5.6.3 Former Public Servant in Receipt of a Pension

5.6.3.1 As per the above definitions, is the Bidder a FPS in receipt of a pension? Yes () No ()

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

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

5.6.3.2 By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental web sites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) (<http://www.tbs-sct.gc.ca/hgw-cgf/business-affaire/gcp-agc/notices-avis/2012/10-31-eng.asp>) and the [Guidelines on the Proactive Disclosure of Contracts](#) (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14676>).

5.6.4 Work Force Adjustment Directive

5.6.4.1 Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? Yes () No ()

If so, the Bidder must provide the following information:

- i. name of former public servant;
- ii. conditions of the lump sum payment incentive;
- iii. date of termination of employment;
- iv. amount of lump sum payment;
- v. rate of pay on which lump sum payment is based;
- vi. period of lump sum payment including start date, end date and number of weeks;
- vii. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 SECURITY REQUIREMENT

6.1.1 At the date of bid closing, the following conditions must be met:

- i. the Bidder must hold a valid organization security clearance as indicated in Part 7 – Resulting Contract Clauses;
- ii. assets or sensitive work site(s) must each meet the security requirement as indicated in Part 7 – Resulting Contract Clauses; and
- iii. The Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

6.1.2 For additional information on security requirements, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.1.3 In the case of a joint venture bidder, each member of the joint venture must meet the security

PART 7 – RESULTING CONTRACT CLAUSES

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

7.1 REQUIREMENT

- 7.1.1 [_____] (the Contractor) agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with and at the prices set out in the Contract. This includes providing professional services, as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- 7.1.2 Client(s): Under the Contract, the "Client" is the Office of the Secretary to the Governor General.
- 7.1.3 Reorganization of Client: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- 7.1.4 Defined Term: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meaning:
- i. Any reference to an Identified User is a reference to the Client.
 - ii. "deliverable" or "deliverables" includes all documentation outlined in this Contract.
 - iii. "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

7.2 TASK AUTHORIZATION (“TA”)

- 7.2.1 As and When Requested Task Authorizations: The Work or a portion of the Work to be performed under the Contract on an “as-and-when-requested basis” using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- 7.2.2 Contractor's Response to Draft Task Authorization: The Contractor must provide the Technical Authority, within two (2) working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on

the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

7.2.3 Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:
To be validly issued, a TA must include the following signature(s):

- i. for any TA with a value less than or equal to \$25,000 including Applicable Taxes, the TA must be signed by the Technical Authority; and
- ii. for any TA with a value greater than this amount, a TA must be signed by the Technical Authority and the Contracting Authority.

Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Technical Authority's ability to issue TAs at any time, or reduce the dollar value threshold described in sub-article (A) above; any suspension or reduction notice is effective upon receipt.

7.2.4 Periodic Usage Reports:

7.2.4.1 The Contractor must compile and maintain records on its provision of services to the federal government under validly issued TAs issued under the Contract.

7.2.4.2 The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the periodic usage reports on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

7.2.4.3 The quarterly periods are defined as follows:

- i. April 1 to June 30;
- ii. July 1 to September 30;
- iii. October 1 to December 31; and
- iv. January 1 to March 31.

7.2.4.4 The data must be submitted to the Contracting Authority no later than fifteen (15) calendar days after the end of the reporting period.

7.2.4.5 Each report must contain the following information for each validly issued TA (as amended):

- i. the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- ii. a title or a brief description of the task;
- iii. the name, Resource category and level of each resource involved in performing the TA, as applicable;



- iv. the total estimated cost specified in the TA (applicable taxes extra);
- v. the total amount (applicable taxes extra) expended to date;
- vi. the start and completion date; and
- vii. the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

7.2.4.6 Each report must also contain the following cumulative information for all the validly issued TAs (as amended):

- i. the amount GST or HST extra specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all validly issued TAs; and
- ii. the total amount, GST or HST extra, expended to date against all validly issued TA's.

7.2.5 Pre-Cleared Resources:

7.2.5.1 The Contractor must:

- i. ensure that the specific individuals named in Annex B of this Contract or acceptable alternatives remain available in appropriate quantities for work under the Task Authorizations to be issued in accordance with this Contract, and must also ensure that these individuals maintain any professional qualifications and security levels associated with the corresponding resource categories of the bid solicitation for which they are available; and
- ii. avoid delays associated with the Contract's security requirements by initiating the assessment and security clearance of additional resources by Canada within thirty (30) business days of Contract award and on an ongoing basis during the Contract Period, in the quantities specified for each resource category in the Annex A. Each such resource must meet the minimum qualifications applicable to the resource category for which they are available, as well as the security requirements identified in the Contract. If accepted by Canada, the Contract will be amended to list each such resource by name.

The resources identified in the Contract must be maintained and available in the quantities specified throughout the Contract Period. There is no limit to the number of resources that the Contractor may submit for consideration and assessment on an ongoing basis; however, the submission of alternatives does not relieve the Contractor from its obligation to provide, for a given task, specific individuals agreed to be provided to Canada in a validly issued TA or elsewhere as required by the terms of this Contract.

7.2.6 Consolidation of TAs for Administrative Purposes: The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TAs for administrative purposes.

7.3 STANDARD CLAUSES AND CONDITIONS

7.3.1 All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and



Government Services Canada (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>).

7.3.2 General Conditions:

7.3.2.1 2035 (2018-06-21), General Conditions – Higher Complexity – Services, apply to and form part of the Contract.

7.3.2.2 With respect to Section 30 - Termination for Convenience, of General Conditions 2035, unless already present, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

04 The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.

05 Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of

- i. the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
- ii. the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.

06 The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

7.4 SECURITY REQUIREMENT

7.4.1 The following Security Requirement Check List (SRCL and related clauses) applies to the Contract.

7.4.2 PWGSC FILE # Common PS SRCL #19

7.4.3 The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of Secret, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

7.4.4 The Contractor resource requiring access to protected/classified information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **Secret** as required, granted or approved by CISD/PWGSC.

7.4.5 The Contractor must not remove any protected/classified information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction



- 7.4.6 Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PWGSC.
- 7.4.7 The Contractor must comply with the provisions of the:
- i. Security Requirements Check List attached at Annex C; and
 - ii. Industrial Security Manual (Latest Edition)

7.5 CONTRACT PERIOD

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

7.5.1.1 The "Initial Contract Period", which begins on 1st April 2020 and ends 31st March 2021; and

7.5.1.2 the period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

7.5.2 Option to Extend the Contract:

7.5.2.1 The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one (1) year option period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment; and

7.5.2.2 Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a formal contract amendment.

7.6 AUTHORITIES

7.6.1 Contracting Authority

Name: Melanie Vezina
Title: A/Director Material Management
Organization: Office of the Secretary to the Governor General
Materiel Management
Address: 1 Sussex Drive
Ottawa, Ontario K1A 0A1

Telephone: 613-991-9351
E-mail: melanie.vezina@gg.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.6.2 Project Authority *[To be provided at time of Contract award]*



Name : [_____]
Title : [_____]
Organization : [_____]
Address : [_____]
Telephone : [_____]
Facsimile : [_____]
E-mail address : [_____]

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.6.3 Contractor's Representative *[To be completed at time of Contract award]*

7.7 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS

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

7.8 PAYMENT

7.8.1 Basis of Payment

7.8.1.1 Professional Services provided under a Task Authorization with a Maximum Price:
For professional services requested by Canada in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

Estimated Cost: [\$ _____]

Applicable Taxes:

Estimated Cost: [\$ _____]

Canada will not pay any travel or living expenses associated with performing the Work.

7.8.2 Competitive Award:

7.8.2.1 The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

7.8.3 Professional Services Rates:

7.8.3.1 In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

7.8.4 Purpose of Estimates:

7.8.4.1 All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase services in these amounts. Any commitment to purchase specific amounts or values of services are described elsewhere in the Contract.

7.8.5 Limitation of Expenditure

7.8.5.1 Expenditure – Cumulative Total of all Task Authorizations

- i. Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum set out herein. Customs duties are included and applicable taxes are extra.
- ii. No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- iii. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a) when it is 75 percent committed, or
 - b) four (4) months before the contract expiry date, or
 - c) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,whichever comes first.
- iv. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability

7.8.6 Method of Payment for Task Authorizations with a Maximum Price

7.8.6.1 For each Task Authorization validly issued under the Contract that contains a maximum price:

7.8.6.2 Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.

7.8.6.3 Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

7.8.7 Time Verification

7.8.7.1 Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contract must repay any overpayment, at Canada's request.

7.9 INVOICING INSTRUCTIONS

7.9.1 The Contractor must submit invoices in accordance with the information required in the General Conditions.

7.9.2 The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.

7.9.3 By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

7.9.4 The Contractor must provide the original of each invoice: OSGGContracts@gg.ca

7.10 CERTIFICATIONS

7.10.1 Compliance with the certifications provided by the Contractor in its bid or any TA quotation is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.11 APPLICABLE LAWS

7.11.1 The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province _____. *(Insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)*

7.12 PRIORITY OF DOCUMENTS



7.12.1 If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list:

- i. these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- ii. General Conditions 2035 (2018-06-21);
- iii. Annex A, Statement of Work ;
- iv. Annex B, Basis of Payment;
- v. Annex C, Security Requirements Check List;
- vi. Annex D, Task Authorizations form;
- vii. the signed Task Authorizations including any required Certifications;
- viii. Supply Arrangement (SA) method of supply number EN578-170432/xxx; and
- ix. the Contractor's bid dated [_____] *[insert date of bid]*, as amended [_____] *[insert date(s) of amendment(s) if applicable]*.

7.13 INSURANCE REQUIREMENTS

Compliance with Insurance Requirements

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

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

7.13.3 The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

Commercial General Liability Insurance

7.13.4 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

7.13.5 The Commercial General Liability policy must include the following:



- i. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- ii. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- iii. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- iv. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- v. Cross Liability/Separation of Insured: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- vi. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- vii. Employees and, if applicable, Volunteers must be included as Additional Insured.
- viii. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- ix. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- x. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- xi. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- xii. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- xiii. Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.



Errors and Omissions Liability Insurance

- 7.13.6 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- 7.13.7 If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 7.13.8 The following endorsement must be included: Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

7.14 LIMITATION OF LIABILITY – INFORMATION MANAGEMENT/INFORMATION TECHNOLOGY

- 7.14.1 This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

First Party Liability:

- 7.14.2 The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to :
- i. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - ii. physical injury, including death.
- 7.14.3 The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- 7.14.4 Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.



- 7.14.5 The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under 7.14.2 above.
- 7.14.6 The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
- i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - ii. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of [.75] times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.
- 7.14.7 In any case, the total liability of the Contractor under paragraph 7.14.6 will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.
- 7.14.8 If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent backup kept by Canada. Canada is responsible for maintaining an adequate backup of its records and data.

Third Party Claims:

- 7.14.9 Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- 7.14.10 If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph 7.14.9, with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or

tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.

7.14.11 The Parties are only liable to one another for damages to third parties to the extent described in paragraphs 7.14.9 and 7.14.10.

7.15 JOINT VENTURE *(To be confirmed at contract award)*

7.15.1 The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members:

7.15.2 With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

- i. _____ has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
- ii. by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
- iii. all payments made by Canada to the representative member will act as a release by all the members.

7.15.3 All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.

7.15.4 All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

7.15.5 The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.

7.15.6 The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: This Article will be deleted if the bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

7.16 PROFESSIONAL SERVICES – GENERAL

7.16.1 The Contractor must provide professional services on request as specified in this contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.



7.16.2 If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.16.3 In General Conditions 2035, the Section titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

7.16.3.1 If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:

- i. the name, qualifications and experience of a proposed replacement immediately available for Work; and
- ii. security information on the proposed replacement as specified by Canada, if applicable.

7.16.3.2 The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

7.16.3.3 Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:

- i. exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default under Section titled "Default of the Contractor", or
- ii. assess the information provided under 7.16.3.1 above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in 7.16.3.3, i above, or require another replacement within five (5) business days.

7.16.3.4 Where an Excusable Delay applies, Canada may require 7.16.3.3, ii above instead of terminating under the "Excusable Delay" Section. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

7.16.3.5 The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a resource stop performing the Work. In such a case, the Contractor must immediately comply with the

order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

7.16.3.6 The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.17 SAFEGUARDING ELECTRONIC MEDIA

7.17.1 Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

7.17.2 If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.18 REPRESENTATIONS AND WARRANTIES

7.18.1 The Contractor made statements regarding its own and its proposed resources experience and expertise in its bid that resulted in the award of the Contract and issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's.

7.18.2 The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

7.19 ACCESS TO CANADA'S PROPERTY AND FACILITIES

7.19.1 Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

7.20 IDENTIFICATION PROTOCOL RESPONSIBILITIES

7.20.1 The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:



- i. Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as a Contractor Representative prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;
- ii. During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- iii. If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- iv. If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.
- v. In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

7.21 DISPUTE RESOLUTION

7.21.1 The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-7345169 or by e-mail at opo-boa@opa-boa.gc.ca.

7.22 CONTRACT ADMINISTRATION

7.22.1 The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by **insert supplier's name** respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the



terms and conditions and the scope of the work of this contract are **not** in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at opo-boa@opa-boa.gc.ca.

ANNEX A - STATEMENT OF WORK

FOR THE PROVISION OF INFORMATION TECHNOLOGY SYSTEMS SUPPORT SERVICES IN SUPPORT TO THE OFFICE OF THE SECRETARY TO THE GOVERNOR GENERAL (OSGG)

1.0 GENERAL

1.1 The purpose of this Statement of Work (SOW) is to define the scope and the deliverables that apply to the required Information Technology (IT) systems support services in support to the Office of the Secretary to the Governor General (OSGG).

2.0 BACKGROUND

2.1 The OSGG is a government department that supports the governor general in delivering his/her mandate and in fulfilling his/her constitutional, state, ceremonial and other traditional responsibilities.

2.2 The OSGG's IT section is responsible for all information technology systems, including their deployment, maintenance and support. These systems include, but are not limited to: servers, desktops, applications, networks, messaging, virtualization, storage, authentication, Virtual Private Networks (VPN) and SharePoint.

2.3 The current staffing levels and competencies of the team allows for generalized day to day support of the IT infrastructure; however, complex issues and specialized migrations are outside the scope of responsibilities and skills of the existing team.

2.4 As the IT field faces challenging and constantly evolving issues, specific expertise not currently found within the OSGG is required. The expertise required does not warrant a full-time placement and may at times require several experts collaborating. Subject Matter Experts (SME) have helped to ensure quality and timely systems support, for planned or unplanned events.

3.0 REQUIREMENTS

3.1 The OSGG requires a team of up to five (5) Senior System Administrator and two (2) Senior Technical Architect resources to provide ongoing IT support and priority issue resolution on an "as and when required" basis.

3.2 The group of Senior System Administrator resources must be led by a Senior Technical Architect Resource who will be the Single Point of Contact (SPOC) responsible for coordinating, supervising, and scheduling to ensure service quality with the OSGG Technical Authority.

3.3 Priority Issue Resolution

3.3.1 The OSGG's primary requirement is to ensure that SME are available to assist the OSGG with priority issue resolutions, such as, but not limited to:

- i. Security – CSEC 35 Mitigation Measures;
- ii. Business Continuity/Disaster Recovery;



- iii. Optimization of Network switches between sites;
- iv. Maintenance and Upgrade of Windows Server (Active Directory (AD), File and Mail Servers); and
- v. Additional projects based on changing business priorities and equipment upgrades.

3.4 Ongoing IT Support

- 3.4.1 The OSGG's secondary requirement is to ensure flexible and comprehensive support capability to assist with resolution on complex issues that arise from time to time.
- 3.4.2 For any given issue, specific resource skills will be required and, as such, a multidisciplinary team of SME's is required. Based on the issues, the OSGG may call upon a specific individual to assist with problem resolution.
- 3.4.3 From time to time, on-call support may be required, which will be arranged in advance. Additionally, on occasion, an emergency support service level may be required, with a response time of (1) hour, for the critical OSGG network and system infrastructure.

4.0 TASK AND DELIVERABLES

- 4.1 Planned activities will be scheduled in advance through a Tasks Authorization (TA) detailing the estimated level of efforts, the number of resource(s) to be assigned, and completion plan/date. Change management and quality assurance practices must be included in the planning activities for these initiatives
- 4.2 The Senior Technical Architect resources must be available within one (1) business day of issuance of a TA. The proposed resources may be required to attend onsite meetings in preparation of ongoing work and to discuss arising issues.
- 4.3 For ongoing IT support services, the Contractor must assign the most suited and adequate number of resources within two (2) business days following the issuance of a TA.
- 4.4 For emergency support services, the Contractor must assign the same resources that were allocated to previously related ongoing IT support activity, if applicable. Furthermore, the OSGG must have access to contact the Senior Systems Administrators directly in order to respond to emergency support services within one (1) hour.
- 4.5 The Contractor and its resources will be providing support on the following technologies such as, but not limited to:
 - i. Microsoft Windows Server 2012 ,2016 ,2019;
 - ii. Microsoft Exchange 2016 and 2019;
 - iii. Mobile Device Management (MDM) Enterprise Solution;
 - iv. VMware vSphere 6.0, 6.5, 6.7;
 - v. Commvault;
 - vi. Microsoft SQL Server 2008 R2, 2012, 2014, 2016, 2017;
 - vii. HP Servers and 3Par Storage;
 - viii. Cisco networking switches and routers involving multi-VLAN and segregated networks; Brocade, Aruba;
 - ix. WatchGuard Firewalls;



- x. Kemp Load Balancer;
- xi. Microsoft Active Directory (AD);
- xii. Virtual Private Networks (VPN) capabilities;
- xiii. Microsoft Distributed File System Replication (DFS-R);
- xiv. Blackberry Enterprise Server; and
- xv. Other relevant technologies.

4.6 Upon the issuance of Priority Issue Resolution type TAs, the Contractor and its resources must provide, but are not limited to, the following:

- i. The System Administrator resources must familiarize themselves with the OSGG IT infrastructure, major systems and operational priorities;
- ii. Investigate identified problem areas and provide recommendations for resolution, including, but not limited to, required level of effort, technical requirements and operational impact;
- iii. Schedule and plan activities;
- iv. Execute resolution activities as required in order to minimize impact to the OSGG staff, risk of data loss and system downtime;
- v. Post implementation solution documentation and revised as-built documentation, as appropriate; and
- vi. Stand-by support for post implementation issues resolution as deemed necessary by the OSGG, based on the scope of the activities undertaken.

4.7 Upon the issuance of an Ongoing IT Support type TA, the Contractor and its resources may be required to provide the following:

- i. Resolve complex problems on an “as and when required” basis;
- ii. Provide specialized expertise to compliment the OSGG IT team;
- iii. Respond to urgent support issues;
- iv. Support new and existing IT initiatives;
- v. Provide expert advice and guidance;
- vi. Provide documentation and knowledge transfer;
- vii. Provide on-call emergency support 24 x 7 during periods of high demand, with a response time of one (1) hour. Planned on-call requirements will be scheduled in advance and will be based on one-week periods beginning Fridays at 5 p.m.

4.8 All final documentation submitted during the engagement will be reviewed by at least one other resource for quality, accuracy and completeness. Dependent on the complexity of a task, number of resources involved and OSGG policy, additional documentation, meetings, processes and reports may be required and will be followed as agreed.

4.9 Regular and Impromptu quality reviews will be conducted by the assigned Technical Architect in association with the OSGG.

5.0 LOCATION OF WORK

5.1 The Contractor’s resources will perform most of the work off-site by remote access (Citrix) or over the phone.

5.2 Work on-site may be required for implementing project or emergency support.



5.3 The Contractor and its resources must be available to attend on-site meetings at Rideau Hall, 1 Sussex Drive, Ottawa, Ontario.

6.0 CLIENT SUPPORT

6.1 The OSGG will provide a network account and a workstation to conduct all activities pertaining to the OSGG IT infrastructure when on-site. Contractor's laptops must not be used to connect directly to the OSGG network through VPN.

6.2 Documentation covering the following topics will be provided at contract award:

- i. Network and systems diagrams;
- ii. Application, virtual machine and storage configuration details;
- iii. Device names and IP addresses;
- iv. Access credentials;
- v. Documentation templates;
- vi. Service Level Agreements;
- vii. Disaster recovery and business continuity plans; and
- viii. Other relevant technical documentation.

6.2.1 It is anticipated that efforts during the contract period will assist in further developing some of these documents.

7.0 TRAVEL

7.1 There are no travel provisions applicable to this contract.

8.0 LANGUAGE OF WORK

8.1 Work will be performed and delivered in English only.

ANNEX B - BASIS OF PAYMENT

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the Contract and each Task Authorization, if applicable.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included, and GST/HST extra, where applicable.

Definition of a Day/Proration: A day is defined as 7.5 hours exclusive of meal breaks. Payment will be for days actually worked with no provision for annual leave, statutory holidays and sick leave. Time worked ("Days worked", in the formula below) which is less than a day will be prorated to reflect actual time worked in accordance with the following formula:

$$\text{Days_worked} = \frac{\text{Hours_Worked}}{7.5_hours_per_day}$$

OVERTIME WORK

All proposed personnel must be available to work outside normal office hours during the duration of the Contract. No overtime charges will be authorized under this Contract.

A – Contract Period (From 1 April 2020 to March 31, 2021)

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

The Contractor will be paid all-inclusive per diem rates as follows:

Item No.	DESCRIPTION	Quoted All-Inclusive (in Cdn \$)
ON-GOING IT SUPPORT AND PRIORITY ISSUE RESOLUTION		
1.	Stream 3, IM/IT Services, I.9 System Administrator, Level 3	Per Diem Rate
1a	Resource Name:	
1b	Resource Name:	
1c	Resource Name:	
1d	Resource Name:	
1e	Resource Name:	
2.	Stream 3, IM/IT Services, I.10 Technical Architect, Level 3	
2a	Resource Name:	
2b	Resource Name:	



B – Option to Extend the Term of the Contract

Subject to the exercise of the Contract option, the Contractor will be paid the following firm all-inclusive per diem rates/hourly rates for work performed pursuant to this Contract, in accordance with Annex A, during the extended period of the Contract. Applicable taxes are extra.

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

Option Period 1 (From April 1, 2021 to March 31, 2022)

Item No.	DESCRIPTION	Quoted All-Inclusive (in Cdn \$)
ON-GOING IT SUPPORT AND PRIORITY ISSUE RESOLUTION		
1.	Stream 3, IM/IT Services, I.9 System Administrator, Level 3	Per Diem Rate
1a	Resource Name:	
1b	Resource Name:	
1c	Resource Name:	
1d	Resource Name:	
1e	Resource Name:	
2.	Stream 3, IM/IT Services, I.10 Technical Architect, Level 3	
2a	Resource Name:	
2b	Resource Name:	

Option Period 2 (From April 1, 2022 to March 31, 2023)

Item No.	DESCRIPTION	Quoted All-Inclusive (in Cdn \$)
ON-GOING IT SUPPORT AND PRIORITY ISSUE RESOLUTION		
1.	Stream 3, IM/IT Services, I.9 System Administrator, Level 3	Per Diem Rate
1a	Resource Name:	
1b	Resource Name:	
1c	Resource Name:	
1d	Resource Name:	
1e	Resource Name:	
2.	Stream 3, IM/IT Services, I.10 Technical Architect, Level 3	
2a	Resource Name:	
2b	Resource Name:	



Option Period 3 (From April 1, 2023 to March 31, 2024)

Item No.	DESCRIPTION	Quoted All-Inclusive (in Cdn \$)
ON-GOING IT SUPPORT AND PRIORITY ISSUE RESOLUTION		
1.	Stream 3, IM/IT Services, I.9 System Administrator, Level 3	Per Diem Rate
1a	Resource Name:	
1b	Resource Name:	
1c	Resource Name:	
1d	Resource Name:	
1e	Resource Name:	
2.	Stream 3, IM/IT Services, I.10 Technical Architect, Level 3	
2a	Resource Name:	
2b	Resource Name:	

Option Period 4 (From April 1, 2024 to March 31, 2025)

Item No.	DESCRIPTION	Quoted All-Inclusive (in Cdn \$)
ON-GOING IT SUPPORT AND PRIORITY ISSUE RESOLUTION		
1.	Stream 3, IM/IT Services, I.9 System Administrator, Level 3	Per Diem Rate
1a	Resource Name:	
1b	Resource Name:	
1c	Resource Name:	
1d	Resource Name:	
1e	Resource Name:	
2.	Stream 3, IM/IT Services, I.10 Technical Architect, Level 3	
2a	Resource Name:	
2b	Resource Name:	



ANNEX C - SECURITY REQUIREMENTS CHECK LIST

COMMON-PS-SRCL#19



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
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COMMON-PS-SRCL#19

Contract Number / Numéro du contrat
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

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

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

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
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COMMON-PS-SRCL#19



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

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

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



ANNEX D - TASK AUTHORIZATION FORM



Task Authorization Autorisation de tâche		Contract Number – Numéro du contrat	
Contractor's Name and Address – Nom et l'adresse de l'entrepreneur		Task Authorization (TA) No. – N° de l'autorisation de tâche (AT)	
		Title of the task, if applicable – Titre de la tâche, s'il y a lieu	
For Revision only – Aux fins de révision seulement			
TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimative de la tâche (Taxes applicables en sus) avant la révision	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu	
	\$	\$	
Start of the Work for a TA: Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.		Début des travaux pour l'AT: Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.	
Required Work: – Travaux requis :			
Task Description of the Work required – Description de tâche des travaux requis		See Attached – Ci-joint <input type="checkbox"/>	
Period of Services – Période visée pour la prestation des services			
From: – Du :		To: – Au :	
Cost of Task – Coût de la tâche			
Category and Level of Personnel Personnel – Catégorie et niveau	Pier Diem Rate Taux quotidien	No. of Days to Perform the Task/Work Nombre de jours requis pour effectuer la tâche ou le travail	Total – Total
	\$		\$
	\$		\$
Subtotal – Sous-total			\$
Applicable Taxes – Taxes applicable			\$
Total - Total			\$
Authorization(s) – Autorisation(s)			
By signing this TA, the authorized client and (or) the Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.		En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante atteste(nt) que le contenu de cette AT respecte les conditions du contrat.	
The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the Contracting Authority for authorization.		La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante pour autorisation.	
Name and title of authorized client – Nom et titre du client autorisé à signer			
Signature		Date	
Name of Contracting Authority, if required – Nom de l'autorité contractante, si nécessaire			
Signature		Date	
Contractor's Signature – Signature de l'entrepreneur			
Name and title of individual authorized – to sign for the Contractor Nom et titre de la personne autorisée à signer au nom de l'entrepreneur			
Signature		Date	



ATTACHMENT 3.1

BID SUBMISSION FORM

BID SUBMISSION FORM	
Bidder's full legal name	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003] <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>	
Jurisdiction of Contract: Province or territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
	Is the Bidder a FPS who received a lump sum payment under the terms of the Work Force Adjustment Directive? Yes ____ No ____



	If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"	
<p>Security Clearance Level of Bidder [include both the level and the date it was granted]</p> <p><i>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</i></p>		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its proposed resources able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
<p>Signature of Authorized Representative of Bidder</p>		

ATTACHMENT 4.1 - BID EVALUATION CRITERIA

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

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

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-compliant and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria (MT)				
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder* will be considered.				
*“Bidder” means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.				

Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal
MT1	The Bidder must propose up to five (5) resources, classified under TBIPS Stream 3 IM/IT Service, I.9 System Administrator , Level 3 with 10+ years of experience.			
MT2	The Bidder must propose two (2) senior resources classified under TBIPS Stream 3 IM/IT Service, I.10 Technical Architect , Level 3 with 10+ years of experience.			
MT3	A minimum of two (2) proposed Technical Architect resources must each have a minimum of two (2) project experience, within the past twelve (12) months, deploying, configuring and troubleshooting the following: <ul style="list-style-type: none"> i. WatchGuard XTM appliances ii. HP Modular Smart Arrays (MSA) iii. 3Par 8200 Storage Array 			



Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal
	<ul style="list-style-type: none"> iv. Cisco networking switches and routers involving multi-VLAN and segregated networks; Brocade , Aruba v. Microsoft Server 2012, 2016, 2019 vi. Microsoft Active Directory vii. Microsoft Distributed File System Replication (DFS-R) viii. Microsoft Exchange 2016 and 2019 ix. Microsoft SQL Server 2008 R2, 2012, 2014, 2016, 2017 x. Blackberry Enterprise Server xi. VMware vSphere v6x xii. Writing Powershell scripts for server platforms xiii. Server-based environments exceeding 200 users- HP rack-dense servers xiv. Network protocols, including Transmission Control Protocol (TCP), User Datagram Protocol (UDP), Internet Control Message Protocol (ICMP), Domain Network System (DNS) protocol, and Transmission Control Protocol / Internet Protocol (TCP/IP). 			
MT4	<p>The Bidder must, at time of bid closing:</p> <ul style="list-style-type: none"> i. Hold a valid Facility Security Clearance at Level of Secret; and ii. Each of the proposed resources must hold a valid personnel security screening clearance at the level of Secret. 			



Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal
	<p>The security clearance must be granted or approved by the Canadian and International Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC) and valid for the duration of the contract.</p> <p>The Bidder must provide the following details in its bid:</p> <ul style="list-style-type: none"> a) Full Name of individuals as it appears on the security application form; b) Level of security clearance obtained; c) Validity period of security clearance obtained; d) Security Screening Certificate and/or Briefing Form File number, and e) Facility Security Clearance certificate number 			
<p>MT5</p>	<p>The Bidder's proposed System Administrator resources holds at least one (1) of qualifications in meeting the following certification requirement:</p> <ul style="list-style-type: none"> i. Aruba Certified ClearPass Professional (ACCP), and/or ii. WatchGuard Network Security Essentials <p>Note: Copy of the certification must be provided with proposal at bid closing.</p>			
<p>MT6</p>	<p>The Bidder must provide three (3) references for each of the proposed Technical Architect resources, where similar services were provided within the past 3 years.</p> <p>Each reference must contain the following information:</p>			



Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal
	i. The name of the client organization; ii. The Project Authority, name, title, phone number; iii. Brief description of the services; iv. The start and end date of the work.			

1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

<p>Point Rated Technical Criteria (RT)</p> <p>For the purpose of the point rated technical criteria specified below the experience of the Bidder* will be considered.</p> <p>*"Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.</p> <p>General</p> <p>The bidder must propose up to 5 resources for the System Administrator category. Note that for the point rated evaluation, only two (2) of the proposed resources will be evaluated against each of the criteria. Should the Bidder provide reference to more than two (2) resources per criteria, only two (2) will be evaluated in the order they are presented.</p> <p>The bidder may respond to each of the rated criteria demonstrating experience of any of the proposed resources. Only 2 proposed resources experience per criterion will be evaluated.</p>

Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)	Cross Reference to Proposal
RT1	The Bidder should clearly demonstrate that a minimum of 2 of the proposed System Administrator resources possess recent work experience, within the past twelve (12) months, providing ad-hoc IT support services to government	1 point per resource with recent experience in last 9 to 12 months 3 points per resource with recent	Maximum 10 points Minimum 6 points	



Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)	Cross Reference to Proposal
	organizations under 500 users.	<p>experience in last 5 to 8 months</p> <p>5 points per resource with recent experience in last 1 to 4 months</p>		
RT2	The Bidder should provide a minimum of 2 reference organizations who can attest that the Bidder has provided ad-hoc (outside standard business hours, of 8 a.m. – 5 p.m. EST) IT support services to organizations under 500 users within the past twelve (12) months. At least 1 reference must be from a federal government organization.	4 points per client reference up to a maximum of 5 client references.	<p>Maximum 20 points</p> <p>Minimum 8 points</p>	
RT3	The Bidder should clearly demonstrate that a minimum of 2 of the proposed System Administrator resources possess recent experience, within the past twelve (12) months, working as part of a team.	<p>1 point per resource with recent experience in last 9 to 12 months</p> <p>3 points per resource with recent experience in last 5 to 8 months</p> <p>5 points per resource with recent</p>	<p>Maximum 10 points</p> <p>Minimum 2 points</p>	



Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)	Cross Reference to Proposal
		experience in last 1 to 4 months		
RT4	<p>The Bidder should clearly demonstrate that a minimum of 2 of the proposed System Administrator resources possess recent experience, within the past twelve (12) months, working with the following appliances:</p> <ul style="list-style-type: none"> i. WatchGuard XTM ; and ii. M-Series appliances 	<p>3 points per appliance per resource in the last 7 to 12 months</p> <p>5 points per appliance per resource in the last 1 to 6 months</p>	<p>Maximum 20 points</p> <p>Minimum 12 points</p>	
RT5	<p>The Bidder should clearly demonstrate that a minimum of 2 of the proposed Technical Architect resources possess recent experience, within the past twelve (12) months, working with all of the following hardware:</p> <ul style="list-style-type: none"> i. HPE 3Par 8200 SAN ii. Cisco switches iii. HP rack-dense servers 	<p>3 points per hardware, per resource in the last 7 to 8 months</p> <p>5 points per hardware, per resource in the last 1 to 6 months</p>	<p>Maximum 30 points</p> <p>Minimum 18 points</p>	
RT6	<p>The Bidder should clearly demonstrate that a minimum of 2 of the proposed Technical Architect resources possess recent experience, within the past twelve (12) months, working with On-Premise and Cloud-</p>	<p>1 point per software, per resource in the last 7 to 12 months</p> <p>5 points per software, per resource in the last 1 to 6 months</p>	<p>Maximum 90 points</p> <p>Minimum 18 points</p>	



Number	Point Rated Technical Criterion	Bid Preparation Instructions	Weighting (Points)	Cross Reference to Proposal
	<p>based services with all of the following software:</p> <ul style="list-style-type: none"> i. Microsoft Azure ii. Microsoft Teams iii. Microsoft Server 2012, 2016 and 2019 iv. Microsoft Active Directory v. Microsoft Distributed File System Replication (DFS-R) vi. Microsoft Exchange 2016 vii. Microsoft SQL Server 2008 R2, 2012, 2014, 2016, 2017 viii. Blackberry Enterprise Server v5 and v10 ix. VMware vSphere 6.0, 6.5, 6.7 			
<p>RT7</p>	<p>The Bidder should clearly demonstrate that at least one (1) of the proposed Technical Architect resources has recent experience, within the past twelve (12) months, working with implementing HPE Aruba wireless solutions.</p>	<p>0 points no experience</p> <p>10 points per software, per resource in the last 12 months</p>	<p>Maximum 10 points</p> <p>Minimum 0 points</p>	
<p>Total Rated Points</p>			<p>Maximum 190 Minimum 64</p>	



ATTACHMENT 4.2: PRICING SCHEDULE

1.0 FINANCIAL BID RESPONSE

1.1 In respect of the “Estimated Number of Days” listed below in (C*) the estimated number of days is for evaluation purposes only during the solicitation process and does not represent a commitment of the future usage.

INITIAL CONTRACT PERIOD: FROM APRIL 1ST, 2020 TO MARCH 31, 2021				
A	B	C	D	E
Resource Category and Proposed Resource Name	Level of Expertise	Estimated No. of Days	Firm Per Diem Rate	Total Cost C x D
I9-System Administrator	3	70	\$_____	\$_____
I10-Technical Architect	3	25	\$_____	\$_____
Total Cost				\$_____

OPTION PERIOD 1: APRIL 1, 2021 TO MARCH 31, 2022				
A	B	C	D	E
Resource Category and Proposed Resource Name	Level of Expertise	Estimated No. of Days	Firm Per Diem Rate	Total Cost C x D
I9-System Administrator	3	70	\$_____	\$_____
I10-Technical Architect	3	25	\$_____	\$_____
Total Cost				\$_____

OPTION PERIOD 2: APRIL 1, 2022 TO MARCH 31, 2023				
A	B	C	D	E
Resource Category and Proposed Resource Name	Level of Expertise	Estimated No. of Days	Firm Per Diem Rate	Total Cost C x D
I9-System Administrator	3	50	\$_____	\$_____
I10-Technical Architect	3	20	\$_____	\$_____
Total Cost				\$_____



OPTION PERIOD 3: APRIL 1, 2023 TO MARCH 31, 2024				
A	B	C	D	E
Resource Category and Proposed Resource Name	Level of Expertise	Estimated No. of Days	Firm Per Diem Rate	Total Cost C x D
I9-System Administrator	3	50	\$_____	\$_____
I10-Technical Architect	3	10	\$_____	\$_____
Total Cost				\$_____

OPTION PERIOD 4: APRIL 1, 2024 TO MARCH 31, 2025				
A	B	C	D	E
Resource Category and Proposed Resource Name	Level of Expertise	Estimated No. of Days	Firm Per Diem Rate	Total Cost C x D
I9-System Administrator	3	30	\$_____	\$_____
I10-Technical Architect	3	10	\$_____	\$_____
Total Cost				\$_____

TOTAL BID PRICE:

TOTAL BID PRICE	
	Total Cost
INITIAL CONTRACT PERIOD:	\$_____
OPTION PERIOD 1:	\$_____
OPTION PERIOD 2:	\$_____
OPTION PERIOD 3:	\$_____
OPTION PERIOD 4:	\$_____
SUBTOTAL ALL PERIODS:	\$_____
HST	\$_____
TOTAL BID PRICE:	\$_____

Prices **MUST** appear in the **FINANCIAL BID** only. Prices must not be indicated in any other section of the bid.



ATTACHMENT 5.1 - CERTIFICATIONS

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. Furthermore, the Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization.

Print name of authorized individual & sign above

Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

Print name of authorized individual & sign above

Date

3. CERTIFICATION OF STATUS OF PERSONNEL

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

Print name of authorized individual & sign above

Date



4. CERTIFICATION OF LANGUAGE

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date