



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Public Works and Government Services Canada  
Canada Place/Place du Canada  
10th Floor/10e étage  
9700 Jasper Ave/9700 ave Jasper  
Edmonton  
Alberta  
T5J 4C3  
Bid Fax: (780) 497-3510

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government Services Canada**

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

**Proposition aux: Travaux Publics et Services Gouvernementaux Canada**

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

**Comments - Commentaires**

<b>Title - Sujet</b> IT Services CFB Moose Jaw	
<b>Solicitation No. - N° de l'invitation</b> W0121-19DZ14/A	<b>Date</b> 2020-02-19
<b>Client Reference No. - N° de référence du client</b> W0121-19DZ14	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EDM-607-11803	
<b>File No. - N° de dossier</b> EDM-9-42140 (607)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-03-31</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Mountain Daylight Saving Time MDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Jenkinson, Lorraine	<b>Buyer Id - Id de l'acheteur</b> edm607
<b>Telephone No. - N° de téléphone</b> (587) 337-2458 ( )	<b>FAX No. - N° de FAX</b> (780) 497-3510
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATIONAL DEFENCE CFB MOOSEJAW BUILDING 64 MOOSEJAW Saskatchewan S6H7Z8 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Public Works and Government Services Canada  
Canada Place/Place du Canada  
10th Floor/10e étage  
9700 Jasper Ave/9700 ave Jasper  
Edmonton  
Alberta  
T5J 4C3

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

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**TITLE: INFORMATION MANAGEMENT AND TECHNOLOGY SERVICES**

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, and any other annexes.

### **1.2 Summary**

- 1.2.1 Department of National Defence, 15 Wing Moose Jaw, SK, has a requirement for the provision of IT and Audio visual functions. This includes maintaining a master data base of items tracked by location related to IM & IT, as well identification and recording of the IT configuration, routine communication with users and control and coordination of incidents, problems, and changes of Wing Telecommunications Information Systems (WTIS) Section at 15 Wing Moose Jaw, Saskatchewan, Canada.

The performance of work involves the assessment, planning, designing, development, installation and service support of computer networks ranging from Local Area Network (LAN, Individual networks within the Wing) to Wide Area Networks (WAN, Cumulative LANs which make up the 15 Wing WAN) requiring the services of Information Technology (IT) professionals in fields of Service/Help Desk Support Services, Audio/Visual Services, Network Administration, Computer Maintenance, Programmer/Webmaster. Contractor is responsible for personnel administration and supervision.

It is anticipated the contract will be effective for two (2) years from the date of award, plus two (2), one-year irrevocable options allowing Canada to extend the term of the contract.

- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3 The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.

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1.2.4 This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

### 1.3 Debriefings

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

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

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

- Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 120 days

### 2.2 Submission of Bids

Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation:

<b>Bid Receiving Unit (BRU):</b>	Western Region
<b>Physical delivery address:</b>	Bid Receiving Public Works and Government Services Canada Canada Place, Suite 1000 9700 Jasper Avenue Edmonton AB, T5J 4C3
<b>epost Connect service email address:</b>	<a href="mailto:ROReceptionSoumissions.WRBidReceiving@tpsgc-pwgsc.gc.ca">ROReceptionSoumissions.WRBidReceiving@tpsgc-pwgsc.gc.ca</a>
<i>(Bids/Offer will be not be accepted if emailed directly to this email address. This email address is to be used to open an ePost Connect conversation, as detailed in Standard Instructions <a href="#">2003</a>, or to send bids through an ePost Connect message if the bidder is using its own licensing agreement for ePost Connect.)</i>	
<b>Bid facsimile number:</b>	(780) 497-3510

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## 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, 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.

### 2.3.1 Definitions

For the purposes of this clause,

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

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

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

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [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.

### 2.3.2 Former Public Servant in Receipt of a Pension

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 FPSs in receipt of a pension, as applicable:

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

By providing this information, 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 websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### 2.3.3 Work Force Adjustment Directive

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:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;

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

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

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

All enquiries must be submitted in writing to the Contracting Authority no later than FIVE (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

#### **2.5 Applicable Laws**

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

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

#### **2.6 Improvement of Requirement During Solicitation Period**

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 reason 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 at least EIGHT (8) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

#### **2.9 Basis for Canada's Ownership of Intellectual Property**

The Department of National Defence has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds: the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software;

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

- If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:
  - Section I: Technical Bid (1 hard copy or 1 facsimile copy)
  - Section II: Financial Bid (1 hard copy or 1 facsimile copy)
  - Section III: Certifications (1 hard copy or 1 facsimile copy)
  - Section IV: Additional Information (1 hard copy or 1 facsimile copy)
- If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.
- Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- Canada requests that bidders follow the format instructions described below in the preparation of hard copy of their bid:
  - (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (b) use a numbering system that corresponds to the bid solicitation.
- In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573). To assist Canada in reaching its objectives, bidders should:
  - 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
  - 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

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

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work. Bidders should describe their capability and experience, the project management team and provide client contact(s).

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that

Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical bid should include the following:

- (a) Annex G - Bidders are requested to include the completed Annex G with their bid.
- (b) Résumés for Proposed Resources: the technical bid should include résumés for the resources identified in the bid solicitation that 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 résumés and resources:
  - (i) No more than three (3) résumé(s) may be submitted per required Category of Personnel.
  - (ii) 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. For educational requirements for a particular degree, designation or certificate, the Evaluators will only consider educational programs that were successfully completed by the resource by the time of bid closing.
  - (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's governing body throughout the evaluation and Contract Period.
  - (iv) For work experience, the Evaluators will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
  - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, the Evaluators will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date).
  - (vi) For work experience to be considered by the Evaluators, the résumé 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. The Bidder should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.

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

- 3.1.2.1** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of applicable taxes must be shown separately.

The Bidder must provide firm, all inclusive, per diem rates for the Categories of Personnel being proposed in accordance with the bid solicitation, which may include an initial contract period and option periods.

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.

#### **3.1.2.2 Electronic Payment of Invoices – Bid**

*The Bidder must complete Annex "F" - Electronic Payment Instruments to identify which electronic payment instruments they are willing to accept.*

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

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

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

### 3.1.2.3 Exchange Rate Fluctuation

C3011T (2013-11-06), Exchange Rate Fluctuation

### 3.1.3 Section III: Certifications

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

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### 4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex "G".

#### 4.1.2 Financial Evaluation

- a) The financial evaluation will be conducted by calculating the Total Bid Price in accordance with the Basis of Payment, Annex "B".
- b) Calculation of Total Bid Price:
  - (i) For each Category of Personnel: each Firm Per Diem Rate [A] will be multiplied by the Number of Days [B] and the Est. Usage [C] to reach a Total [AxBxC].
  - (ii) For the Contract Period and each option year: the Total of each category will be added together to obtain a Total Estimated Cost.
  - (iii) The Total Estimated Cost the Contract Period and each option year will be added together to obtain the Total Bid Price.
- c) SACC Manual Clause A0220T (2014-06-26), Evaluation of Price-Bid

### 4.2 Basis of Selection - Minimum Point Rating

- 4.2.1 To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum points from the technical evaluation criteria for each of the five (5) requested categories of personnel listed herein.
    - (i) Service Desk Technician
      - Qualified candidate: minimum score of 31 points,

- 
- Entry-Level candidate: minimum score of 20 points;
- (ii) B. Audio Visual Technician
- Qualified candidate: minimum score of 19 points,
  - Entry-Level candidate: minimum score of 10 points
- (iii) C. Network Administrator: minimum score of 33 points;
- (iv) D. Computer Maintenance Technician
- Qualified candidate: minimum score of 35 points,
  - Entry-Level candidate: minimum score of 25 points; and,
- (v) E. Webmaster: minimum score of 20 points.
- 4.2.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

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

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### 5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

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

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

### 5.2 Certifications Precedent to Contract Award and Additional Information

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

#### 5.2.1 Integrity Provisions – Required Documentation

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

#### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Annex "E" titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### **5.2.3 Additional Certifications Precedent to Contract Award**

#### **5.2.3.1 Status and Availability of Resources**

The Bidder certifies that, should it be 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. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, 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.

#### **5.2.3.2 Education and Experience**

*SACC Manual* clause [A3010T \(2010-08-16\)](#), Education and Experience

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

### **6.1 Security Requirements**

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

- (a) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must have an Enhanced Reliability clearance;
- (b) 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 Before award of a contract, the following conditions must be met:

- 
- (a) the Bidder must hold or be in the process of obtaining a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- 6.1.3 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- 6.1.4 For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## 6.2 Financial Capability

SACC Manual clause [A9033T \(2012-07-16\)](#),

## 6.3 Insurance Requirements - Proof of Availability Prior to Contract Award

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

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

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" and the technical portion of the Contractor's bid entitled \_\_\_\_\_, dated \_\_\_\_\_.

### 7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### 7.2.1 General Conditions

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

#### 7.2.2 Supplemental General Conditions

The following Supplemental General Conditions apply to and form part of the Contract:

- a) [4002 \(2010-08-16\)](#), Software Development or Modification Services

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- b) [4003 \(2010-08-16\)](#), Licensed Software
- c) [4004 \(2013-04-25\)](#), Maintenance and Support Services for Licensed Software
- d) [4007 \(2010-08-16\)](#), Canada to Own Intellectual Property Rights in Foreground Information.

### 7.3 Security Requirements

**7.3.1** The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

#### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No W0121-19-DZ14**

- 7.3.1.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Contract Security Program (CSP) of the Industrial Security Sector (ISS), Public Works and Government Services (PWGSC).
- 7.3.1.2 The Contractor/Offeror personnel requiring access to **CLASSIFIED/PROTECTED** information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **SECRET**, granted or approved by the CSP/ISS/PWGSC.
- 7.3.1.3 The Contractor/Offeror **MUST NOT** remove any **CLASSIFIED/PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- 7.3.1.4 Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of the CSP/ISS/PWGSC.
- 7.3.1.5 The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex "B";
  - b) *Industrial Security Manual* (Latest Edition).

### 7.4 Term of Contract

#### 7.4.1 Period of the Contract

The Work is to be performed during the period of 2020-05-01 to 2022-04-30.

#### 7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one year periods under the same terms and conditions (Period 1: 2022-05-01 to 2023-04-30; Period 2: 2023-05-01 to 2024-04-30). The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least sixty (60) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### 7.5 Authorities

#### 7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Lorraine Jenkinson  
Procurement Specialist  
Procurement Branch, Western Region  
Public Services and Procurement Canada  
Canada Place, Suite 1000  
9700 Jasper Avenue

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Edmonton AB, T5J 4C3

Telephone: 587-337-2458  
Facsimile: 780-497-3510  
Email address: [lorraine.jenkinson@pwgsc-tpsgc.gc.ca](mailto:lorraine.jenkinson@pwgsc-tpsgc.gc.ca)

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

### 7.5.2 Technical Authority

The Technical Authority for the Contract is:

***(To be named in the Contract.)***

The Technical Authority named above 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 Technical 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.

### 7.5.3 Procurement Authority

The Procurement Authority for the Contract is:

***(To be named in the Contract.)***

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

### 7.5.3 Contractor's Representative

Name:	_____
Title:	_____
Organization:	_____
Telephone:	_____
Facsimile:	_____
E-mail address:	_____

### 7.6 Proactive Disclosure of Contracts with Former Public Servants

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

### 7.7 Payment

#### 7.7.1 Basis of Payment: Cost reimbursable – Limitation of expenditure

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The Contractor will be paid for its costs reasonably and properly incurred in the performance of the Work, and profit in accordance with the Basis of payment in Annex "B", to a limitation of expenditure of \$\_\_\_\_\_ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

### 7.7.2 Limitation of Expenditure

7.7.2.1 Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are \_\_\_\_\_ included and Applicable Taxes are extra.

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

- a. when it is 75% committed, or
- b. four months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

7.7.2.3 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.

### 7.7.3 Monthly Payment

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

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

### 7.7.4 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

C2000C (2007-11-30), Taxes - Foreign-based Contractor

C2002C (2010-01-11), Duties and Taxes - Foreign-based Contractor - State of California

### 7.7.5 Time Verification

C0710C (2007-11-30), Time and Contract Price Verification

C0711C (2008-05-12), Time Verification

### 7.7.6 Overtime

The Contractor must not perform any overtime under the Contract unless authorized in advance and in writing by the Technical Authority. Any request for payment must be accompanied by a copy of the overtime authorization and a report containing the details of the overtime performed pursuant to the written authorization.

### 7.7.7 Electronic Payment of Invoices – Contract

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*Contracting officers must reproduce below, the information from Annex "F" - Electronic Payment Instruments, in which were identified electronic payment instruments accepted by the Contractor and renumber accordingly.*

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

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

## 7.8 Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract.

7.8.2 Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 7.9 Certifications and Additional Information

### 7.9.1 Compliance

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

### 7.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

## 7.10 Applicable Laws

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

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## 7.11 Priority of Documents

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

- a) the Articles of Agreement;
- b) the supplemental general conditions:
  - (i) 4002 (2010-08-16), Software Development or Modification Services
  - (ii) 4003 (2010-08-16), Licensed Software, apply to and form part of the Contract
  - (iii) 4004 (2013-04-25, Maintenance and Support Services for Licensed Software
  - (iii) 4007 (2010-08-16), Canada to Own Intellectual Property Rights in Foreground Information;
- c) the general conditions **2035** (2015-07-03), General Conditions - Higher Complexity – Services;
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirements Check List;
- g) Annex D, Insurance Requirements;
- h) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*"), as clarified on \_\_\_\_\_ " **or** ", as amended on \_\_\_\_\_ " *and insert date(s) of clarification(s) or amendment(s)*).

## 7.12 Defence Contract

SACC Manual clause [A9006C \(2012-07-16\)](#), Defence Contract

## 7.13 SACC Manual clauses

[A2000C \(2006-06-16\)](#), Foreign Nationals (Canadian Contractor)  
**OR**  
[A2001C \(2006-06-16\)](#), Foreign Nationals (Foreign Contractor)  
[A9062C \(2011-05-16\)](#), Canadian Forces Site Regulations

## 7.14 Insurance - Specific Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 7.15 Limitation of Liability - Information Management/Information Technology

- 7.15.1 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

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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 section, even if it has been made aware of the potential for those damages.

#### 7.15.2 First Party Liability:

- a. 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.
- b. The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- c. 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.
- d. 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 (a) above.
- e. The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
  - i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including 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 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block 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.

In any case, the total liability of the Contractor under paragraph (e) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00.

- f. 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 back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

#### 7.15.3 Third Party Claims:

- a. 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

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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.

- b. 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 (a), 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.
- c. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

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**ANNEX "A" - STATEMENT OF WORK**  
**INFORMATION MANAGEMENT AND TECHNOLOGY SERVICES**

**1. BACKGROUND**

15 Wing Moose Jaw has 4 full time, Department of National Defence (DND) employees to administer services for information management and technology for the 15 Wing area of responsibility (AOR). The performance of work involves the assessment, planning, designing, development, installation and service support of computer networks ranging from Local Area Network (LAN, Individual networks within the Wing) to Wide Area Networks (WAN, Cumulative LANs which make up the 15 Wing WAN) requiring the services of Information Technology (IT) professionals in fields of Service/Help Desk Support Services, Audio/Visual Services, DND Network Administration, Computer Maintenance, Programmer/Webmaster.

DND employees must have the opportunities to develop specialized skills through formal and on the job training. However, contracted services provide stability and flexibility for the provision of all Information Technology (IT) and audio visual functions in nature. This includes but is not limited to maintaining a master data base of items tracked by location related to IT assets, as well identification and recording of the IT configuration, routine communication with users and control and coordination of incidents, problems, and changes of Wing Telecommunications Flight (WTelecom) within the 15 Wing area of responsibility (AOR). The 15 Wing AOR consists of other DND regional units (RUs) located at Moose Jaw, Regina and Saskatoon.

**2. LOCATION FOR PROVISION OF REQUIRED SERVICES**

Department of National Defense: On-site support will be provided to 15 Wing, Moose Jaw and Regina RU's. Remote support if required will be provide to Saskatoon RU's.

The Telecom Flight work day is from 0730 – 1600 with a one (1) hour lunch break. The Telecom Service Desk will be open from 0730-1200 & 1300-1600.

Christmas Break: Department of National Defence 15 Wing Moose Jaw will be shut down for the Christmas break approximately 14 days and contractor services will not be required, exact dates will be promulgated no later than 15th of November of the respective year.

**3. OVERTIME**

All proposed personnel must be available to work outside of normal business hours during the duration of the contract.

The Contractor must not perform any overtime under the Contract unless authorized in advance and in writing by the Technical Authority, or delegated representative. Any request for payment must be accompanied by a copy of the overtime authorization and a report containing the details of the overtime performed pursuant to the written authorization. TA verbal authorization is permitted, and the overtime documentation must be completed the next working day.

**4. LANGUAGE REQUIREMENTS**

English Essential

**5. EMPLOYEE/EMPLOYER RELATIONSHIP**

Service contract must not provide grounds for the establishment of an employer-employee relationship between the Contractor and Canada.

The Contractor is responsible for their personnel administration and supervision.

## 6. TECHNICAL ENVIRONMENT

The technical environment consists of both hardware and software, within the 15 Wing area of responsibility. The technical hardware environment consists of, but is not limited to, various models and brands of computers, laptops, monitors, printers, wireless devices and peripheral equipment such as switch boxes, card readers, test equipment, photographic equipment, uninterruptible power supplies (UPS's), and battery chargers.

Software categories consist of, but not limited to:

Compression Software, PDF Read, Convert and Manipulation Software, Web publishing and website management, Forms Creation and management Software, Utilities Software, Graphic, Photo Design and Management Software, Office Productivity Suites, Digital X-Ray Software (Dental), Aircraft Maintenance and Management Software, Computer Aided Design Creation, Manipulation Software, Blackberry Messenger Software, Browser Software, Information Management Systems Software, Web Applications Software, Educational Software, Security Systems Software, Programming Languages, Operating Systems, Audio Visual Interactive Display Software and Remote Access Gateway.

## 7. SCOPE OF WORK

### 7.1 Service Desk Technician

#### 7.1.1 Title:

To provide a central, on-site first point of contact for customer's IT and Telecommunication related support services.

#### 7.1.2. Security Classification:

Service Providers are required to have an Enhanced Reliability Status clearance at the date of bid closing. All service providers are required to obtain a Secret clearance upon commencement of the Contract to administer DWAN.

#### 7.1.3. Objective:

To provide an all-encompassing client interface to include but not limited to supporting the end user through call center, in person or remote services. This service desk will support IT/Telecommunication client needs within the 15 Wing area of responsibility.

#### 7.1.4 Scope of work

- a. Be first point of contact (POC) for clients with problems involving IT operations including, but not limited to computer, printer, peripheral, laptop etc.;
- b. Be first POC for clients with problems involving IT network operations;
- c. Be first POC for clients with problems involving Audio Visual operations;
- d. Be first POC for clients with problems involving mobile wireless devices, telephony and other telecommunications operations;
- e. Be first POC for clients with problems involving indoor and outdoor cabling infrastructure;
- f. Be first POC for clients with problems for any IT or Telecommunications related equipment;
- g. Be first POC for arrival and departure documentation and procedures;
- h. Issue keys to venues (classroom, theatre, conference room etc.);
- i. Issue and control loan cards for equipment including but limited to laptops, mobile wireless devices and consumables etc.;
- j. Assist and verify client documentation (i.e. in/out clearance forms, loan cards, etc.);
- k. Advise Information Systems Security Officer (ISSO) of any viruses or breaches of security as per Government of Canada security policies;

- l. Provide technical advice, education and assistance to clients;
- m. Maintain cleanliness and organization of work areas;
- n. Maintain records (memory stick log, etc.);
- o. Performance checks and configuration of Laptops before issuing to users;
- p. Monitor and Maintain the DND work order program by verifying Client Service Requests and Perform weekly historical reports;
- q. Coordination with outside agencies to deal with client requests; and
- r. Support additional or unexpected operational requirements initiated by others within the Military or Government through WTelecomO or Service Management Centers (SMC) manager.

#### 7.1.5 Reports and Deliverables:

This service is to include the completion and proper documentation of work orders, and all aspects contained within the Scope of Work.

#### 7.1.6 Government Furnished Support/Equipment/ Information:

Access to working space, telephone, computer, tools, publications and equipment required to support this service will be provided by WTelecom 15 Wing Moose Jaw. Work related transportation will be provided by DND if contactor obtains a Military DND License. Contractor will provide all Personal Protective Equipment (PPE) (i.e. safety boots, goggles, hard hats, etc.).

#### 7.1.7. Special Considerations:

Any training deemed by WTelecom to be required and only available through DND shall be at DND expense in accordance with (IAW) Treasury Board Directives. The Service Provider will be required to maintain continued service throughout the training period at the discretion of the WTelecomO. Service providers are required to adhere to all DND, Canadian Air Division and 15 Wing Orders and Policies.

#### 7.1.8. Level of Effort:

One (1) person-years provided by a Service Desk technician. (One person-year is equivalent to 254 days)

## 7.2 Audio Visual Technician

#### 7.2.1. Title:

To provide service in support of all Audio Visual (A/V) requirements within the 15 Wing area of responsibility. This will pertain to all audio visual equipment current to 15 Wing area of responsibility and any new technology procured by DND over the life of the contract.

#### 7.2.2. Security Classification:

Service Providers are required to have an Enhanced Reliability Status clearance at the date of bid closing. All service providers are required to obtain a Secret clearance upon commencement of the Contract to administer DWAN.

#### 7.2.3. Objective:

To provide all work involving, but not limited to the design, setup, coordination, operation, removal, maintenance and life cycling of audio visual systems.

**7.2.4 Scope of Work:**

- a. Support of audio, visual systems within 15 Wing Moose Jaw area of responsibility;
- b. Respond to trouble calls, as detailed by trouble call/work order system, performing onsite diagnostics of suspect hardware and/or software;
- c. Provide technical advice and operating assistance on A/V Equipment and system setups and configurations;
- d. Fault find equipment to the board level, unless under warranty;
- e. Provide technical advice, education and assistance to clients;
- f. Maintain all the A/V hardware and related components to a serviceable level and life cycle equipment in accordance with DND policy and procedures;
- g. Advise the WTelecomO on the requirements for new A/V hardware/software to optimize the use of A/V support;
- h. Act as Audio Visual Subject Matter Expert (SME);
- i. Setup, remove and support Audio Visual events such as parades (Battle of Britain, Change of Command, Remembrance Day, Mess functions, etc.), training and seminars;
- j. Maintain database of all audio and visual equipment serviceability level;
- k. Maintenance and life cycle of batteries supported by WTelecom;
- l. Support hardware, operating systems and multi-media application software;
- m. Maintain cleanliness of work areas and storage rooms; and
- n. Support additional or unexpected operational requirements initiated by others within the Military or Government through WTelecomO or SMC manager.

**7.2.5. Reports and Deliverables:**

This service is to include the completion and proper documentation of work orders, and all aspects contained within the Scope of Work.

**7.2.6. Government Furnished Support/Equipment/ Information:**

Access to working space, telephone, computer, tools, publications and equipment required to support this service will be provided by WTelecom 15 Wing Moose Jaw. Work related transportation will be provided by DND if contactor obtains a Military DND License. Contractor will provide all Personal Protective Equipment (PPE) (i.e. safety boots, goggles, hard hats, etc.).

**7.2.7. Special Considerations:**

Any training deemed by WTelecom to be required and only available through DND shall be at DND expense IAW Treasury Board Directives. The Service Provider will be required to maintain continued service throughout the training period at the discretion of the WTelecomO. Service providers are required to adhere to all DND, Canadian Air Division and Wing Orders and Policies.

**7.2.8. Level of Effort:**

One (1) person year provided by an audio visual technician. (One person year is equivalent to 254 days).

**7.3 DND Network Administrator****7.3.1 Title:**

To provide all work involving, but not limited to DND network administration services including coordination as approved by the WTelecomO with Shared Services Canada (SSC) to ensure all official DND services are provided and maintained.

### 7.3.2 Security Classification:

Service Providers are required to have an Enhanced Reliability Status clearance at the date of bid closing. All service providers are required to obtain a Secret clearance upon commencement of the Contract to administer DWAN.

### 7.3.3 Objective:

DND Network Administrator provides support for application software through the process of assessment, planning, installation and administration/maintenance for but not limited to; Defence Wide Area Network (DWAN), General Purpose Network (GPNet), Moose Jaw Internet network (MJINet), Local Area Network (LAN), individual networks within the 15 Wing area of responsibility.

### 7.3.4 Scope of Work:

The services involved are, but not limited to:

- a. Provide network software support and administration services (Logins, Passwords print queues, etc.);
- b. Audit, develop and implement procedures for network software support and administration services;
- c. Identify software requirements to improve existing networks by using system performance, user and functional testing;
- d. Prepare implementation plans for upgrading and reconfigurations of software;
- e. Evaluate new software applications on the basis of their ability to run on the network without excessive resource consumption or conflicting with other applications;
- f. Coordinate, plan and liaise with off-base or on-base contacts pertaining to the installation and ongoing support of national/local projects concerning network software applications;
- g. Provide Wireless Administration;
- h. Under the direction of WTelecomO or SMC manager IAW DND policy coordinate with SSC concerning maintenance, repairs and upgrades to the network resources;
- i. Produce and manage network backup media, and secure in local and remote storage;
- j. Install, configure, program, test and manage network software (Non-Operating Systems);
- k. Provide technical support and problem resolution services for operational software issues
- l. Forecast network software application demand, and recommend solutions to meet business requirements;
- m. Respond as detailed by DND work order system, performing on site diagnostics of suspect software problems;
- n. Provide user advisory and information services to Service Desk on network software application issues;
- o. Conduct research, evaluate, monitor, analyze, recommend and implement IT system safeguards with Wing Telecommunication Officer (WTelecomO) approval; (ensure DND is informed of all SSC Actions);
- p. Follow the direction of the WTelecomO or the SMC manager IAW DND policy in regard to Network Administration Functions;
- q. Act as technical SME for the WTelecomO or the SMC manager as it pertains to Network administration functions;
- r. In accordance with DND policy report network software issues to the WTelecomO or the SMC manager and appropriate agencies (i.e. DEFSOC);
- s. Assist national Life Cycle Material Mangers (LCMM) in support of on-Wing systems; (SSC to manage their own designated equipment IAW their procedures);
- t. Maintain knowledge of the DND clients IT requirements; (shared responsibility with SSC);
- u. Develop, design and coordinate back-up and disaster recovery plans with WTelecomO approval (shared responsibility with SSC);

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- v. Provide documentation service for network Security Authorization and Accreditation (SA&A) for software, updating records involving software and license information;
  - w. Work closely with the ISSO in order to operate, monitor and safeguard the networks as per DND security policies; (shared responsibility with SSC);
  - x. Conduct audits and scans on Network Drives for unauthorized data or cyber actions;
  - y. Working with the ISSO coordinate with SSC to Audit, develop and implement hardware and software security procedures for the networks as per DND security policies (shared responsibility with SSC);
  - z. Maintain Clear-in and out network and security documentation;
  - aa. Create/Maintain application inventories and access records;
  - bb. Maintain other network service records;
  - cc. Maintain cleanliness and organization of work areas; and
  - dd. Support additional or unexpected operational requirements initiated by others within the Military or Government through WTelecomO or SMC manager.

#### 7.3.5. Reports and Deliverables:

This service is to include the completion and proper documentation of work orders, and all aspects contained within the Scope of Work.

#### 7.3.6. Government Furnished Support/Equipment/ Information:

Access to working space, telephone, computer, tools, publications and equipment required to support this service will be provided by WTelecom 15 Wing Moose Jaw. Work related transportation will be provided by DND if contactor obtains a Military DND License. Contractor will provide all Personal Protective Equipment (PPE) (i.e. safety boots, goggles, hard hats, etc.).

#### 7.3.7. Special Considerations:

Any training deemed by WTelecom to be required and only available through DND shall be at DND expense IAW Treasury Board Directives. The Service Provider will be required to maintain continued service throughout the training period at the discretion of the WTelecomO. Service providers are required to adhere to all DND, Canadian Air Division and Wing Orders and Policies.

#### 7.3.8. Level of Effort:

One (1) person-years provided by technically sound DND Network Administrators. (One person year is equivalent to 254 days.)

### 7.4 **Computer Maintenance Technician**

#### 7.4.1. Title:

The provision of services to include, but not limited to assessment, planning, installation and administration/maintenance of end user software and hardware. This will pertain to all Information Technology Equipment current within the 15 Wing area of responsibility and any new technology procured by DND over the life of contract.

#### 7.4.2. Security Classification:

Service Providers are required to have an Enhanced Reliability Status clearance at the date of bid closing. All service providers are required to obtain a Secret clearance upon commencement of the Contract to administer DWAN.

**7.4.3. Objective:**

To provide all work involving, but not limited to the assessment, planning, implementation and support of computerized systems from Data Voice Outlet to desktop, which require the services of Computer maintenance Technician.

**7.4.4. Scope of Work:**

- a. Prepare implementation plans for information technologies, software and hardware upgrading and reconfigurations;
- b. Configure, optimize, install and monitor IT hardware and software;
- c. Respond to trouble calls, as detailed by trouble call/work order system, performing onsite diagnostics of suspect hardware and/or software;
- d. Provide technical advice and operating assistance on DND computers, peripherals and associated software;
- e. Testing and validation of hardware and software to ensure they meet client and DND requirements;
- f. Address client service requests ensuring a positive technician client relationship;
- g. Provide technical support and problem resolution services for operational and connectivity problems to network workstations and related support equipment;
- h. Maintain, create and adhere to any IT or Telecommunication documentation;
- i. Fault find IT equipment to the board level;
- j. Monitor and maintain hardware, operating systems and network applications;
- k. Lifecycle management to include but not limited to, maintaining the IT inventory data bases, by tracking IT equipment adds, moves and changes, and disposal;
- l. Maintain cleanliness and organization of work areas;
- m. Provide technical advice, education and assistance to clients;
- n. Advise WTelecomO on recommendation for new or changes of computer hardware and software to optimize the use of IT components;
- o. Participate in group discussions with WTelecom, National Defence Headquarters, Canadian Air Division and IT industry representatives;
- p. Act as a SME on specialized technical subjects (Computer Maintenance);
- q. Advise ISSO of any viruses or breaches of security;
- r. Clean virus infected systems under direction of the ISSO IAW DND policy; and
- s. Support additional or unexpected operational requirements initiated by others within Military or Government through WTelecomO or SMC manager.

**7.4.5. Reports and Deliverables:**

This service is to include the completion and proper documentation of work orders, and all aspects contained within the Scope of Work.

**7.4.6. Government Furnished Support/Equipment/ Information:**

Access to working space, telephone, computer, tools, publications and equipment required to support this service will be provided by WTelecom 15 Wing Moose Jaw. Work related transportation will be provided by DND if contactor obtains a Military DND License. Contractor will provide all Personal Protective Equipment (PPE) (i.e. safety boots, goggles, hard hats, etc.).

**7.4.7. Special Considerations:**

Any training deemed by WTelecom to be required and only available through DND shall be at DND expense IAW Treasury Board Directives. The Service Provider will be required to maintain continued service throughout the training period at the discretion of the WTelecomO. Service providers are required to adhere to all DND, Canadian Air Division and 15 Wing Orders and Policies.

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7.4.8. Level of Effort:

Two (2) person-years provided by technically sound Computer Maintenance Technicians. (One person year is equivalent to 254 days.)

**7.5 Webmaster**

7.5.1. Title:

The provision of service is to provide all services in support of all Webmaster and software related duties.

7.5.2. Security Classification:

Service Providers are required to have an Enhanced Reliability Status clearance at the date of bid closing. All service providers are required to obtain a Secret clearance upon commencement of the Contract to administer DWAN.

7.5.3. Objective:

To provide all work involving, but not limited to the assessment, planning, designing, development, installation and support involving software applications whether web or network based which require the services of a Webmaster.

7.5.4. Scope of Work:

Provide programming support to maintain website functions within 15 Wing;

- a. Respond to trouble calls, as detailed by trouble call/work order system;
- b. Act as a SME for web based application and sites;
- c. Provide technical advice, education and assistance to clients;
- d. Ensure effective implementation and testing of new or modifications to programs including acceptance tests by the client;
- e. Address client service requests ensuring a positive technician client relationship;
- f. Analyze client problems, develop programmed solutions using software programs including, but not limited to, website design, databases programming languages;
- g. Advise ISSO of any viruses or breaches of network security that are encountered by, or of which this position becomes aware;
- h. Manage or modify, as necessary, images for computer related equipment within 15 Wing Moose Jaw area of responsibility;
- i. Install equipment specific drivers and common programs;
- j. Update Master Data Base of Software and License information;
- k. Maintain cleanliness and organization of work areas; and
- l. Support additional or unexpected operational requirements initiated by others within the Military or Government through WTelecomO or SMC manager.

7.5.5. Reports and Deliverables:

This service is to include the completion and proper documentation of work orders, and all aspects contained within the Scope of Work.

7.5.6. Government Furnished Support/Equipment/ Information:

Access to working space, telephone, computer, tools, publications and equipment required to support this service will be provided by WTelecom 15 Wing Moose Jaw. Work related transportation will be provided by DND if contactor obtains a Military DND License. Contractor will provide all Personal Protective Equipment (PPE) (i.e. safety boots, goggles, hard hats, etc.).

**7.5.7. Special Considerations:**

Any training deemed by WTelecom to be required and only available through DND shall be at DND expense IAW Treasury Board Directives. The Service Provider will be required to maintain continued service throughout the training period at the discretion of the WTelecomO. Service Providers are required to adhere to all DND, Canadian Air Division and 15 Wing Orders and Policies.

**7.5.8. Level of Effort:**

One (1) one person year provided by a Programmer (Application/Web). (One person year is equivalent to 254 days.)

**7.6 Entry-level Technician:**

The entry-level technician must have the following mandatory qualifications:

**a. A+ Certification:**

- i. Entry-level technician if not A+ certified will have a maximum of 3 months at 35% of the qualified computer technician rate to obtain the certification. The training period described in para 7.6.3 would start upon the proof of certification to the DND Technical Authority (TA).

**b. Technical Diploma / Certification in the field; and****c. Enhanced Reliability Security clearance.**

The local contractor team lead shall complete an On the Job Training (OJT) Package. The OJT package methodology will be presented to the DND TA for approval prior to the commencement of work of the entry-level technician.

This OJT package when completed will be submitted to the TA for evaluation. This evaluation will determine if the entry-level meets the criteria to obtain qualified status.

**7.6.1 Title:**

To provide services in support of technical work as an entry-level technician under a qualified technician. The entry-level Technician is to be trained to perform a primary duty from (1) of the following positions:

- a. Computer Technician (ref Section 7.4 )
- b. Audio / Visual Technician (ref Section 7.2 )
- c. Service Desk Technician (ref Section 7.1)

**7.6.2 Security Classification:**

Service Providers are required to have an Enhanced Reliability Status clearance at the date of bid closing. All service providers are required to obtain a Secret clearance upon commencement of the Contract to administer DWAN.

**7.6.3 Objective:**

The objective is to provide one (1) entry-level technician and train them to meet the criteria of a qualified person. Minimum training period is six (6) months to a maximum of one (1) year. The contractor will be paid 65% of a qualified Computer Maintenance Technician rate for the entry-level position during the training period.

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#### 7.6.4 Scope of Work:

- a. Under the mentoring supervision of a qualified contractor will perform the duties of the designated position from para 7.6.1;
- b. No DWAN administrative functions that require administrative permissions will be performed by the position until a Secret security clearance is obtained. This includes, but not limited to:
  - i. Network server operation;
  - ii. Backbone software configuration; or
  - iii. PC maintenance functions.
- c. No formal authority will be provided to this position, all decisions must be verified by a qualified technician; and

#### 7.6.5 Reports and Deliverables:

This service is to include the completion and proper documentation of work orders, and all aspects contained within the Scope of Work.

#### 7.6.6 Government Furnished Support/Equipment/Information:

Access to working space, telephone, computer, tools, publications and equipment required to support this service will be provided by WTelecom 15 Wing Moose Jaw. Work related transportation will be provided by DND if contractor obtains a Military DND License. Contractor will provide all Personal Protective Equipment (PPE) (i.e. safety boots, goggles, hard hats, etc.).

#### 7.6.7 Special Considerations:

Any training deemed by WTelecom to be required and only available through DND shall be at DND expense IAW Treasury Board Directives. The Service Provider will be required to maintain continued service throughout the training period at the discretion of the WTelecomO. Service Providers are required to adhere to all DND, Canadian Air Division and 15 Wing Orders and Policies.

#### 7.6.8 Acceptance Criteria:

The work must be monitored by a qualified technician for adherence to work order procedures.

#### 7.6.9 Level of Effort:

One (1) person-years provided by an entry-level technician. (One person year is equivalent to 254 days).

#### 7.6.10 Stipulation

If entry-level technician is not qualified by the one (1) year mark, the TA reserves the right to terminate the entry-level technician.

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**ANNEX "B" - BASIS OF PAYMENT**

- The Telecom Flight work day is from 0730 – 1600 with a one (1) hour lunch break. The Telecom Service Desk will be open from 0730-1200 & 1300-1600.
- Christmas Break: Department of National Defence 15 Wing Moose Jaw will be shut down for the Christmas break approximately 14 days and contractor services will not be required, exact dates will be promulgated no later than 15th of November of the respective year.
- The quantities used below are estimates for evaluation purposes only and do not constitute a guarantee of work required, and will not form part of any resultant contract.
- Bidders are to provide firm all inclusive per diem rates, GST extra if applicable.

<b>1.0</b>	<b>Contract Period – _____ to _____ (2 years from date of award)</b>					
	Quantity is based on two (2) person years. One person year is equivalent to 254 work days per year. A work day is defined as 7.5 hours of work, exclusive of 1 hour meal break. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the daily rate will be prorated to reflect the actual time worked.					
	<b>Category of Personnel</b>	<b>Name of Proposed Resource(s)</b>	<b># of Days</b>	<b># of Personnel</b>	<b>Firm Per Diem Rate</b>	<b>Total</b>
			(A)	(B)	(C)	(AxBxC)
1.1	Service Desk Technician		508	1.0	\$	\$
1.2	Audio Visual Technician		508	1.0	\$	\$
1.3	DND Network Administrator		508	1.0	\$	\$
1.4	Computer Maintenance Technician		508	2.0	\$	\$
1.5	Webmaster		508	1.0	\$	\$
1.6	Entry-level Technician (at 35% of stated item)		254	1.0	item 1.1 \$	\$
			254	1.0	item 1.2 \$	\$
			254	1.0	item 1.4 \$	\$
1.7	Total Estimated Cost - Contract Period:					\$

<b>2.0 Option Year 1: _____ to _____</b>						
Quantity is based on one (1) person years. One person year is equivalent to 254 work days per year. A work day is defined as 7.5 hours of work, exclusive of 1 hour of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the daily rate will be prorated to reflect the actual time worked.						
	Category of Personnel	Name of Proposed Resource(s)	# of Days	# of Personnel	Firm Per Diem Rate	Total
			(A)	(B)	(C)	(AxBxC)
2.1	Service Desk Technician		254	1.0	\$	\$
2.2	Audio Visual Technician		254	1.0	\$	\$
2.3	DND Network Administrator		254	1.0	\$	\$
2.4	Computer Maintenance Technician		254	2.0	\$	\$
2.5	Web Master		254	1.0	\$	\$
2.6	Entry-level Technician (at 35% of stated item)		254	1.0	item 2.1 \$	\$
			254	1.0	item 2.2 \$	\$
			254	1.0	item 2.4 \$	\$
2.7	Total Estimated Cost - Option Year 1:					\$
<b>3.0 Option Year 2: _____ to _____</b>						
Quantity is based on one (1) person years. One person year is equivalent to 254 work days per year. A work day is defined as 7.5 hours of work, exclusive of 1 hour of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the daily rate will be prorated to reflect the actual time worked.						
	Category of Personnel	Name of Proposed Resource(s)	# of Days	# of Personnel	Firm Per Diem Rate	Total
			(A)	(B)	(C)	(AxBxC)
3.1	Service Desk Technician		254	1.0	\$	\$
3.2	Audio Visual Technician		254	1.0	\$	\$

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3.3	Network Administrator		254	1.0	\$	\$
3.4	Computer Maintenance		254	2.0	\$	\$
3.5	Programmer - Web Master		254	1.0	\$	\$
3.6	Entry-level Technician (at 35% of stated item)		254	1.0	item 3.1 \$	\$
			254	1.0	item 3.2 \$	\$
			254	1.0	item 3.4 \$	\$
3.7	Total Estimated Cost - Option Year 2:					\$
	<b>Total Limitation of Expenditure: (sum of 1.7, 2.7 et 3.7)</b>					\$
	GST:				5%	\$

#### 4. Calculation of Travel Time [For work at the Regional Units (RUs)]

For Services provided outside 100 km of the resource's work location, the contractor will be paid 50% of the firm all-inclusive per diem rate for the total amount of time spent travelling. (From the resource's work location to the destination). Travel time is not to be paid for time spent commuting.

Travel time is calculated by taking the number of hours for travel and multiplying it by 50% of the per diem rate and then dividing it by 7.5 hours (a standard working day).

$$(\text{Hours of travel} \times 50\% \text{ of firm all-inclusive per diem rate}) \div 7.5 \text{ hours}$$

*Example: The work location is in Metropolitan Toronto Area and the Contractor required to travel to the National Capital Region. The actual travel time is 4 hours. The firm all-inclusive per diem rate is \$360.*

$$(4 \text{ hours} \times (50\% \times \$360)) \div 7.5 \text{ hours} = \$96$$

#### 5. Calculation of Overtime:

5.1 Overtime will be paid in accordance with the laws of the province of Saskatchewan.

<https://pubsaskdev.blob.core.windows.net/pubsask-prod/104941/Rights%252Band%252BResponsibilities%252B-%252BA%252BGuide%252Bto%252BEmployment%252BStandards%252Bin%252BSaskatchewan.pdf>

#### 5.2 General Overtime Information

In Saskatchewan, weekly hours of work are set at 40, with daily hours set at either 8 or 10. If employees work more than these set hours, overtime must be paid 1.5 times their regular hourly wage.

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**ANNEX "C" - SECURITY REQUIREMENTS CHECK LIST**

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**ANNEX "D" - INSURANCE REQUIREMENTS****D1. Commercial General Liability Insurance**

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

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

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

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

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

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

**D2. Automobile Liability Insurance**

- 1.1 The Contractor must obtain Automobile 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.
- 1.2 The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection
  - d. Notice of Cancellation: The Contractor will provide the Contracting Authority thirty (30) days prior written notice of policy cancellation or any changes to the insurance policy.
  - e. OPCF/ SEF/ QEF #3 - Drive Government Automobiles Endorsement
  - f. Liability for Physical Damage to Non-owned Automobiles: Ontario OPCF 27 or 27B / Quebec: QEF #27 / Other Provinces: SEF#27

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## ANNEX "E" - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

### A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.
- OR**
- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.
- OR**
- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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## ANNEX "F" - ELECTRONIC PAYMENT INSTRUMENTS

*As indicated in Part 3, clause 3.1.2, the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.*

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

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

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## ANNEX "G" - EVALUATION CRITERIA

### A. EVALUATION:

#### A.1.0 Mandatory Technical Criteria:

The Bidder must demonstrate they meet the mandatory technical criteria. Failure to meet any of the mandatory technical criteria at bid closing will render the bid non-responsive and it will be given no further consideration.

Curriculum vitae or other documentation must be included to demonstrate compliance to the mandatory technical criteria.

If the supporting documentation is not provided at bid closing, the Contracting Authority will notify the Bidder that they must provide supporting documentation within two (2) business days following notification. Failure to comply with the request of the Contracting Authority within that time period, will deem the bid non-responsive and the bid will be given no further consideration.

#### A.2.0. Point Rated Technical Criteria:

The following sections are evaluating the Bidder's capability in providing knowledge and experienced based individuals. The evaluation layout may consist of three elements per category; Topic, Experience (Governmental (Federal / Provincial or Equivalent), OR military (DND) experience) and Bonus. There is One point awarded if experience is proven for the TOPIC with the potential of two additional points awarded should there be any evidence of either (Governmental (Federal / Provincial or Equivalent), OR military (DND) experience). BONUS EXPERIENCE has the potential to earn additional points for each specific item related to the topic of the positions current requirement.

#### INSTRUCTIONS:

For mutual benefit and avoidance of confusion please state the page and paragraph where proof can be found in the Bid or resume. Place this information in the Bid Reference Area where proof can be obtained supporting EDUCATION, EXPERIENCE and/or BONUS answers to each topic. (i.e. Col 2, pp 10, par 4, line 3. Indicates reference for column 2 on page 10 paragraph 4 line 3.) WARNING: SHOULD THE BID REFERENCE NOT BE FILLED OUT OR LEFT BLANK THAT PARTICULAR TOPIC ROLE WILL BE SCORED ZERO.

(NOTE: EDUCATION WITHIN THE MANDATORY SECTION HAS TO BE PROVEN BY COPY OF INSTITUTION TRANSCRIPT AND EXPERIENCE STATED ON PROPOSED INDIVIDUAL RESUME REFERENCE WITHIN THE BID. RECOGNIZED INSTITUTION WILL INCLUDE MILITARY AND CIVILIAN ORGANIZATIONS.)

- A. SERVICE DESK TECHNICIAN (Qualified and Entry-Level)
- B. AUDIO VISUAL TECHNICIAN (Qualified and Entry-Level)
- C. DND NETWORK ADMINISTRATOR
- D. COMPUTER MAINTENANCE TECHNICIAN (Qualified and Entry-Level)
- E. WEBMASTER

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**A. SERVICE DESK TECHNICIAN (Qualified and Entry-Level)**

**A.1 Mandatory Qualifications**

1.	Technical Diploma / Certification / 5 years' experience in the field.	YES / NO
	Bid Reference:	
2.	A+ Certification:	YES / NO
	If A+ certified not proven at evaluation, candidate has a maximum of 3 months at 35% of the qualified technician rate to obtain the A+ certification. Once obtained the person can proceed into the entry-level program.	
	Bid Reference:	
3.	Enhanced reliability security clearance.	YES / NO
	Personnel are required to have an Enhanced Reliability Status clearance at the date of bid closing.	
	Bid Reference:	

**A.2 POINT RATED EVALUATION CRITERIA**

**Related Experience**

1.	TOPIC: Create and maintain service desk procedural references.	YES / NO	
	EXPERIENCE: Have experience with maintain continuous records of how to address and process client requests. (FAQ, checklists). Bid Reference:	Federal / Provincial or Equivalent	DND
2.	TOPIC: Serve as first point of contact (POC) for client service requests.	YES / NO	
	EXPERIENCE: Have experience with dealing with clients either in person or remotely. Bid Reference:	Federal / Provincial or Equivalent	DND

**Bonus:**

2a.	Provide access either escorted or non-escorted to locations (i.e. Keys for venues)	YES / NO	
	Bid Reference:		
2b.	Provided technical advice, education and/or assistance to clients by phone or in person.	YES / NO	
	Bid Reference:		
2c.	Understand and/or experience with the giving a returning of equipment. (i.e issue and return, loan cards)	YES / NO	
	Bid Reference:		

PAGE 1 SCORE	Max points available: 6	TOPIC	
	Max points available: 3	BONUS	

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2d.	Understand and/or experience with the assistance and verification of client documentation. (i.e. clearance, user accounts)	YES / NO	
	Bid Reference: <hr/> <hr/>		
2e.	Understand and/or experience with supporting client wireless device or telephony requests. (i.e. smart phones, telephones.)	YES / NO	
	Bid Reference: <hr/> <hr/>		
2f.	Understand and/or experience with supporting client audio visual requests. (i.e. Public Address systems etc.)	YES / NO	
	Bid Reference: <hr/> <hr/>		
2g.	Understand and/or experience with supporting client IT requests. (i.e. computer, laptops etc.)	YES / NO	
	Bid Reference: <hr/> <hr/>		
2h.	Understand and/or experience with supporting client cabling requests. (i.e. adds, modifying cabling)	YES / NO	
	Bid Reference: <hr/> <hr/>		

PAGE 2 SCORE		
	Max points available: 5	BONUS

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3.	<p>TOPIC: Working within a customer support section. (i.e. service desk, call centre, Geek Squad, etc.).</p> <p>EXPERIENCE: Have understanding and experience dealing with customer requests, requirements and issues.  Bid Reference:</p> <p>_____</p> <p>_____</p>	YES / NO	
		Federal / Provincial or Equivalent	DND
BONUS:			
3a.	<p>Understand and/or experience with a trouble call work order system. (i.e. Assyst )</p> <p>Bid Reference:</p> <p>_____</p> <p>_____</p>	YES / NO	
		Federal / Provincial or Equivalent	DND
3b.	<p>Understand and/or experience with remote control software. (i.e. Dameware)</p> <p>Bid Reference:</p> <p>_____</p> <p>_____</p>	YES / NO	
4.	<p>TOPIC: Sharing knowledge and experience in support of management or clients.</p> <p>EXPERIENCE: Have experience providing technical advice on IT related matters. (i.e. Subject Matter Expert (SME))  Bid Reference:</p> <p>_____</p> <p>_____</p>	YES / NO	
		Federal / Provincial or Equivalent	DND
PAGE 3 SCORE		Max points available: 6	TOPIC
		Max points available: 4	BONUS

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5.	<b>TOPIC: Provide technical support and problem resolution services for various software.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience installing, modifying and removing of different software types.</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>BONUS:</b>			
5a.	<b>Basic understanding and/or experience with Desktop Operating Systems (i.e. Windows)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5b.	<b>Basic understanding and/or experience with software intended to analyze, configure, monitor, or help maintain a computer. (i.e. Utility Software )</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5c.	<b>Basic Understanding and/or experience with Web Browser Software. (i.e. Chrome).</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5d.	<b>Basic Understanding and/or experience with Office Productivity Suites. (i.e. Microsoft Office Suite).</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
<b>PAGE 4 SCORE</b>		Max points available: 3	<b>TOPIC</b>
		Max points available: 4	<b>BONUS</b>

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5e.	Basic understanding and/or experience with PDF editing Software. (i.e. Foxit PhantomPDF)	YES / NO	
	Bid Reference: <hr/> <hr/>		
5f.	Have basic understanding and experience working with the installation/exchange of networked and non-network software on desktop computers and laptops. (i.e. uninstall Adobe Pro install Foxit Phantom PDF).	YES / NO	
	Bid Reference: <hr/> <hr/>		
6.	<b>TOPIC: Provide technical support and problem resolution services for operational and connectivity problems for various hardware types.</b>	YES / NO	
	EXPERIENCE: Have experience connecting and managing IT devices on a network. Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
PAGE 5 SCORE		Max points available: 3	TOPIC
		Max points available: 2	BONUS

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BONUS:			
6a.	Have experience working on a 400+ device network.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6b.	Have experience working on networked and non-networked hardware specifically computers and laptops.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6c.	Have experience working with networked and non-networked printers specifically inkjet and laser printers.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6d.	Have experience working with peripheral devices that can be networked and non-network. (i.e. Label makers, scanners etc.)	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
PAGE 6 SCORE			
		Max points available: 12	BONUS

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7.	<b>TOPIC: Participated in IT related organizations and conventions.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE:</b> Have ever attended an IT show (i.e. Cyber Security Summit, iTech,) or are a member of an IT related organization (i.e. Information Technology Association of Canada (ITAC)); <b>Bid Reference:</b> <hr/> <hr/>		
8.	<b>TOPIC: Maintain cleanliness and organization of work areas;</b>	<b>YES / NO</b>	
	<b>EXPERIENCE:</b> Have experience in organizing and maintaining a clean computer maintenance shop. <b>Bid Reference:</b> <hr/> <hr/>		
9.	<b>TOPIC: Advise IT security personnel of any viruses or breaches of security;</b>	<b>YES / NO</b>	
	<b>EXPERIENCE:</b> Experience in both recognition and elimination of network and/or workstation viruses. <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>BONUS:</b>			
9a.	<b>Experience with computer virus detection software. (i.e. McAfee Antivirus)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
<b>PAGE 7 SCORE</b>		Max points available: 5	<b>TOPIC</b>
		Max points available: 1	<b>BONUS</b>

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10.	TOPIC: Support additional or unexpected operational requirements initiated by others;	YES / NO	
	EXPERIENCE: Having experience in unexpected situations causing an increased workload during normal working and/or after hours. Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
PAGE 8 SCORE		Max points available: 3	TOPIC

TALLY				
MANDATORY QUALIFICATIONS	YES		NO	
PAGE	TOPIC		BONUS	
	MAX	GRANTED	MAX	GRANTED
1	6		3	
2			5	
3	6		4	
4	3		4	
5	3		2	
6			12	
7	5		1	
8	3			
MAX TOTAL	26		31	
GRANTED TOTAL				
GRAND TOTAL OUT OF 57				

Evaluated Qualification Level (check the appropriate level for this candidate)

Qualified	Mandatory Qualifications plus a minimum score of 31 points will qualify this candidate.
Entry-Level	Mandatory Qualifications plus a minimum score of 20 points to a maximum of 30 points will qualify this candidate.
Rejected	

Entry-level will have a minimum of 6 months to a max of 1 year to meet the qualified service desk technician criteria. Entry-level will be paid at a rate of 65% of a qualified service desk technician.

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**B. AUDIO VISUAL TECHNICIAN (Qualified and Entry-Level)**

**B.1 Mandatory Qualifications:**

1.	<b>Technical Diploma / Certification / 5 years' experience in the field.</b>	YES / NO
	Bid Reference: _____	
2.	<b>A+ Certification:</b>	YES / NO
	If A+ certified not proven at evaluation, candidate has a maximum of 3 months at 35% of the qualified technician rate to obtain the A+ certification. Once obtained the person can proceed into the entry-level program.	
	Bid Reference: _____	
3.	<b>Enhanced reliability security clearance.</b>	YES / NO
	Personnel are required to have an Enhanced Reliability Status clearance at the date of bid closing.	
	Bid Reference: _____	

**B.2 POINT RATED EVALUATION CRITERIA**

**Related Experience**

1.	<b>TOPIC: Prepare configuration and implementation plans for audio visual installations and events.</b>	YES / NO	
	EXPERIENCE: Have experience in designing audio visual configurations. (i.e. parades, equipment installations) Bid Reference: _____	Federal / Provincial or Equivalent	DND
2.	<b>TOPIC: Configure, optimize, install and monitor audio visual hardware and software.</b>	YES / NO	
	EXPERIENCE: Have experience with hardware and software configuration, optimization, installation and monitoring. Bid Reference: _____	Federal / Provincial or Equivalent	DND

**Bonus:**

2a.	<b>Worked with tools, used to either disassemble or reassemble IT equipment. (i.e. Hand tools, electrical devices)</b>	YES / NO	
	Bid Reference: _____		
2b.	<b>Maintain databases of information in respect to audio visual services. (i.e. inventory, pass configurations)</b>	YES / NO	
	Bid Reference: _____		

PAGE 1 SCORE	Max points available: 6	TOPIC	
	Max points available: 2	BONUS	

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3.	<b>TOPIC: Working within a customer support section. (i.e. service desk, call centre, Geek Squad, etc.).</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have understanding and experience dealing with customer requests, requirements and issues.</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
3a.	<b>Understand and/or experience with a trouble call work order system. (i.e. Assyst)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
4.	<b>TOPIC: Sharing knowledge and experience in support of management or clients.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience providing technical advice on audio visual related matters. (i.e. Subject Matter Expert (SME))</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
5.	<b>TOPIC: Provide technical support and problem resolution services for audio visual equipment.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience in maintaining audio visual hardware.</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
	<b>PAGE 2 SCORE</b>	Max points available: 9	<b>TOPIC</b>
		Max points available: 3	<b>BONUS</b>

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<b>Bonus:</b>		
5a.	Have experience working with public address systems.	YES / NO
	Bid Reference: <hr/> <hr/>	
5b.	Have experience working with multi-media configurations (i.e. Projectors, screens, stereo equipment)	YES / NO
	Bid Reference: <hr/> <hr/>	
5c.	Have experience working with image displaying devices (i.e. TV, Smart boards etc.)	YES / NO
	Bid Reference: <hr/> <hr/>	
5d.	Have experience working with uninterrupted power supplies and batteries.	YES / NO
	Bid Reference: <hr/> <hr/>	
5e.	Have experience working with power generating units. (i.e. portable generators)	YES / NO
	Bid Reference: <hr/> <hr/>	
PAGE 3 SCORE		
		Max points available: 5 <b>BONUS</b>

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6.	<b>TOPIC: Maintain cleanliness and organization of work areas;</b> EXPERIENCE: Have experience in organizing and maintaining a clean computer maintenance shop. Bid Reference: _____ _____	YES / NO	
7.	<b>TOPIC: Support additional or unexpected operational requirements initiated by others;</b> EXPERIENCE: Having experience in unexpected situations causing an increased workload during normal working and/or after hours. Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
PAGE 4 SCORE		Max points available: 4	TOPIC

TALLY				
MANDATORY QUALIFICATIONS	YES		NO	
PAGE	TOPIC		BONUS	
	MAX	GRANTED	MAX	GRANTED
1	6		2	
2	9		3	
3			5	
4	4			
MAX TOTAL	19		10	
GRANTED TOTAL				
GRAND TOTAL OUT OF 29				

Evaluated Qualification Level (check the appropriate level for this candidate)

Qualified	Mandatory Qualifications plus a minimum score of 19 points will qualify this candidate.
Entry-Level	Mandatory Qualifications plus a minimum score of 10 points to a maximum of 18 points will qualify this candidate.
Rejected	

Entry-level will have a minimum of 6 months to a max of 1 year to meet the qualified audio visual technician criteria. Entry-level will be paid at a rate of 65% of a qualified audio visual technician.

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**C. DND NETWORK ADMINISTRATOR**

**C.1 Mandatory Qualifications**

1.	<b>Technical Diploma / Certification / 5 years' experience in the field.</b> Bid Reference: _____	YES / NO
2.	<b>A+ Certification:</b> If A+ certified not proven at evaluation, candidate has a maximum of 3 months at 35% of the qualified technician rate to obtain the A+ certification. Once obtained the person can proceed into the entry-level program. Bid Reference: _____	YES / NO
3.	<b>Enhanced reliability security clearance.</b> Personnel are required to have an Enhanced Reliability Status clearance at the date of bid closing. Bid Reference: _____	YES / NO

**C.2 POINT RATED EVALUATION CRITERIA**

**Related Experience**

1.	<b>TOPIC: Prepare implementation plans for information technologies, software upgrading and reconfigurations;</b> <b>EXPERIENCE: Have experience at constructing an implementation plan for software on a network. (i.e.backup and/or disaster recovery plans etc.)</b> Bid Reference: _____	YES / NO	Federal / Provincial or Equivalent	DND
2.	<b>TOPIC: Maintain documentation on applications and configurations.</b> <b>EXPERIENCE: Have experience in record keeping of server applications and configurations.</b> Bid Reference: _____	YES / NO	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>				
2a.	<b>Experience in maintaining client account records. (i.e. account creation and modification forms)</b> Bid Reference: _____	YES / NO		
2b.	<b>Experience in maintaining an application tracking database.</b> Bid Reference: _____	YES / NO		

PAGE 1 SCORE	Max points available: 6	TOPIC	
	Max points available: 2	BONUS	

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2c-	Provide documentation to external agencies upon demand referencing applications housed on local servers. (National server agency, SSC)	YES / NO	
	Bid Reference: <hr/> <hr/>		
3.	TOPIC: Working within a customer support section. (i.e. service desk, call centre, Geek Squad, etc.).	YES / NO	
	EXPERIENCE: Have understanding and experience dealing with customer requests, requirements and issues. Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
3a.	Understand and/or experience with a trouble call work order system. (i.e. Assyst )	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
3b.	Understand and/or experience with remote support ensuring a positive client relationship. (i.e. Phone support)	YES / NO	
	Bid Reference: <hr/> <hr/>		
PAGE 2 SCORE	Max points available: 3	TOPIC	
	Max points available: 5	BONUS	

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4.	<b>TOPIC: Sharing knowledge and experience in support of management or clients.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience providing technical advice on IT related matters. (i.e. Subject Matter Expert (SME))</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
5.	<b>TOPIC: Provide technical support and problem resolution services for various network issues.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience in managing the application / software aspect of the network.</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
5a.	<b>Understand and/or experience with monitoring the operation of servers. (i.e. make recommendations for SSC consideration)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5b.	<b>Understand and/or experience with modifying network resources. (i.e. Active Directory, security or permissions)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5c.	<b>Have Network Administration experience working on a 400+ device network.</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
PAGE 3 SCORE		Max points available: 6	<b>TOPIC</b>
		Max points available: 5	<b>BONUS</b>

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5d.	Understanding and/or experience with evaluating, manipulation of software or applications on the basis of their ability to run on the network without excessive resource consumption or conflicting with other applications. (i.e. install, update, removal)	YES / NO	
	Bid Reference: <hr/> <hr/>		
5e.	Have experience working with network backup solutions.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
5f.	Have experience in auditing, developing and implementing procedures for network software support and administration services. (i.e. checklists)	YES / NO	
	Bid Reference: <hr/> <hr/>		

6.	TOPIC: Participated in IT related organizations and conventions. EXPERIENCE: Have ever attended an IT show (i.e. Cyber Security Summit, iTech,) or are a member of an IT related organization (i.e. Information Technology Association of Canada (ITAC)); Bid Reference: <hr/> <hr/>	YES / NO	
7.	TOPIC: Maintain cleanliness and organization of work areas; EXPERIENCE: Have experience in organizing and maintaining a clean computer maintenance shop. Bid Reference: <hr/> <hr/>	YES / NO	

PAGE 4 SCORE	Max points available: 2	TOPIC	
	Max points available: 5	BONUS	

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8.	TOPIC: Advise IT security personnel of any viruses or breaches of security.	YES / NO	
	EXPERIENCE: Experience in both recognition and elimination of network and/or server viruses. Bid Reference: _____	Federal / Provincial or Equivalent	DND
<b>Bonus</b>			
8a.	Experience in working with an IT security person to manage network protection. (i.e. anti-virus software, monitoring)	YES / NO	
	Bid Reference: _____		
8b.	Experience with providing documentation in support of IT security personnel. (i.e. security authorization and accreditation, logs)	YES / NO	
	Bid Reference: _____		
9.	TOPIC: Support additional or unexpected operational requirements initiated by others;	YES / NO	
	EXPERIENCE: Having experience in unexpected situations causing an increased workload during normal working and/or after hours. Bid Reference: _____	Federal / Provincial or Equivalent	DND

PAGE 5 SCORE	Max points available: 6	TOPIC	
	Max points available: 2	BONUS	

TALLY				
MANDATORY QUALIFICATIONS	YES		NO	
PAGE	TOPIC		BONUS	
	MAX	GRANTED	MAX	GRANTED
1	6		2	
2	3		5	
3	6		5	
4	2		5	
5	6		2	
MAX TOTAL	23		19	
GRANTED TOTAL				
GRAND TOTAL OUT OF 42				

Qualified	Mandatory Qualifications plus a minimum score of 33 points will qualify this candidate.
Rejected	

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## D. COMPUTER MAINTENANCE TECHNICIAN (Qualified and Entry-Level)

### D.1 Mandatory Qualifications

1.	Technical Diploma / Certification / 5 years' experience in the field. Bid Reference: _____	YES / NO
2.	A+ Certification: If A+ certified not proven at evaluation, candidate has a maximum of 3 months at 35% of the qualified technician rate to obtain the A+ certification. Once obtained the person can proceed into the entry-level program. Bid Reference: _____	YES / NO
3.	Enhanced reliability security clearance. Personnel are required to have an Enhanced Reliability Status clearance at the date of bid closing. Bid Reference: _____	YES / NO

### D.2 POINT RATED EVALUATION CRITERIA

#### Related Experience

1.	TOPIC: Prepare implementation plans for information technologies, software and hardware upgrading and reconfigurations; EXPERIENCE: Have experience at constructing an implementation plan for software or hardware systems. Bid Reference: _____	YES / NO	Federal / Provincial or Equivalent	DND
2.	TOPIC: Configure, optimize, install and monitor IT hardware and software; EXPERIENCE: Have experience with Hardware and Software configuration, optimization, installation and monitoring. Bid Reference: _____	YES / NO	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>				
2a.	Worked with tools, used to either disassemble or reassemble IT equipment. (i.e. Hand tools, remote camera system) Bid Reference: _____	YES / NO		
2b.	Understand and/or experience with logging & alerting software. (i.e. Event Viewer) Bid Reference: _____	YES / NO		

PAGE 1 SCORE	Max points available: 6	TOPIC	
	Max points available: 2	BONUS	

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2c.	Understand and/or experience with software that views and controls hardware attached to computer (i.e. Device Manager)	YES / NO	
	Bid Reference: <hr/> <hr/>		
2d.	Understand and/or experience with hard drive maintenance and reconfiguration tools, (i.e. imaging software, Disk Management)	YES / NO	
	Bid Reference: <hr/> <hr/>		
3.	TOPIC: Working within a customer support section. (i.e. service desk, call centre, Geek Squad, etc.).	YES / NO	
	EXPERIENCE: Have understanding and experience dealing with customer requests, requirements and issues. Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
3a.	Understand and/or experience with a trouble call work order system. (i.e. Assyst )	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
3b.	Understand and/or experience with remote control software. (i.e. Dameware)	YES / NO	
	Bid Reference: <hr/> <hr/>		
PAGE 2 SCORE	Max points available: 3	TOPIC	
	Max points available: 6	BONUS	

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4.	<b>TOPIC: Sharing knowledge and experience in support of management or clients.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience providing technical advice on IT related matters. (i.e. Subject Matter Expert (SME))</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
5.	<b>TOPIC: Provide technical support and problem resolution services for various software.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience installing, modifying and removing of different software types.</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
5a.	<b>Understand and/or experience with Desktop Operating Systems (i.e. Windows)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5b.	<b>Understand and/or experience with software intended to analyze, configure, monitor, or help maintain a computer. (i.e. Utility Software )</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5c.	<b>Understand and/or experience with Computer Aided Design Software. (i.e. AutoCAD)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
<b>PAGE 3 SCORE</b>		Max points available: 6	<b>TOPIC</b>
		Max points available: 3	<b>BONUS</b>

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5d.	Understand and/or experience with Web Browser Software. (i.e. Chrome)	YES / NO	
	Bid Reference: <hr/> <hr/>		
5e.	Understand and/or experience with Office Productivity Suites. (i.e. Microsoft Office Suite).	YES / NO	
	Bid Reference: <hr/> <hr/>		
5f.	Understand and/or experience with PDF editing Software. (i.e. Foxit PhantomPDF)	YES / NO	
	Bid Reference: <hr/> <hr/>		
5g.	Have experience working with the installation/exchange of networked and non-network software on desktop computers and laptops. (i.e. uninstall Adobe Pro install Foxit Phantom PDF)	YES / NO	
	Bid Reference: <hr/> <hr/>		
6.	<b>TOPIC: Provide technical support and problem resolution services for operational and connectivity problems for various hardware types.</b>	YES / NO	
	EXPERIENCE: Have experience connecting and managing IT devices on a network. Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
	PAGE 4 SCORE	Max points available: 3	TOPIC
		Max points available: 4	BONUS

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<b>Bonus:</b>			
6a.	Have experience working on a 400+ device network.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6b.	Have experience working on networked and non-networked hardware specifically Computers and laptops.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6c.	Have experience working with networked and non-networked printers specifically inkjet and laser printers.	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6d.	Have experience working with peripheral devices that can be networked and non-network. (i.e. Label makers, scanners etc.)	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
6e.	Have experience working with the installation/exchange of internal components from various types of hardware. (i.e. hard drive exchange)	YES / NO	
	Bid Reference: <hr/> <hr/>	Federal / Provincial or Equivalent	DND
PAGE 5 SCORE			
Max points available: 15		BONUS	

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7.	<b>TOPIC: Participated in IT related organizations and conventions.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE:</b> Have ever attended an IT show (i.e. Cyber Security Summit, iTech,) or are a member of an IT related organization (i.e. Information Technology Association of Canada (ITAC)); <b>Bid Reference:</b> <hr/> <hr/>		
8.	<b>TOPIC: Maintain cleanliness and organization of work areas;</b>	<b>YES / NO</b>	
	<b>EXPERIENCE:</b> Have experience in organizing and maintaining a clean computer maintenance shop. <b>Bid Reference:</b> <hr/> <hr/>		
9.	<b>TOPIC: Advise IT security personnel of any viruses or breaches of security;</b>	<b>YES / NO</b>	
	<b>EXPERIENCE:</b> Experience in both recognition and elimination of network and/or workstation viruses. <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
9a.	<b>Experience with proactive and behavioral security protection software (i.e. Pinpoint)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
PAGE 6 SCORE		Max points available: 5	<b>TOPIC</b>
		Max points available: 1	<b>BONUS</b>

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9b.	Experience with computer virus detection software. (i.e. McAfee Antivirus)	YES / NO	
	Bid Reference: _____ _____		
10.	TOPIC: Support additional or unexpected operational requirements initiated by others;	YES / NO	
	EXPERIENCE: Having experience in unexpected situations causing an increased workload during normal working and/or after hours. Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
PAGE 7 SCORE			
		Max points available: 3	TOPIC
		Max points available: 1	BONUS

TALLY				
MANDATORY QUALIFICATIONS	YES		NO	
PAGE	TOPIC		BONUS	
	MAX	GRANTED	MAX	GRANTED
1	6		2	
2	3		6	
3	6		3	
4	3		4	
5			15	
6	5		1	
7	3		1	
MAX TOTAL		26	32	
GRANTED TOTAL				
GRAND TOTAL OUT OF 58				

Evaluated Qualification Level (check the appropriate level for this candidate)

Qualified	Mandatory Qualifications plus a minimum score of 35 points will qualify this candidate.
Level Entry	Mandatory Qualifications plus a minimum score of 25 points to a maximum of 34 points will qualify this candidate.
Rejected	

Entry-level will have a minimum of 6 months to a max of 1 year to meet the qualified computer maintenance technician criteria. Entry-level will be paid at a rate of 65% of a qualified computer maintenance technician.

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**E. WEBMASTER**

**E.1 Mandatory Qualifications**

1.	Technical Diploma / Certification / 5 years' experience in the field. Bid Reference:	YES / NO
2.	A+ Certification: If A+ certified not proven at evaluation, candidate has a maximum of 3 months at 35% of the qualified technician rate to obtain the A+ certification. Once obtained the person can proceed into the entry-level program. Bid Reference:	YES / NO
3.	Enhanced reliability security clearance. Personnel are required to have an Enhanced Reliability Status clearance at the date of bid closing. Bid Reference:	YES / NO

**E.2 POINT RATED EVALUATION CRITERIA**

**Related Experience**

1.	TOPIC: Prepare implementation plans for web based applications/web sites for design and reconfiguration; EXPERIENCE: Have experience at constructing an implementation plan for web based applications/web sites. Bid Reference:	YES / NO	Federal / Provincial or Equivalent	DND
2.	TOPIC: Configure, optimize, install and monitor web based applications/web sites and other applications. EXPERIENCE: Have experience with web based applications/web sites configuration, optimization, installation and monitoring. Bid Reference:	YES / NO	Federal / Provincial or Equivalent	DND

**Bonus:**

2a.	Worked with software tools, used to either construct or modify web based applications/web sites. (i.e. Adobe Photoshop, Visual Studio) Bid Reference:	YES / NO
2b.	Understand and/or experience with imaging networked and non-networked computers. (i.e.Ghost) Bid Reference:	YES / NO
2c.	Understand and/or experience with the installation or modification of computer based applications including acceptance test by clients. (i.e. MS Office) Bid Reference:	YES / NO

PAGE 1 SCORE	Max points available: 6	TOPIC	
	Max points available: 3	BONUS	

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2d.	Understand and/or experience with the installation of equipment specific drivers in support of computer hardware.	YES / NO	
	Bid Reference: _____ _____		
3.	TOPIC: Working within a customer support section. (i.e. service desk, call centre, Geek Squad, etc.).	YES / NO	
	EXPERIENCE: Have understanding and experience dealing with customer requests, requirements and issues. Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
<b>Bonus:</b>			
3a.	Understand and/or experience with a trouble call work order system. (i.e. Assyst )	YES / NO	
	Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
3b.	Understand and/or experience with remote support ensuring a positive client relationship. (i.e. Phone support)	YES / NO	
	Bid Reference: _____ _____		
PAGE 2 SCORE	Max points available: 3	TOPIC	
	Max points available: 5	BONUS	

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4.	<b>TOPIC: Sharing knowledge and experience in support of management or clients.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience providing technical advice on IT related matters. (i.e. Subject Matter Expert (SME))</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND
5.	<b>TOPIC: Provide technical support and problem resolution services web based applications/web sites and other applications.</b>	<b>YES / NO</b>	
	<b>EXPERIENCE: Have experience installing, modifying and removing of different software types.</b> <b>Bid Reference:</b> <hr/> <hr/>	Federal / Provincial or Equivalent	DND

**Bonus:**

5a.	<b>Understand and/or experience with Desktop Operating Systems (i.e. Windows)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		
5b.	<b>Understand and/or experience with Web Browser Software. (i.e. Chrome)</b>	<b>YES / NO</b>	
	<b>Bid Reference:</b> <hr/> <hr/>		

PAGE 3 SCORE	Max points available: 6	<b>TOPIC</b>	
	Max points available: 2	<b>BONUS</b>	

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5c.	Understand and/or experience with PDF editing Software. (i.e. Foxit PhantomPDF)	YES / NO	
	Bid Reference: _____ _____		
5d.	Understand and/or experience with Office Productivity Suites. (i.e. Sharepoint).	YES / NO	
	Bid Reference: _____ _____		
6.	TOPIC: Participated in IT related organizations and conventions.	YES / NO	
	EXPERIENCE: Have ever attended an IT show (i.e. Cyber Security Summit, iTech,) or are a member of an IT related organization (i.e. Information Technology Association of Canada (ITAC)); Bid Reference: _____ _____		
7.	TOPIC: Maintain cleanliness and organization of work areas;	YES / NO	
	EXPERIENCE: Have experience in organizing and maintaining a clean computer maintenance shop. Bid Reference: _____ _____		
8.	TOPIC: Advise IT security personnel of any viruses or breaches of security;	YES / NO	
	EXPERIENCE: Experience in both recognition and elimination of network and/or workstation viruses. Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
PAGE 4 SCORE			
	Max points available: 5	TOPIC	
	Max points available: 2	BONUS	

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<b>Bonus:</b>			
8a.	Experience with proactive and behavioral security protection software (i.e. Pinpoint)	YES / NO	
	Bid Reference: _____ _____		
8b.	Experience with computer virus detection software. (i.e. McAfee Antivirus)	YES / NO	
	Bid Reference: _____ _____		
9.	TOPIC: Support additional or unexpected operational requirements initiated by others;	YES / NO	
	EXPERIENCE: Having experience in unexpected situations causing an increased workload during normal working and/or after hours. Bid Reference: _____ _____	Federal / Provincial or Equivalent	DND
PAGE 5 SCORE		Max points available: 3	TOPIC
		Max points available: 2	BONUS

TALLY				
MANDATORY QUALIFICATIONS	YES		NO	
PAGE	TOPIC		BONUS	
	MAX	GRANTED	MAX	GRANTED
1	6		3	
2	3		5	
3	6		2	
4	5		2	
5	3		2	
MAX TOTAL	23		14	
GRANTED TOTAL				
GRAND TOTAL OUT OF 37				

Qualified	Mandatory Qualifications plus a minimum score of 20 points will qualify this candidate.
Rejected	