



**RETURN BIDS TO:
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**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

Title - Sujet Enterprise Fraud Management Solution - Solution de gestion de la fraude en entreprise	
Solicitation No. - N° de l'invitation B7310-190250/B	Date 2020-03-25
Client Reference No. - N° de référence du client B7310-190250	
GETS Reference No. - N° de référence de SEAG PW-\$\$\$E-063-35752	
File No. - N° de dossier 063ee.B7310-190250	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-05-05	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Pignat, Michael	
Buyer Id - Id de l'acheteur 067ee	
Telephone No. - N° de téléphone (873) 354-4163 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF CITIZENSHIP AND IMMIGRATION 365 LAURIER AVE. WEST IRCC - Major Projects Branch (MPB) OTTAWA Ontario K1A1L1 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

Systems Software Procurement Division / Division des
achats des logiciels d'exploitation
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

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

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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 Task Authorization Form 572, the Claim for Progress Payment Form and any other annexes.

1.2 Summary

Immigration, Refugees and Citizenship Canada (IRCC) is seeking to acquire an Enterprise Fraud Management (EFM) Solution to enhance the Department's capabilities to monitor the actions of End-Users of IRCC IT applications in order to detect potentially inappropriate access to, or misuse of, personal information by those users. The solution will also alert Authorized-Users of the EFM Solution when such cases are detected so that they can be reviewed and investigated as required. The period of any resulting contract will be for three (3) years with IRCC retaining the irrevocable option to extend the contract for up to seven (7) additional one (1) year periods.

The solution is for the Client's use only but will be installed within the Government of Canada (GC) shared physical network owned by Shared Services Canada (SSC). As such, the vendor must be prepared to work with both SSC and IRCC personnel to install, configure, and make the solution ready for use upon contract award. As well, both SSC and IRCC will be responsible for the solution throughout the entire period of contract including any extensions.

In order to perform its functions (e.g. monitoring, capturing, alerting, importing, and reporting), the solution must not require the modification, re-factoring or re-coding of any IT applications being monitored. Moreover, the solution must not require an agent to be installed on user end-points to gather End-User transactional activity. As such, managed network TAPs (Terminal Access Points) (physical and virtual) will be leveraged to gather End-User transactional activity (session data).

The solution availability is defined as meeting the following requirements:

- Solution hours: 24x7 and 365 days per year basis; and
- Service Level: 99.5% solution wide availability excluding Client scheduled downtimes and unscheduled service interruptions.

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.

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.

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: 90 days

2.2 Submission of Bids

Bids must be submitted using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

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.

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.

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.

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;
- 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 fifteen (15) 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 Ontario.

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 twenty-five (25) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- a) Bidders must submit its bid electronically, Canada requests that the Bidder submit 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.
- b) The bid must present the following sections of their bid in one (1) PDF as follows:
 - i. Section I: Technical Bid
 - ii. Section II: Financial Bid
 - iii. Section III: Certifications
- c) Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.
- d) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

3.1.1 No Conditional Proposals

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

3.1.2 Submission of Only One Bid from a Bidder

The submission of more than one bid from a Bidder is not permitted in response to this bid solicitation. If a Bidder submits more than one bid, Canada will ask the Bidder to clarify which of the bids received from that Bidder is to be evaluated by Canada. Canada will only evaluate one bid per Bidder. However, Bidders may submit a bid as a sole Bidder and/or as a Joint Venture, or more than one Joint Venture, as long as the parties comprising each Joint Venture are not the same.

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

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

3.1.4 Joint Venture Experience:

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

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

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

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

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

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

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

That show in total 100 billable days.

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

3.1.5 Bidders Additional Instructions:

a) Cover Page:

The front cover page of each volume (or Section) of the bid should identify the title of the bid, the solicitation number, the volume number and the full legal name of the Bidder.

b) Table of Contents:

The page following the cover page of each volume of the bid should be the Table of Contents. The table of contents should contain a listing of all sections and subsections with associated page numbers. It should also list the associated tables, figures, and appendices.

c) Headers and Footers:

Each subsequent page of each volume of the bid should include a header and/or footer that includes the following information:

- i. the bid title;
- ii. the Bidder's name;
- iii. the date of the bid; and
- iv. the page number.

3.2 Section I: Technical Bid

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

- ii. **Draft Project Schedule (Workplan):** The Bidder should provide an outline of its proposed draft project schedule which should show the milestones, major events, major deliverables, work packages, review meetings, design review meetings, Bidder demonstrations, testing, training activities, acceptance and cutover activities and stabilization for the duration of the Implementation phase and transition activities to on-going support.

The draft project schedule should address the proposed Wave 1 Implementation approach, all the activities required to deliver and deploy the proposed EFM Solution, the establishment of the Service Desk and transition of On-going Support Services.

The draft project schedule should, at a minimum, clearly show and provide details in the following subject areas:

- i. The sequence, duration and completions of all deliverables;
- ii. Project tasks down to the work package level;
- iii. Project milestones;
- iv. Major deliverables and activities as defined in the Statement of Work (SOW) in Annex A;
- v. Major Events (Kick-off, design review, configuration and development, Start and End of System Testing, User Acceptance Testing, Data Migration, Deployment and transition to on-going support).

3.3 Section II: Financial Bid

- a) Bidders must submit their financial bid in accordance with Attachment 3.2 – Financial Proposal Requirements.
- b) Bidders' Financial Bids must address each of the cost elements specified in this RFP. The Bidder should complete and submit Attachment 3.2 – Financial Proposal Requirements in an electronic and hard copy format to ensure consistency in the evaluation of each Bidder's Financial Bid. The quoted prices should be entered into the applicable cells of the Financial Evaluation only.
- c) Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- d) The bid price must not include the total amount of Applicable Taxes. The total amount of Applicable Taxes should be shown separately, if applicable.
- e) The bid price must be submitted in Canadian Currency.
- f) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option to extend the Contract Period. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- g) **Blank Prices:** For the items listed in Attachment 3.2 - Financial Proposal Requirements, bidders are requested to enter "\$0.00" for any item they do not intend to invoice or have already added to other prices in the tables.

3.3.1 Electronic Payment of Invoices – Bid

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

If Annex D 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.

3.3.2 C3010T Exchange Rate Fluctuation Risk Mitigation

- a) The Bidder may request Canada to assume the risks and benefits of exchange rate fluctuations. If the Bidder claims for an exchange rate adjustment, this request must be clearly indicated in the bid at time of bidding. The Bidder must submit form PWGSC-TPSGC 450. Claim for Exchange Rate Adjustments with its bid, indicating the Foreign Currency Component (FCC) in Canadian dollars for each line item for which an exchange rate adjustment is required.
- b) The FCC is defined as the portion of the price or rate that will be directly affected by exchange rate fluctuations. The FCC should include all related taxes, duties and other costs paid by the Bidder which are to be included in the adjustment amount.
- c) The total price paid by Canada on each invoice will be adjusted at the time of payment, based on the FCC and the exchange rate fluctuation provision in the contract. The exchange rate adjustment will only be applied where the exchange rate fluctuation is greater than 2% (increase or decrease).
- d) At time of bidding, the Bidder must complete columns (1) to (4) on form PWGSC-TPSGC 450, for each line item where they want to invoke the exchange rate fluctuation provision. Where bids are evaluated in Canadian dollars, the dollar values provided in column (3) should also be in Canadian dollars, so that the adjustment amount is in the same currency as the payment.
- e) Alternate rates or calculations proposed by the Bidder will not be accepted for the purposes of this exchange rate fluctuation provision.

3.4 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

Canada will use the Phased Bid Compliance Process (PBCP) described below.

4.1.1 Phased Bid Compliance Process

4.1.1.1 (2018-07-19) General

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

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE.

THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2019-03-04) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).

- e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.1.1.2 (2018-03-13) Phase I: Financial Bid

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

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

4.1.1.3 (2018-03-13) Phase II: Technical Bid

- a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.

- g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.1.1.4 (2018-03-13) Phase III: Final Evaluation of the Bid

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

4.2 Technical Evaluation

4.2.1 Mandatory Technical Evaluation Criteria

The Mandatory Technical Evaluation Criteria are included in Attachment 4.1. Bidders must meet all of the mandatory technical criteria in order to be considered responsive. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

4.2.2 Point-Rated Technical Evaluation Criteria

The Point-Rated Technical Evaluation Criteria are included in Attachment 4.2. The Point-Rated Technical Score will be calculated by adding the points for the Point-Rated Technical Evaluation. Bids not meeting the required 435 minimum points for the Point-Rated Technical Evaluation will be deemed non-compliant. In addition to any other obligations contained in the resulting contract, the winning Bidder will be contractually obliged to provide all services described in the representations in its bid where it has been awarded technical points for such bid, in accordance with and at the prices contained in Attachment 3.2 – Financial Proposal Requirements. Canada will incorporate these representations into contractual obligations in the resulting contract Statement of Work. After contract award, the Bidder selected by Canada must deliver the requested services in accordance with the Resulting Contract, which includes the Contractors representations.

4.2.3 Use Case and Demonstration Evaluation Criteria (Rated Demo)

The Use Case and Demonstration Evaluation Criteria is complimentary to the Point-Rated Technical Evaluation Criteria. The Use Case and Demonstration Evaluation Criteria are included in Attachment 4.3. Bidders that have met the Mandatory Technical Evaluation Criteria and have obtained the required minimum points for the Point-Rated Technical Evaluation Criteria will be evaluated in the Use Case and Demonstration Evaluation Criteria. The Use Case Demonstration Evaluation Criteria (Rated Demo) provides a Bidder with an opportunity to demonstrate the extent to which the proposed **EFM Solution** is ready for use and meets the technical functional requirements as referenced in Annex A of the Statement of Work (SOW) through the completion of scenarios that will be provided in Attachment 4.3 – Use Case and Demonstration Evaluation Criteria (Rated Demo). Bidder's that have not obtained the required 14 minimum points for the Use Case Demonstration Evaluation Criteria will be deemed non-compliant.

4.3 Financial Evaluation

4.3.1 Mandatory Financial Criteria

- a) The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders in Attachment 3.2 – Financial Proposal Requirements.
- b) The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes excluded.

4.4 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.
- c) Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- d) In addition to any other time periods established in the bid solicitation:
 - i. Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - ii. Requests for Further Information: If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
 - A. verify any or all information provided by the Bidder in its bid; or
 - B. contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,The Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.
 - iii. Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

e) **Applicable Reference Evaluation RFP Documents**

The following documents, including their appendices, form the basis of technical and financial evaluation:

- i. Attachment 3.1 – Bid Submission Form
- ii. Attachment 3.2 – Financial Proposal Requirements
- iii. Attachment 4.1 – Mandatory Technical Evaluation Criteria
- iv. Attachment 4.2 – Point-Rated Technical Evaluation Criteria
- v. Attachment 4.3 – Use Case and Demonstration Evaluation Criteria (Rated Demo)

4.5 Basis of Selection

4.5.1 Basis of Selection – Highest Combined Rating of Technical Merit and Price

- a) To be declared responsive, a bid must:
 1. comply with all the requirements of the bid solicitation; and
 2. meet all mandatory criteria; and
 3. obtain the required minimum points specified for sections 2.1, 2.2 and 2.3 of Attachment 4.2 Point-Rated Technical Evaluation Criteria
 4. obtain the required minimum 435 points overall for the Point-Rated Technical Evaluation Criteria under Attachment 4.2. The rating is performed on a scale of 676 points
 5. obtain the required minimum of 14 points specified for the Use Case and Demonstration Evaluation Criteria (Rated Demo) under Attachment 4.3. The rating is performed on a scale of 20 points
- b) Bids not meeting (1) or (2) or (3) or (4) or (5) will be declared non-responsive.
- c) The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
- d) Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

Overall Score is based on 70% Technical and 30% Financial and is calculated as follows:

The Technical Evaluation Score (70%) is calculated as follows:

Total 1 (Point-Rated Technical Evaluation):

Formula:
$$\frac{\text{Total Point Score (Obtained by Bidder)}}{\text{Maximum Available Points on Point-Rated Technical Criteria}} \times 50\%$$

Total 2 (Use Case Demonstration Evaluation):

Formula:
$$\frac{\text{Total Point Score (Obtained by Bidder)}}{\text{Maximum Available Points on Use Case Demonstration Evaluation Criteria}} \times 20\%$$

Technical Evaluation Score = Total 1 (Point-Rated Technical) + Total 2 (Use Case Demo Evaluation)

The Pricing Score (30%) is calculated as follows:

Total 3 (Financial):

Formula:
$$\frac{\text{TBP of the Lowest priced responsive proposal}}{\text{Bidder's Total Bid Price (TBP)}} \times 30\%$$

- e) The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively.

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)				
		Bidder 1	Bidder 2	Bidder 3
Point-Rated Technical Evaluation Score		472.5/676	535.5/676	567/676
Use Case Demonstration Evaluation Score		16/20	18/20	15/20
Bid Evaluated Price		\$45,000.00	\$65,000.00	\$62,000.00
Calculations	Point-Rated Technical Evaluation Score	$(472.5/676) \times 50 = 34.9$	$(535.5/676) \times 50 = 39.6$	$567/676 \times 50 = 41.9$
	Use Case Demonstration Evaluation Score	$(16/20) \times 20 = 16$	$(18/20) \times 20 = 18$	$(15/20) \times 20 = 15$
	Pricing Score	$\frac{\$45,000}{\$45,000} \times 30 = 30$	$\frac{\$45,000}{\$65,000} \times 30 = 20.8$	$\frac{\$45,000}{\$62,000} \times 30 = 21.8$
Combined Rating		80.9	78.4	78.7
Overall Rating		1	3	2

- f) All point scores for technical and financial will be rounded to the first decimal place, where necessary. Point scores for the calculation of Combined Rating will be rounded to the nearest two decimal places.
- g) For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- h) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- i) If more than one bidder is ranked first because of identical overall scores, then the bidder with the best overall technical score will become the top-ranked bidder.

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

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/canada/esdc/labour's) 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 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

5.2.3.1.1 SACC Manual clause [A3005T](#) (2010-08-16) Status and Availability of Resources
SACC Manual clause A3005T is amended as follows:

Delete: "Failure to comply with such request may result in the bid being declared non-responsive."

5.2.4 Software Publisher Certification and Software Publisher Authorization

- a) If the Bidder is the Software Publisher for any of the proprietary software component(s) it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation (Attachment 5.1). Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.
- b) Any Bidder that is not the Software Publisher of all the proprietary software products or components proposed as part of its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary Software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary Software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation (Attachment 5.2). Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders and Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.
- c) In this bid solicitation, "Software Publisher" means the owner of the copyright in any Software included in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

- a) Before award of a contract, the following conditions must be met:
- the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - 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;
 - the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- b) 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.
- c) 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) Financial Capability

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 Requirement

- a) **To be completed at Contract Award** (The “**Contractor**”) agrees to supply to the Client the goods and/or services described in the Contract, including the Annex A Statement of Work, in accordance with, and at the prices set out in, the Contract. The scope includes:
- granting the rights to use the available EFM Solution Licensed Software, in accordance with the Contract, including the Statement of Work, which is subject to a Software Warranty Period of 12 months;
 - providing EFM Solution Software Maintenance and Support during the Contract Period, as per levels specified in this document;
 - providing licensed documentation for the Licensed Software
 - providing the EFM Solution Documentation in English (and French, if available); and
 - providing all the contract deliverables in accordance with the Contract.
- b) **Client: Immigration, Refugees and Citizenship Canada (IRCC)** is the initial Client that will use the **Enterprise Fraud Management Solution (EFM Solution)**. However, this Contract will also allow Canada to make the EFM Solution available to any department, Crown corporation or agency as described in the *Financial Administration Act* (as amended from time to time); any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act* (each a “**Client**”). Although Canada may make the EFM Solution available to any or all the Clients, this Contract does not preclude Canada from using another method of supply for entities

of the Government of Canada with same or similar needs. When the EFM Solution is made available to Clients other than the initial Client, any required professional services or training will be purchased under a separate contract.

- c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:

any reference to a “**deliverable**” or “**deliverables**” includes the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred).

7.2 License

- a) **License:** The Contractor must provide the Licensed Software described in the Contract, which includes everything described in this article, as well as anything further required to ensure that the Client is able to use all the features and functionality of the Licensed Software listed in Annex A, including but not limited to providing any and all agents, host agents, access licenses, drivers, application program interfaces, adapters, connectors, plug-ins, and software development tool kits.
- b) **Grant of Licenses:** In addition to the obligations set out in Section 02 (License Grant) of 4003 - Licensed Software, the Contractor grants to Canada a license to use the Licensed Software in accordance with the Contract. This license is non-exclusive, perpetual, irrevocable, world-wide, fully paid and without royalties. The license cannot be restricted, modified or revised in any way by the Contractor.

This license includes the right for Canada to install, copy, deploy and use the Licensed Software, which includes the rights:

- i. to deploy, in whole or in part, any or all of the software products that form part of the Licensed Software, together or separately, and in as many installations and locations (off-site workplaces or work environments “in the field”, and in-home work environments for the Client's business purposes) as the Client sees fit;
- ii. to create or process an unlimited number of documents, transactions, data and events;
- iii. to use English and French versions (if available, these must be the “Canadian English” and “Canadian French” versions);
- iv. to run the Licensed Software on multiple computing platforms and devices; under the Contract, “devices” are defined as mainframes, servers, desktops, workstations, notebooks, laptops, personal digital assistant(s) and networking equipment and peripheral equipment such as switches, routers, hubs, bridges, phones and Gateways, and any other equipment that has a central processor unit(s), mass storage device(s), input output device(s) and operating system;
- v. to grant access through a browser using Internet, intranet and extranet environments or any other connections to anyone (Canadians and non-Canadians and employees

and contractors of Canada) who uses the services and programs provided by Canada (regardless of their location) to access, view, enter, search, exchange and read information held and created by the Client using the Licensed Software;

- vi. to make this use by way of a network, the Internet, an intranet, an extranet, a virtual private network (VPN), an inter-network, or such other means as may become possible from time to time so that users have "universal access rights" (i.e., a right to access the Licensed Software by any means from any location as may become possible from time to time), whether their means of access is secure, wireless, mobile or by any other means available from time to time;
- vii. to make this use regardless of the operating systems, software applications and Application Programming Interface(s) (API) that the Client may be using from time to time; however, Canada acknowledges that the Contractor is not granting any license rights to software other than the Licensed Software;
- viii. to receive the Licensed Software from the Contractor on Canada's choice(s) of the media on which the Contractor makes the Licensed Software available to customers (including CD-ROM, Internet download, and such other media that the Contractor uses to distribute the Licensed Software at any given time);
- ix. to distribute the Licensed Software to individual Client Users on Canada's choice(s) of media; and
- x. to continue to use the Licensed Software regardless of any changes made at any given time, including but not limited to changes in the operating system, other applications, hardware, peripherals or devices with which the Licensed Software operates; however, the Contractor is not required to deliver a new or different version of the Licensed Software to enable the Client Users to continue to use the Licensed Software in a different environment than the one(s) described in the Contract (unless expressly required to do so as part of the warranty or software maintenance for the Licensed Software described in the Contract),

all without affecting the pricing in the Contract and without requiring the Client to obtain additional licences or accept amended licence terms for the Licensed Software. The "Licensed Software" includes all the software listed in Annex B.

- c) **Optional Goods - Purchase Additional Licenses:** The Contractor grants to Canada the irrevocable option to purchase licenses at the price set out in the Basis of Payment on the same terms and conditions granted under the Contract. The option(s) may be exercised at any time during the Contract Period, as many times as Canada chooses. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

7.3 Licensed Software Warranty, Software Maintenance And Support

- a) **Licensed Software Warranty:** Despite Section 15 (Warranty) of 4003 or anything else to the contrary in this Contract, the "Warranty Period" begins on the date the Licensed Software and the deliverables are accepted in accordance with the terms of this Contract and continues for 12 months.
- b) **Software Maintenance:** In addition to the obligations set out in Section 15 (Warranty) of 4003 - Licensed Software, and the Contractor's obligations under 4004 - Maintenance and Support Services for Licensed Software, the Contractor must provide the following services as part of the "Software Maintenance" throughout the "Software Support Period", which is identified in Annex A, plus any period during which Canada has exercised its option under the Contract to extend the Software Maintenance. The Contractor must provide the Client with the most recent release(s) and version(s) of the Licensed Software during the period of the Software Maintenance, as soon as they are available.

- i. The Contractor must keep track of software releases for the purpose of configuration control.
 - ii. In addition to the Contractor's obligations under Section 3 (Maintenance Releases) of 4004 - Maintenance and Support Services for Licensed Software, the Contractor must deliver the following software code as part of the Software Maintenance:
 1. all Bug Fixes, Software Patches, and all other Enhancements;
 2. all Upgrades, updates, major and minor New Releases, and Renames;
 3. all Extensions and other modifications, including but not limited to drivers, service packs, and Service Releases;
 4. all application programming interfaces (APIs), plug-ins, applets and adapters;
 5. all rewrites, including in other programming language(s), where the original version(s) is no longer being maintained by the software publisher; and
 6. on request, all backgrades or downgrades; however, if these backgrades or downgrades are versions predating the version of the Licensed Software acquired from the Contractor, the backgrade or downgrade version is provided without warranty and the Contractor will have no obligation to provide Software Maintenance or Support Services for the backgrade or downgrade version of the Licensed Software,which will be made available by the Software Publisher during the Software Support Period.
 - iii. The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e. the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for the Contract Period from the date this Contract is issued. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide Upgrades to the Licensed Software as part of the Software Maintenance, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.
- c) **Software Support:** In addition to the obligations set out in Supplemental General Conditions 4004, the Contractor must provide the following as part of the "**Software Support**" throughout the "**Software Support Period**", which is identified in Annex A, plus any period during which Canada has exercised its option under the Contract to extend the Software Support. The Software Support includes the following Technical Hotline Support and Web Support services:
- i. **Technical Hotline Support:** In addition to the requirements of Supplemental General Conditions 4004, the Contractor must provide the Technical Hotline Support through the Contractor's toll-free hotline at _____ (to be completed upon Contract Award), in English (and French, if available), 24 hours a day (excluding statutory holidays observed by the federal government in the province from which the call is made). The Contractor must answer or return all calls (with a live service agent) within 60 minutes of the initial time of the Client or User's initial call. The Contractor's personnel must be qualified and able to respond to the Client's and any Client User's questions and, to the extent possible, be able to resolve user problems over the telephone and provide advice regarding configuration problems relating to the Licensed Software.
 - ii. **E-Mail Support:** The Contractor must provide E-Mail Support through the Contractor's e-mail address at _____ (to be completed upon Contract Award), in English (and French, if available). E-Mail Support must be available from 8:00 A.M. to 5:00 P.M. Eastern Time, Monday to Friday (excluding statutory holidays observed by the federal government in the province from which the e-mail is sent). The Contractor must answer all e-mails (automatically generated e-mails will not be considered to meet this requirement) within 60 minutes of the initial time of the Client's initial e-mail.
 - iii. **Web Support:** The Contractor must provide Canada with technical web support services through a website that must include, as a minimum, frequently asked questions and on-

line software diagnostic routines, support tools, and services. The Contractor's website must provide support in English. The Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address is _____ (to be completed upon Contract Award).

- d) **Optional Goods - Extend Software Support Period:** The Contractor grants to Canada the irrevocable option(s) to extend the Software Support Period by seven (7) additional one-year periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in the Basis of Payment. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- e) **Optional Goods - Purchase Software Maintenance and Support on Additional License(s):** The Contractor grants to Canada the irrevocable option to purchase Software Maintenance and Support on the additional licenses, if Canada exercises its option for this additional Software Maintenance and Support of the Licensed Software, Canada will pay the Contractor the firm annual price set out in the Basis of Payment, payable annually in advance, FOB destination, and Applicable Taxes extra.

7.4 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 issued by Public Works and Government Services Canada (PWGSC). The Manual is available on the PWGSC Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/all>.

a) General Conditions

- i. 2030 (2018-06-21), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

b) Supplemental General Conditions

- i. 4003, (2010-08-16), Supplemental General Conditions - Licensed Software;
- ii. 4004, (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
- iii. 4010 (2012-07-16) Services – Higher Complexity

apply to and form part of the Contract.

7.5 Security Requirements

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

A. SECURITY REQUIREMENTS FOR CANADIAN SUPPLIERS:

- a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.
- b) The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC.

- c) The Contractor/Offeror MUST NOT remove any 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.
- d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- e) The Contractor/Offeror must comply with the provisions of the:
 - i. Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - ii. Industrial Security Manual (Latest Edition).

B. SECURITY REQUIREMENTS FOR FOREIGN SUPPLIERS:

The Canadian Designated Security Authority (Canadian DSA) for industrial security matters in Canada is the Industrial Security Sector (ISS), Public Works and Government Services Canada (PWGSC), administered by International Industrial Security Directorate (IIISD), PWGSC. The Canadian DSA is the authority for confirming Contractor compliance with the security requirements for foreign suppliers. The following security requirements apply to the foreign recipient Contractor incorporated or authorized to do business in a jurisdiction other than Canada and delivering outside of Canada the services listed and described in the subsequent contract.

- a) The Foreign recipient Contractor must be from a Country within the North Atlantic Treaty Organization (NATO), the European Union (EU) or from a country with which Canada has an international bilateral security instrument. The Contract Security Program (CSP) has international bilateral security instruments with the countries listed on the following PWGSC website:
<http://www.tpsgc-pwgsc.gc.ca/esc-src/international-eng.html>.
- b) The Foreign recipient Contractor must, at all times during the performance of the contract, hold an equivalence to a valid Designated Organization Screening (DOS), issued by the Canadian DSA as follows:
 - i. The Foreign recipient Contractor must provide proof that they are incorporated or authorized to do business in their jurisdiction.
 - ii. The Foreign recipient Contractor must not begin the work, services or performance until the Canadian Designated Security Authority (DSA) is satisfied that all contract security requirement conditions have been met. Canadian DSA confirmation must be provided, in writing, to the foreign recipient Contractor in an Attestation Form, to provide confirmation of compliance and authorization for services to be performed.
 - iii. The Foreign recipient Contractor must identify an authorized Contract Security Officer (CSO) and an Alternate Contract Security Officer (ACSO) (if applicable) to be responsible for the overseeing of the security requirements, as defined in this contract. This individual will be appointed by the proponent foreign recipient Contractor's Chief Executive officer or Designated Key Senior Official, defined as an owner, officer, director, executive, and or partner who occupy a position which would enable them to adversely affect the organization's policies or practices in the performance of the contract.
 - iv. The Foreign recipient Contractor must not grant access to CANADA PROTECTED B information/assets, except to its personnel subject to the following conditions:
 - a. Personnel have a need-to-know for the performance of the contract;
 - b. Personnel have been subject to a Criminal Record Check, with favourable results, from a recognized governmental agency or private sector organization in their country as well as a Background Verification, validated by the Canadian DSA;
 - c. The Foreign recipient Contractor must ensure that personnel provide consent to share results of the Criminal Record and Background Checks with the Canadian DSA and other Canadian Government Officials, if requested; and

- d. The Government of Canada reserves the right to deny access to CANADA PROTECTED information/assets to a foreign recipient Contractor for cause.
- c) CANADA PROTECTED information/assets provided or generated pursuant to this contract must not be further provided to a third party Foreign recipient Subcontractor unless:
 - i. written assurance is obtained from the Canadian DSA to the effect that the third-party Foreign recipient Subcontractor has been approved for access to CANADA PROTECTED information/ assets by the Canadian DSA; and
 - ii. written consent is obtained from the Canadian DSA, if the third-party Foreign recipient Subcontractor is located in a third country.
- d) The Foreign recipient Contractor MUST NOT remove CANADA PROTECTED information/assets from the identified work site(s), and the foreign recipient Contractor must ensure that its personnel are made aware of and comply with this restriction.
- e) The Foreign recipient Contractor must not use the CANADA PROTECTED information/assets for any purpose other than for the performance of the contract without the prior written approval of the Government of Canada. This approval must be obtained from the Canadian DSA.

All CANADA PROTECTED information/assets, furnished to the foreign recipient Contractor/Subcontractor or produced by the foreign recipient Contractor, must also be safeguarded as follows:

- a) The Foreign recipient Contractor must immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that CANADA PROTECTED information/assets pursuant to this contract has been compromised.
- b) The Foreign recipient Contractor must immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that CANADA PROTECTED information/assets accessed by the foreign recipient Contractor, pursuant to this contract, have been lost or disclosed to unauthorized persons.
- c) The Foreign recipient Contractor must not disclose CANADA PROTECTED information/assets to a third party government, person, firm or representative thereof, without the prior written consent of the Government of Canada. Such consent must be sought through the Canadian DSA.
- d) The Foreign recipient Contractor must provide the CANADA PROTECTED information/assets a degree of safeguarding no less stringent than that provided by the Government of Canada in accordance with the National Policies, National Security legislation and regulations and as prescribed by the Canadian DSA.

7.6 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

7.6.1 Task Authorization Process

Task Authorization:

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

Task Authorization Process:

- a) The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization Form for non-DND clients" or "DND 626, Task Authorization Form" or "Task Authorization" form specified in Annex F.
- b) The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
- c) The Contractor must provide the Technical Authority, within 5 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
- d) The Contractor must not commence work until a TA authorized by the Technical Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.6.2 Task Authorization Limit

The Technical Authority may authorize individual task authorizations up to a limit of \$65,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Technical Authority and Contracting Authority before issuance.

7.6.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

7.6.4 Periodic Usage Reports - Contracts with Task Authorizations

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

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

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

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- a) the authorized task number or task revision number(s);
- b) a title or a brief description of each authorized task;
- c) the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- d) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- e) the start and completion date for each authorized task; and
- f) the active status of each authorized task, as applicable.

For all authorized tasks:

- a) the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- b) the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

7.7 Term of Contract

a) Contract Period

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

- i. The "Initial Contract Period", which begins on the date the Contract is awarded and ends three (3) year(s) later; and
- ii. The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

b) Option to Extend the Contract

- i. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to seven (7) additional one-year period(s) under the same conditions. 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.
- ii. Canada may exercise this option at any time by sending a written notice to the Contractor at least five (5) 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.

c) Optional Goods and/or Services

- i. The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Section 7.15 - Payment of the Contract under the same terms and conditions, and at the prices stated in Annex B – Basis of Payment – Price Schedule.
- ii. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.
- iii. The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.8 Authorities

7.8.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Michael Pignat
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Address: 10 rue Wellington Gatineau, QC
Telephone: 873-354-4163
E-mail address: Michael.pignat@tpsgc-pwgsc.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.

7.8.2 Technical Authority

The Technical Authority for the Contract is: *(will be completed upon Contract Award)*

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
E-mail address: _____

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.

7.8.3 Contractor's Representative

The Contractor's Representative for the Contract is: *(will be completed upon Contract Award)*

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
E-mail address: _____

7.9 Payment

7.9.1 Basis of Payment

Payment for all of the Work will be made in Canadian currency.

All Goods, when applicable, must be FOB destination, all customs duties included.

a) Wave 1 Implementation

Canada will pay the Contractor a Wave 1 EFM Implementation Firm Lot Price detailed in Annex B - Basis of Payment - Price Schedule, customs duties included and Applicable Taxes extra for the entirety of the Work in the Statement of Work in Annex "A" relating to the entirety of the Wave 1 EFM Implementation Work, including, but not limited to, the completion of all related activities, services, plans, and execution satisfactorily completed by the Contractor. The Wave 1 Implementation Firm Lot Price is divided into milestones as set out in Annex B - Basis of Payment – Price Schedule. Each Wave 1 Implementation milestone amount is payable only after successful completion and acceptance by Canada of the respective milestone to which the milestone amount applies. The firm price includes the warranty during the Wave 1 Implementation Warranty Period.

b) EFM Solution Licensed Software

For the license(s) to use the Licensed Software (including Warranty and Software Documentation) in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B – Basis of Payment, DDP (Delivery Duty Paid), including all customs duties, GST/HST extra.

c) Maintenance and Support for the Licensed Software

For the Software Maintenance and Support, as detailed in this Contract, Canada will pay the Contractor the firm annual price(s) set out in Annex B – Basis of Payment, payable in advance, FOB origin, including all customs duties, Applicable Taxes extra.

d) Optional goods - Additional Software Licenses

For additional licenses to use the Licensed Software and the Maintenance and Support, if Canada exercises its option, Canada will pay the Contractor the firm price(s) set out in section 3.1 of Annex B – Basis of Payment, FOB destination, including all customs duties. Applicable Taxes are extra and payable by the Client. For greater certainty, the term of such license will be for one year and shall be co-terminated at the first renewal period as further described in subsection.

For Software Maintenance and Support on additional Software Licenses: In order to provide for a common termination date for the Software Maintenance and Support Services, Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the common Maintenance termination date. In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.

e) Optional Professional Services

Task Authorizations (TA) authorize Work that is not otherwise covered by another section of the SOW, and for additional Work that may be added by Canada to Annex A. The Work described in the TA must be in accordance with the scope of the Contract and can be requested at any time by Canada during the entire Term of the Contract. Canada will pay the Contractor in arrears and no more than once a month, up to the Ceiling Price for an authorized Task Authorization, for actual time worked and any resulting deliverables in accordance with the all-inclusive fixed daily rates for Professional Services, in accordance with the prices included in Annex B- Basis of Payment, as and when requested by Canada during the Term of the Contract, Customs duties are included and Applicable Taxes are extra. For professional services, Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

f) Professional Services Rates

In Canada's experience, Bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.

g) Software Maintenance and Support Services Pricing Stability

The Contractor acknowledges that it is important to Canada to be able to continue to access Software Maintenance and Support Services for the Licensed Software after the Term of Contract. The Contractor accordingly offers to continue to provide Software Maintenance and Support Services at reasonable annual rates and on all of the other terms and conditions set out in this Contract, subject to execution by the parties of a formal contract(s) therefor. For each of the 2 years that follow the Term of Contract, the Contractor hereby offers annual rates that are the lesser of:

- i. the Contractor's then current published rates; and
- ii. the previously contracted rates adjusted by the percentage difference in the Consumer Price Index (CPI) as determined by Statistics Canada, for the 12 month period immediately preceding the date on which the price change is to be effective; and
- iii. 2% more than the annual rates provided to Canada in the preceding year under this Contract or under any extension entered into pursuant to this Article;

and the Contractor's obligations under this Article shall survive termination or expiry of this Contract.

h) Competitive Award

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

7.9.2 Method of Payment – Multiple Payments

H1001C (2008-05-12), Multiple Payments

a) Method of Payment – Wave 1 Implementation

Canada will make milestone payments in accordance with the milestones detailed in Annex B - Basis of Payment and the payment provisions of the Contract if:

- i. an accurate and complete claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document requested by the Contracting Authority have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives;
- iii. all work associated with the milestone and as applicable any deliverable required have been completed and accepted by Canada.

b) Method of Payment - Advance Payment for EFM Solution Software Licenses during the Initial and Optional Contract Periods

- i. Canada will make the annual advance payment to the Contractor for the EFM Solution Software Licenses within 30 days after receiving a complete invoice (and any required substantiating documentation).
- ii. If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.
- iii. The Contractor acknowledges that this is an advance payment and that, despite anything to the contrary in the Contract, Canada will perform acceptance procedures for the goods and/or services only after the services have been performed or goods have been provided, regardless of whether the payment has already been made. The Contractor agrees that any advance payments authorized and paid under the terms of the Contract are not considered acceptance of the goods and/or services for which the payment is made. Also, payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

c) Method of Payment - Advance Payment for Software Maintenance and Support for the Licensed Software during the Initial and Optional Contract Periods

- i. Canada will make the annual advance payment to the Contractor for the software within 30 days after receiving a complete invoice (and any required substantiating documentation).
- ii. If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.
- iii. The Contractor acknowledges that this is an advance payment and that, despite anything to the contrary in the Contract, Canada will perform acceptance procedures for the goods and/or services only after the services have been performed or goods have been provided, regardless of whether the payment has already been made. The Contractor agrees that any advance payments authorized and paid under the terms of the Contract are not considered acceptance of the goods and/or services for which the payment is made. Also, payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

d) Method of Payment for Task Authorizations with a Ceiling Price

For any TA using Professional Services categories issued under this Contract, Canada will pay the Contractor in accordance with the following method of payment.

For any authorized Task Authorization issued under the Contract that contains a Ceiling price:

- i. Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- ii. Canada will pay the Contractor within 30 days of receiving a complete invoice (and any required substantiating documentation). If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.
- iii. Once Canada has paid the Ceiling price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

7.9.3 Limitation of Expenditure

- a) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- b) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority. The Contractor must not perform any work or provide any goods and/or service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority.
- c) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - i. when it is 75 percent committed, or
 - ii. 4 months before the Contract expiry date, or
 - iii. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
- d) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

7.9.4 Electronic Payment of Invoices – Contract

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)

7.9.5 Discretionary Audit

C0100C (2010-01-11) Discretionary Audit - Commercial Goods and/or Services

7.9.6 Time Verification

C0711C (2008-05-12) Time Verification

7.10 Invoicing Instructions

- a) The Contractor must submit invoices in accordance with the information required in the General Conditions. The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision. By submitting invoices (other than for any items subject to an advance payment), the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- b) The Contractor must provide all original invoices to the Client Administrative Contact and all copies to the Contracting Authority.

7.11 Certifications and Additional Information

7.11.1 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.

7.11.2 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.

7.11.3 SACC Manual Clauses

A3015C (2014-06-26) Certifications - Contract

7.12 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.13 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:
 - 4003 (2010-08-16) Licensed Software
 - 4004 (2013-04-25) Maintenance and Support Services for Licensed Software;
- c) the general conditions 2030 (2018-06-21), General Conditions - Higher Complexity - Goods;
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirements Check List;
- g) the signed Task Authorizations (including all of its annexes, if any);
- h) the Contractor's bid dated _____, *(to be included upon Contract Award)*

7.14 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance - No Specific Requirement is hereby included as part of the Terms of the Contract.

7.15 Safeguarding Electronic Media

- a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.16 Termination for Convenience for Software Maintenance and Support Services

Notwithstanding the Termination for Convenience provisions contained at Section 32 of 2030 - General Conditions - Higher Complexity - Goods, the parties agree that in the event of termination of services for the convenience of Canada for which an advance payment has been made, charges up to the date of termination will be calculated on a prorata basis of a twelve month year and a thirty day month. The Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1 ¼ percent per annum.

7.17 Limitation of Liability

- a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this section, even if it has been made aware of the potential for those damages.
- b) First Party Liability:
- i. 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:
 - a. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - b. physical injury, including death.
 - ii. 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.
 - iii. 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.
 - iv. 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.

- v. 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:
- a. 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
 - b. 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 0.25 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 \$1M.

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 \$1M, whichever is more.

- vi. 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.

c) Third Party Claims:

- i. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- ii. 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.
- iii. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

7.18 Finalization of Wave 1 Implementation Plan

Canada will provide comments it has regarding the proposed Implementation Plan (workplan) submitted by the Contractor as part of its bid. The Contractor must update the Implementation Plan as requested by Canada within ten working days from receiving comments from the Project authority to reflect Canada's

comments and resubmit it to Canada for approval. This deliverable should present and detail the steps required to move from functional specifications, through operational go-live of the Software Solution in the Client's production environment, up to and including the first quarter in which the EFM Software Solution is available for operational use.

7.19 Access to Canada's Property and Facilities

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

ANNEX A

STATEMENT OF WORK

Enterprise Fraud Management (EFM) Solution Statement of Work

1.0 Interpretation

Capitalized terms used herein will have the meaning set forth in Appendix 1 to Annex A – Definitions & Acronyms. Any term, whether capitalized or not, used in this Statement of Work that is not defined in the list of definitions will have the generally accepted industry, technical or trade meaning given to such term (if any), including any applicable meaning attributed to such term in connection with its use in the current release of Information Technology Infrastructure Library (ITIL) (i.e., V3, or later) (including incident management, problem management, release management, etc.). Similarly, unless otherwise specified, references to change management in this Statement of Work will have the meaning attributed to such term in connection with its use in the ITIL.

1.1 Attachments

The following Attachments are enclosed as part of this Statement of Work:

Appendix 1 to Annex A – Definitions and Acronyms
 Appendix 2 to Annex A – IRCC Transactional Activity – Volumes
 Appendix 3 to Annex A – Indicative Business Rules
 Appendix 4 to Annex A – Resource Categories
 Appendix 5 to Annex A – IRCC High Level IT Infrastructure
 Attachment 1 – EFM Solution - Security Controls List

1.2 References to this Statement of Work to include Appendices

Unless the context requires otherwise, references in this Statement of Work to “this Statement of Work”, “herein”, “hereof”, “hereunder” and “hereto” will include this Statement of Work, and the Attachments to this Statement of Work, collectively.

2.0 Scope of Work

Immigration, Refugees and Citizenship Canada (IRCC) is seeking to acquire an Enterprise Fraud Management (EFM) Solution to enhance the Department’s capabilities to monitor the actions of End-Users of IRCC IT applications in order to detect potentially inappropriate access to, or misuse of, personal information by those users. The solution will also alert Authorized-Users of the EFM Solution when such cases are detected so that they can be reviewed and investigated as required. The period of any resulting contract will be for three (3) years with IRCC retaining the irrevocable option to extend the contract for up to seven (7) additional one (1) year periods.

The solution will be installed within the Government of Canada (GC) shared physical network owned by Shared Services Canada (SSC). As such, the vendor must be prepared to work with both SSC and IRCC personnel to install, configure, and make the solution ready for use upon contract award. As well, both SSC and IRCC will be responsible for the solution throughout the entire period of contract including any extensions.

In order to perform its functions (e.g. monitoring, capturing, alerting, importing, and reporting), the solution must not require the modification, re-factoring or re-coding of any IT applications being monitored. Moreover, the solution must not require an agent to be installed on user end-points to gather End-User transactional activity. As such, managed network TAPs (Terminal Access Points) (physical and virtual) will be leveraged to gather End-User transactional activity (session data).

The solution availability is defined as meeting the following requirements:

- a) Solution hours: 24x7 and 365 days per year basis; and
- b) Service Level: 99.5% solution wide availability excluding Client scheduled downtimes and unscheduled service interruptions.

2.1 Objectives

IRCC's objectives in implementing the EFM Solution are to:

- a) Enhance IRCC's capabilities to monitor, detect, and manage potential cases of malfeasance and misuse of information by End-Users of IRCC IT applications (referred henceforth in this document as "End-Users") and alert authorized solution users (referred henceforth in this document as "Authorized-Users") of the same.
- b) Meet IRCC's EFM Solution requirements as listed in Section 3 – EFM Solution Requirements; and,
- c) Provide a defensible audit trail of targeted End-Users' activities based on business rules and policies as defined by IRCC.

2.2 Guiding Principles

IRCC's guiding principles in implementing the EFM Solution are as follows:

- a) Leverage pre-built capabilities available in the Contractor's Core Product to meet IRCC's objectives and avoid customizations wherever possible;
- b) Use industry best practices in defining policies and business rules including those for monitoring, detecting, querying, reporting and alerting; and,
- c) Wherever possible, automate and optimize performance of the operations of the EFM Solution, the key interfaces with IRCC's applications, and security systems or tools.

The Contractor must include the above guiding principles into all designs and other work products wherever possible. Deviations from the guiding principles must be identified and approved in advance by the Technical Authority.

3.0 EFM Solution Requirements

The technical requirements for the Enterprise Fraud Management Solution are laid out in the subsections below. The Contractor must clearly demonstrate that the EFM Solution will satisfy all mandatory requirements listed in the subsections below.

3.1 Monitor, Detect and Alert

	EFM Solution Requirements
3.1.1	The EFM solution must continually collect and monitor transactional activity of End-Users (on a 24/7 basis) performed through targeted IT applications.
3.1.2	The EFM solution must have support options that include access to, on a 24 hour a day, 365 days per year basis: <ol style="list-style-type: none"> 1. On-line self-service; 2. Phone and web based technical support; 3. Patches and updates; and 4. The ability to open an unlimited number of support cases.
3.1.3	The EFM solution must alert Authorized-Users when pre-defined business rules are triggered.
3.1.4	The EFM solution must allow Authorized-Users to configure entities, attributes, and values depending on the monitored IT applications.
3.1.5	The EFM solution must be able to reconcile time zones when capturing and importing End-User actions, as well as when applying detection models (e.g. user action world-wide recorded in UTC).
3.1.6	The EFM solution must be capable of determining for each End-User action captured, at least the following information: <ol style="list-style-type: none"> 1. The End-User who initiated the action; 2. The date and time; 3. The information viewed or edited; and, 4. Client IT application(s) used.
3.1.7	The EFM solution must alert Authorized-Users when there is any interruption in the collection of data.
3.1.8	The EFM solution must not require re-factoring or re-coding of client IT applications to perform any of its functions (e.g. monitoring, capturing, importing, and reporting).
	EFM Solution Preferences
3.1.9	The EFM solution should alert Authorized-Users when the solution fails to see data to capture or fails to capture any data from End-User actions performed on the targeted client IT applications within a pre-defined timeframe (within 10 minutes).
3.1.10	The EFM solution should have the ability to integrate with other security data analysis and reporting tools (i.e. SIEM, DAM/DAP, DLP). The Bidder should identify all other security data analysis and reporting tools that the proposed solution integrates with and provide a description of the level of integration possible.
3.1.11	The EFM solution should be configurable to allow Authorized-Users to selectively turn on/off alerts.
3.1.12	The EFM solution should allow Authorized-Users to suppress alerts manually for the repeat occurrence of a potential incident.
3.1.13	The EFM solution should be capable of distinguishing duplicate copies of user actions within the same transmission captured from multiple points (i.e. handling duplicates and managing it as only one copy).
3.1.14	The EFM solution should allow Authorized-Users to receive alerts using communication channels inside/outside of the solution (e.g. email, text, etc.).
3.1.15	The EFM solution should allow Authorized-Users to customize the content of the notification message.

3.2 Business Rules

	EFM Solution Requirements
3.2.1	The EFM solution must allow Authorized-Users to configure and deploy business rules, and select and control (i.e. on, off) which client IT applications are to be targeted to have their End-User actions captured by the solution.
3.2.2	The EFM solution must have the ability to monitor a single End-User or a group of End-Users based on pre-defined business rules.

3.2.3	The EFM solution must allow Authorized-Users, when defining an alert, to include the following in the alert, at a minimum: <ol style="list-style-type: none"> 1. Identification#; 2. Importance (critical, high, low); and 3. Course of action to be executed (i.e. case type to be created, workflow).
3.2.4	The EFM solution must have the capability to produce different types of configurable outcomes when the detection model generates an alert, including and not limited to: <ol style="list-style-type: none"> 1. Trigger another detection model or rule; 2. Create a specific case type; 3. Flag and store in an accessible list; and 4. Attach to an associated active case.
3.2.5	The EFM solution must provide out-of-the-box detection model templates that can be modified by an Authorized-User.
	EFM Solution Preferences
3.2.6	The EFM solution should provide the functionality to activate different detection models at various frequencies (i.e. detection models can be activated on an ad-hoc basis or scheduled to run daily, weekly, monthly, quarterly, event driven or other as appropriate).
3.2.7	The EFM solution should allow Authorized-Users to create, modify, and delete the following types of business rules at a minimum: <ol style="list-style-type: none"> 1. Pre-defined business rules – where an Authorized-User can only run the rule; 2. Parameterized business rules – where an Authorized-User of the rule shall be able to select a specific attribute which is a variable parameter within the built rule before executing the rule; 3. Ad-hoc business rules – build from scratch; and 4. Custom business rules – by modifying one of the above.
3.2.8	The EFM solution, when applying detection models, should be capable of applying simple and complex rules as well as multi-step logical scenarios (e.g. if a, and then b or c, is true, then do X). These rules can range from single triggers with only one condition to multi-faceted time sensitive triggers with many conditions or interdependencies.
3.2.9	The EFM solution should provide an indicator to help Authorized-Users determine the impact to the solution's performance when applying detection models (e.g. meter, elapsed time).
3.2.10	If an End-Point agent is installed, the EFM solution should be able to capture session recordings of End-User activities.
3.2.11	The EFM solution should offer automated replay functionality allowing Authorized-Users to see the actions as performed by the End-User.

3.3 Workflow

	EFM Solution Requirements
3.3.1	The EFM solution must provide both automated and manual workflow functionality including: <ol style="list-style-type: none"> 1. An Authorized-User can create a workflow manually.
3.3.2	The EFM solution must allow Authorized-Users to create and store workflow types (i.e. templates) that can be used by other Authorized-Users.
3.3.3	The EFM solution must allow Authorized-Users to apply and manage contextual information (attributes) to any workflows listed in the repository.
3.3.4	The EFM solution must allow Authorized-Users to select, modify, and attach a workflow template to alerts and outcomes generated from the triggered detection models.

3.4 Network TAPS

	EFM Solution Requirements
3.4.1	The EFM solution must be able to capture transactional activity from the network TAPS (Terminal Access Point) between the End-User point and the client IT application, without the need to have anything installed on end-point devices.

3.5 Physical Network Taps

	EFM Solution Requirements
3.5.1	The EFM solution must support Internet Protocol version 4 and 6 (IPv4 and IPv6).
3.5.2	The EFM solution must support IPv4 and IPv6 subnets with variable-length subnet masks (VLSM).
3.5.3	The proposed EFM solution must be compatible with both SFP+ Direct Attach (Twinax), and regular 10Gbps SFP+.

3.6 Administration

	EFM Solution Requirements
3.6.1	The EFM solution must provide the following minimum user-management controls: <ol style="list-style-type: none"> 1. Allow the definition of various user roles and profiles where each role has unique, customizable access with a minimum of ten (10) roles for Authorized-Users of the solution (excludes IT access requirements); 2. Allow the delegation of access; and 3. Provide user groups for defining common permissions and access control.

3.7 Machine Learning

	EFM Solution Requirements
3.7.1	The EFM solution must be capable of detecting anomalies based on End-User profiles and the previously captured End-User actions (e.g. detect anomalies of usage when assessing a group of users within the same workgroup).
	EFM Solution Preferences
3.7.2	The EFM solution should have the capability to identify potentially new models or new patterns of behaviour (e.g. previous fraud activity discovered seems to always include a specific activity).
3.7.3	The EFM solution should have machine learning capabilities to learn based on the results generated and past actions taken and refine its ability to detect and flag cases based on patterns of user behavior, independent of defined business rules.
3.7.4	The EFM solution should have the capability to detect potential collusion across multiple End-Users of monitored IT applications.

3.8 Reporting

EFM Solution Requirements	
3.8.1	The EFM solution must be able to apply normalization rules to the data when applying detection models. For example: "ST.; Rue; Str." must be all evaluated as equivalent to "Street".
3.8.2	The EFM solution must provide dashboard, query, and report functionality.
3.8.3	The EFM solution must allow Authorized-Users to query on any or a combination of entities, attributes, and values for any or all data that is captured, imported and appended.
3.8.4	The EFM solution must allow Authorized-Users to generate, save the results, and execute stored queries and reports repeatedly.
3.8.5	The EFM solution must time stamp and preserve all stored queries and reports.
3.8.6	The EFM solution must allow Authorized-Users to export query and report results.
3.8.7	The EFM solution must allow individual users to view multiple reports, queries and dashboards simultaneously.
3.8.8	The EFM solution must allow Authorized-Users, regardless of their desktop language settings, to create, generate, view and export reports in English.
3.8.9	The EFM solution must allow Authorized-Users to create, modify, and delete the following types of queries at a minimum: <ol style="list-style-type: none"> 1. Pre-defined queries – where an authorized-user can only run the query; 2. Parameterized queries – where an authorized-user of the query shall be able to select parameters within the built query before executing the query; 3. Ad-hoc queries – build from scratch; and 4. Custom queries – by modifying one of the above.
3.8.10	The EFM solution must allow Authorized-Users to produce the following types of reports at a minimum: <ol style="list-style-type: none"> 1. Pre-defined reports – contents are pre-defined; 2. Parameterized reports – pre-packaged report of the results generated within the parameters set; 3. Ad-hoc reports – build a report from scratch; and 4. Custom reports – by modifying one of the above.
3.8.11	The EFM solution must allow Authorized-Users, when using a parameterized query, to: <ol style="list-style-type: none"> 1. Add a list of values within a specific parameter (e.g. list of account numbers or names) for the query to be performed on; and 2. Specify full or partial parameters to execute a query (e.g. use wildcards).
3.8.12	The EFM solution must be able to keep a record of all captured End-User actions supporting potential cases of information malfeasance and misuse over a user configurable time period of at least 6 years.
3.8.13	The EFM solution must have the functionality to export all case information created in the solution.
3.8.14	The EFM solution must have the functionality to maintain the chain of custody as per the existing regulations including Rules of Evidence and the <i>Canada Evidence Act</i> (https://irb-cisr.gc.ca/en/legal-policy/legal-concepts/Pages/EvidPreuApp.aspx).
EFM Solution Preferences	
3.8.15	The EFM solution should allow Authorized-Users, regardless of their desktop language settings, to create, generate, view and export reports in French.
3.8.16	The EFM solution should allow Authorized-Users to display the information in the following formats: <ol style="list-style-type: none"> 1. Tabular; 2. Graphical (e.g. bar; pie; 3D); 3. Textual; and 4. Advanced graph types (e.g. overlays, bubble charts).

3.8.17	The EFM solution should allow Authorized-Users to customize reports: <ol style="list-style-type: none"> 1. Page numbering; 2. Sorting and grouping; 3. Data arrangement (e.g. change physical location of data within the report); 4. Orientation (e.g. portrait v. landscape); or 5. Style, colour, font, size, italics, bolding, and underlining.
3.8.18	The EFM solution should allow Authorized-Users to create queries and reports using the following: <ol style="list-style-type: none"> 1. "Drag and drop"; 2. "Click and choose"; 3. Manual entry; and 4. Native query type language such as SQL.
3.8.19	The EFM solution should provide context querying that enables users to "drill-through" to details.
3.8.20	The EFM solution should allow Authorized-Users to generate, view and export reports in English or French.
3.8.21	The EFM solution should allow multiple users to view the same report at the same time.
3.8.22	The EFM solution should allow multiple users to execute the same query simultaneously.
3.8.23	The EFM solution should allow Authorized-Users to select output report formats including but not limited to: <ol style="list-style-type: none"> 1. CSV; 2. Tab delimited text files; and 3. ODF.

3.9 Search

	EFM Solution Requirements
3.9.1	The EFM solution must support search and retrieval capabilities of data it has archived.
	EFM Solution Preferences
3.9.2	The EFM solution should allow a fuzzy search on data collected.
3.9.3	The EFM solution should provide ranking of search results when searching on any or a combination of entities, attributes, and values within the solution data repository.
3.9.4	The EFM solution should provide case-insensitive (i.e. does not distinguish between upper and lower case data) search capabilities.

3.10 General Requirements

	EFM Solution Requirements
3.10.1	The EFM solution must have user-focused online help for all user functions.
3.10.2	The EFM solution must be a commercially available end-to-end solution allowing authorized-users to seamlessly activate multiple modules while maintaining common look and feel throughout a session.
3.10.3	The Contractor must provide all proposed EFM solution documentation, including user manuals and administration manuals in English.

3.11 Scalability and Load Balancing

	EFM Solution Requirements
3.11.1	The EFM solution must accommodate a monitoring volume of transactions as identified in Annex B – IRCC Transactional Activity - Volumes in the SOW document.
3.11.2	The EFM solution must be scalable by leveraging Client-approved infrastructure to meet increase in service demand. Refer to Attachment 1 – EFM Solution – IRCC High Level IT Infrastructure document for additional details.

3.12 On-premise Hosting

	EFM Solution Requirements
3.12.1	The EFM solution must support running in the following virtualized environments: <ol style="list-style-type: none"> 1. Microsoft Hyper-V; and 2. VMWare vSphere;
3.12.2	The EFM solution must be capable of being entirely contained within the client IT network and not depend on or require data external to the client IT network.
	EFM Solution Preferences
3.12.3	The proposed EFM solution should never communicate outside of the client IT network for any reason unless specifically authorized by the client technical authority).

3.13 Security

	EFM Solution Requirements
3.13.1	The EFM solution must be able to work with full functionality within an environment that uses encrypted transmissions.
3.13.2	The EFM solution must offer the capability to encrypt communications with other systems using Communications Security Establishment (CSE) approved algorithms.
3.13.3	The EFM solution must support CSE approved secure transmission protocols including but not limited to SSL, TLS, HTTPS (i.e. SSL over HTTP).
3.13.4	The EFM solution must comply with Information Technology Security Guidance-22 (ITSG-22) that applies to Protected B information. "Baseline Security Requirements for Network Security Zones in the Government of Canada". http://www.cse-cst.gc.ca/documents/publications/itsg-csti/itsg22-eng.pdf
3.13.5	The EFM solution must support, at a minimum, API level authentication for integration with other client IT systems.
3.13.6	The EFM solution must be able to monitor transactions that are using 2-factor authentication.
	EFM Solution Preferences
3.13.7	The EFM solution should separate, logically or physically, user interface from system management interface.
3.13.8	The EFM solution should automatically terminate temporary and emergency accounts after a period set for the account by the Authorized-User.
3.13.9	The EFM solution should automatically disable inactive accounts after a period set by the Authorized-User.
3.13.10	The EFM solution should enforce a limit of consecutive invalid access attempts.
3.13.11	The EFM solution should display an approved system use notification message or banner, defined by the client, before granting access.
3.13.12	The EFM solution should initiate a session lock after a set period of inactivity not exceeding 30 minutes.
3.13.13	The EFM solution should force the users to re-authenticate after a set inactivity period.
3.13.14	The EFM solution should terminate the client network connection at end of session or after a period of inactivity not exceeding 60 minutes.
3.13.15	The EFM solution should enforce segregation of duties and authorization through authenticated user accounts.
3.13.16	The EFM solution should allow a configurable number of access privileges for each role.

3.14 Logging

	EFM Solution Requirements
3.14.1	The EFM solution must provide a logging functionality to track actions including create, modify, disable, query and report on any entity or record and capture at a minimum the following actions: <ol style="list-style-type: none"> 1. Date and Time of the action (including time zones); 2. Action by; and 3. Action taken.
	EFM Solution Preferences
3.14.2	The EFM solution should uniquely identify and authenticate users or processes acting on behalf of users.
3.14.3	The logs captured for all activities performed by Authorized-Users of the EFM solution should be read-only.

3.15 Technical

	EFM Solution Requirements
3.15.1	The EFM solution must support, at a minimum, a web interface on one of the following: <ol style="list-style-type: none"> 1. Internet Explorer 11 or higher; 2. Google Chrome 72 or higher; 3. Firefox 70 or higher.
3.15.2	The EFM solution must perform all user authentications using Client LDAP Directory.
3.15.3	The EFM solution must allow only Authorized-Users with specific permissions to delete any data.
3.15.4	The EFM solution must include test environment to allow Authorized-Users to: <ol style="list-style-type: none"> 1. Apply detection models in a variety of operating modes; 2. Run in a simulation mode (e.g. against data already collected generating simulated alerts without generating live detection alerts); and 3. Test patches and updates in a non-production environment.
3.15.5	The EFM solution must be able to integrate with industry COTS Security Information and Event Management [SIEM] systems.
	EFM Solution Preferences
3.15.6	The EFM solution should provide its functionality through a GUI web browser.
3.15.7	The EFM solution should allow Authorized-Users, regardless of their desktop language settings, to operate web interface in either official language of Canada.
3.15.8	The EFM solution should allow cancelled actions, finished processes and sessions to terminate in a clean manner leaving no inconsistent, damaged or temporary files.
3.15.9	The EFM solution should provide the ability to adjust data retention settings.
3.15.10	The EFM solution should have the ability to auto-purge data based on pre-defined data retention settings and upon Authorized-User confirmation.
3.15.11	The EFM solution should allow Authorized-Users to mark data as "do not delete".

3.16 Case Management

	EFM Solution Preferences
3.16.1	The EFM solution should allow the ability to create, modify and store a case for an incident and attach all relevant data associated with the incident.
3.16.2	The EFM solution should have the capability to export all data, information, captured information, and reports to other case management systems for the purpose of data migration.
3.16.3	The EFM solution should have the capability to attach a potential case occurrence to an associated active case when a business rule(s) generates an alert.
3.16.4	The EFM solution should allow Authorized-Users to export data to the following file formats: <ol style="list-style-type: none"> 1. Office Open XML; 2. XML; and 3. Tab delimited text files.
3.16.5	The EFM solution should allow Authorized-Users to import/export audio, video and at least one pictorial format (e.g. jpg, gif, png).
3.16.6	The EFM solution should have the capability to allow Authorized-Users to manually assign and change risk level of potential cases.
3.16.7	The EFM solution should have the capability for Authorized-Users to configure risk levels for a case (e.g. by volume, business rule, users, time).
3.16.8	The EFM solution should provide both automated and manual case management functionality including: <ol style="list-style-type: none"> 1. An Authorized-User can create a case manually; and 2. A case can be automatically created as part of a workflow or outcome of a detection model.
3.16.9	The EFM solution should allow Authorized-Users to create, modify, and store case types (i.e. templates) that can be selected and used by other Authorized-Users. For example: <ol style="list-style-type: none"> 1. The outcome of applied analytics; or 2. A client submits a request for information.
3.16.10	The EFM solution should allow Authorized-Users to apply and manage contextual information (attributes) to any case types and case reports listed in the repository.
3.16.11	The EFM solution should allow Authorized-Users to select, modify, and attach a case template to alerts and outcomes generated from the triggered detection models.
3.16.12	The EFM solution should add system generated information to each case as it is created including but not limited to: <ol style="list-style-type: none"> 1. A unique case ID; and 2. Date created.
3.16.13	The EFM solution should allow Authorized-Users to work a case to completion. Example steps: <ol style="list-style-type: none"> 1. Accept, refuse or re-assign; 2. Prioritize; 3. Update the status; 4. Track task(s); 5. Add text (information); 6. Attach documents (e.g. PDF, MS Word, jpg); 7. Invoke escalation process; 8. Set notifications; or 9. Export and/or print all or part of the case information.

3.16.14	The EFM solution should provide Authorized-Users the capability to list or query on any open or closed cases.
3.16.15	The EFM solution should allow Authorized-Users to create a case report template that can be selected and completed by other Authorized-Users as required to communicate the results of a case (e.g. case result reports; form letters).
3.16.16	The EFM solution should be able to send a notification (e.g. email) when the recipient of an assigned case is setup as an occasional user within their access profile. This profile will be used for occasional Authorized-Users (e.g. employee supervisors) who are required to review and action a case.
3.16.17	The EFM solution should allow Authorized-Users to manage their workloads, for example: <ol style="list-style-type: none"> 1. Lists their assigned cases; 2. Ability to drill into any case; or 3. List the due dates.

3.17 Maintenance

	EFM Solution Preferences
3.17.1	The EFM solution should have the ability to display system messages at login.

4.0 Wave 1 EFM Solution Implementation

The Contractor must analyze, design, install, test and support the production implementation of the EFM Solution for Wave 1, defined as the implementation of an EFM Solution to monitor, detect, notify and capture potential passport information misuse and malfeasance by End-Users of IRCC's Global Case Management System (GCMS) passport application. The Contractor must provide its own methodology, tools and assets to achieve an operational Wave 1 EFM Solution within the timeframe described in Section 7 – Schedule. The Contractor must identify its activities and deliverables in its methodology and Project Plan including, at a minimum, the activities described in the subsections of Section 4 directly below as well as the deliverables (or their equivalents) identified in Section 6.2 of this document.

4.1 Project Management

The Contractor must provide Project Management services to plan, schedule, monitor and report on the Wave 1 EFM Solution Implementation to achieve the Wave 1 requirements within the proposed schedule, cost and scope. Project Management activities must include, but are not limited to:

- Develop a project schedule, work breakdown structure (WBS) and assignments for each WBS element;
- Establish Project Management tools, templates, communication methods and best practices;
- Develop a Resource Management Plan (including Client resources);
- Provide and execute Risk Mitigation strategies and actions;
- Provide Weekly Status Reports;
- Develop Upfront Deliverable Agreements (UDAs) to set expectations of the content, form and acceptance criteria of each deliverable;
- Develop Quality Assurance Strategy and formulate a Quality Assurance Plan;
- Develop a Transition to Operations Plan;
- Direct & manage project execution;
- Collaborate with IRCC's Project Management team and Subject Matter Experts (SME);
- Participate in the defined governance structure; and,
- Perform contingency planning.

4.2 Define and Analyze

The Contractor must review and analyze IRCC's EFM Solution requirements for Wave 1. This must include, but is not limited to:

- a) Validate, modify and/or develop as required IRCC's Wave 1 EFM use cases and business rules and compare to industry best practices;
- b) Validate as required IRCC's Wave 1 EFM business requirements, and objectives and compare to industry best practices;
- c) Validate, modify and/or develop as required technical requirements for the EFM Solution;
- d) Identify and analyze gaps; and,
- e) Recommend options to address the gaps.

4.3 Design

The Contractor must provide business and technical designs of the EFM Solution for Wave 1. This must include, but is not limited to:

- a) Plan, organize and facilitate interviews and group workshops to obtain and gain agreement on a solution for the functional and non-functional requirements;
- b) Develop Design Specifications for any technical components identified such as Reports, Interfaces, Conversions, Extensions, Forms and Workflows to produce and implement a system that satisfies IRCC's EFM requirements for Wave 1. Both business and technical components are considered as part of Design activities;
- c) Develop recommendations for IRCC to create, refine, or eliminate business processes as applicable to enhance the EFM capabilities; and,
- d) Develop an Integrated logical architecture design model of subsystems, components, interfaces, key data entities, and business processes that comprise the EFM Solution.
- e) Complete the Security Requirements Traceability Matrix (SRTM) as part of the Security Assessment and Authorization (SA&A) process (to be completed in collaboration with IRCC IT Security Risk Management group).

4.4 Build

The Contractor must install and develop the EFM Solution for Wave 1 in a development / test environment. This must include, but is not limited to:

- a) Translate designs and specifications into automated and non-automated technical components that meet Wave 1 requirements for the EFM Solution;
- b) Perform application administration functions as required to support development activities;
- c) Provide dedicated non-production environments for development (DEV) and testing (TEST) during implementation of the EFM Solution, and ensure that these remain available to the Client after the solution is implemented;
- d) Install and configure the EFM Solution, including integration activities with IRCC's LDAP system, databases and network components;
- e) Develop agreed upon custom components or code;
- f) Configure the Core Product with business rules and policies to satisfy the Wave 1 requirements; and,
- g) Advise IRCC in developing business processes, templates and procedures related to the EFM Solution.

4.5 Quality Assurance

The Contractor must perform quality assurance on the EFM Solution to ensure all Wave 1 business and technical requirements are proven to be successfully met. This must include, but is not limited to;

- a) Define and execute tests to validate the EFM Solution and business rules in non-production environments (development / test) through testing of:
 - i. Business requirements
 - ii. Technical requirements
 - iii. Use cases
 - iv. System performance
 - v. System integration
 - vi. Security
- b) Remediate defects in the EFM Solution until such time as business and technical requirements have been proven to meet IRCC's acceptance criteria as defined in Section 6.1 – EFM Solution Acceptance; and,
- c) Support IRCC in performing and documenting User Acceptance Testing.

4.6 Optimize

The Contractor must optimize the EFM Solution. This must include, but is not limited to:

- a) Validation of the EFM Solution Implementation Checklist, completion of IRCC requirements, and confirmation that the system is ready for implementation; and,
- b) Optimize and address any required modifications in terms of the overall EFM Solution. Business processes, databases, and network components are further tested and fine-tuned for performance. Critical software and architectural components are improved for reliability, adaptability, and other technical considerations.
- c) Participate in documenting of the Authority to Operate (ATO) security authorization process as part of the SA&A.

4.7 Deployment

The Contractor must provide support services to assist IRCC in the deployment of the EFM Solution into production for Wave 1. This must include, but is not limited to:

- a) Train IRCC resources as described in Section 4.9 – Training;
- b) Support the deployment of the EFM Solution to the production environment with minimal disruption to IRCC's business environment;
- c) Advise IRCC of any modification to the production environment required for the EFM Solution;
- d) Support the Technical Authority's acceptance for deployment of the EFM Solution into production; and,
- e) Provide a post deployment review and recommendations.

4.8 Post-Deployment Stabilization and Optimization

Post-Deployment Stabilization and Optimization describes the ongoing activities to support the EFM Solution until such time as the EFM Solution has been accepted (see Section 6 – Deliverables and Acceptance Criteria). These activities and responsibilities occur for each release and will be governed by IRCC's acceptance process and criteria and the Contractor's warranty as per the Agreement between Contractor and IRCC.

As part of Post-Deployment activities, Contractor must transition the support and operations of the EFM Solution to IRCC and/or any other Contractor that IRCC appoints for the Support and Maintenance Services.

For greater clarity, the Contractor is expected to support and maintain each release of the EFM Solution until such time as all releases have satisfied IRCC's acceptance process and criteria. The support and maintenance activities primarily include:

- a) Resolution of all post-deployment issues relating to the EFM Solution's configuration or technical component;
- b) Root Cause analysis and documentation of all EFM Solution related issues identified, and resolutions provided post-deployment; and,
- c) Providing fixes for Core Product or customization defects and issues identified post-deployment.

4.9 Training

The Contractor must provide onsite classroom-based training for EFM Solution architects, administrators and users. The Client reserves the right to review and approve course material and training plan prior to training and material distribution. The training must be available in both French and English sessions. The training sessions will be provided in the National Capital Region. The training must cover, at a minimum, the following topics:

Architecture and System Administration

- a) EFM Solution physical and logical implementation architecture options and best practices;
- b) Physical and logical sizing and tuning best practices;
- c) Archiving;
- d) Installation, configuration and customization options;
- e) Import, export and integration methods, options and best practices;
- f) System monitoring methods and best practices;
- g) Installation of upgrades and patches; and,
- h) User and role administration, security and permissions methods and best practices.

Business Rule Configurations

- a) Review of out-of-the-box business rules that are included with the Commercial Off-the-Shelf (COTS product);
- b) Methods and best practices for configuring, testing and implementing business rules for the monitoring, detection, capture and alerting of information misuse and malfeasance; and,
- c) Administration of business rules, including editing, copying, disabling, pausing and re-starting.

EFM Solution Authorized-Users

- a) Overall navigation, user features and functions of the EFM Solution;
- b) Review of reporting and dashboard functions, including report/dashboard creation, viewing, modification, deletion and auto-generation/recurrence;
- c) Review of case management functions, including case and workflow creation, viewing and modification;
- d) Search functions; and,
- e) Methods and best practices for the following incident management functions:
 - i. Receiving and actioning of alerts;
 - ii. Creating an incident case;
 - iii. Working within a case;
 - iv. Reviewing monitored and captured information regarding an incident; and,
 - v. User and case permissions.

Training is required for the following numbers and types of resources (referred to collectively in the EFM Statement of Work as “authorized-users”):

- a) IT Architects – 8
- b) IT Administrators – 8
- c) Security Analysts (i.e. business rule configurations) – 14
- d) Case Investigators – 72

All training described above is to be provided onsite at a designed Government of Canada (GC) provided facility and scheduled at a mutually agreeable time with the Technical Authority at least two weeks in advance of the course start date. The GC will provide all classroom facilities.

The Contractor agrees to provide the GC electronic and hardcopy training materials in English and French and agrees to provide unlimited rights with regard to the use, copy, translation and distribution of all such materials for future use by the GC.

5.0 Professional Services

For work within the scope of the deployment and configuration of the EFM Solution, that is not otherwise covered in Section 4 – Wave 1 EFM Solution Implementation, the Contractor must provide the services outlined below on an as and when requested basis, during the entire term of the contract, including any extensions exercised as Options by the Contracting Authority in accordance with the Contract. The work will be requested through a Task Authorization or Contract Amendment. GC may, at its sole discretion, contract for any goods or services with other contractors for these Additional Services.

All resources must hold a valid Reliability Status clearance as indicated in the Security Requirements Check List (SRCL).

The following professional services categories must be available through the TA process for all estimating activities and subsequent performance of the Additional Professional Services:

- a) Project Manager
- b) EFM Solution Architect
- c) EFM Policy / Business System Analyst
- d) System Administrator
- e) Technical Architect
- f) Programmer / Developer
- g) Database Analyst
- h) Training Specialist
- i) QA Analyst
- j) Testing Specialist

For each of the above roles, additional details on the required levels of experience and the responsibilities of the role are available in Appendix 4 to Annex A – Resource Categories.

6.0 Deliverables and Acceptance Criteria

6.1 EFM Solution Acceptance

The Wave 1 Implementation will be deemed accepted once the following has occurred:

- a) All deliverables identified in the agreed-upon project plan have been delivered and accepted in accordance with the agreed-upon deliverable specifications and acceptance criteria. Deliverables must include all deliverables identified in Section 6.2 – Deliverables or their equivalents;
- b) The security control requirements identified in Attachment 1 – EFM – Security Controls List, must be met for the EFM Solution. The Contractor is required to ensure the EFM Solution meets all security controls prior to implementation;
- c) The EFM Solution has successfully passed User Acceptance Testing (UAT) in the testing environment, has been deployed in production and is successfully operating in such a manner as to meet all requirements identified in the approved Wave 1 Business and Technical requirements; and,
- d) All Wave 1 Training has been completed.

6.2 Deliverables

The Contractor is expected to develop the following deliverables over the course of the EFM Solution Implementation Project. The Contractor must provide all deliverables to Technical Authority for review and approvals.

Milestone / Deliverable	Description	Forecast (Business days from Contract award date)
Milestone	*Contract Award*	Day 0
Milestone	Technical Team engagement with Supplier	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Project Plan including Schedule and Work Breakdown Structure (WBS) 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Risk Mitigation Strategies and Plan 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Weekly Status Reports 	<i>Completed upon Contract Award</i>
Milestone	Start development of the solution	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Deliverable Specifications and Acceptance Agreements (Upfront Deliverable Agreements (UDAs)) 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Gap Analysis and recommendations to address gaps, if applicable 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Complete Security Requirements Traceability Matrix (SRTM) – in consultation with Client. 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Interview / workshop Schedule / plan 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Technical Solution Design 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Technical Configuration Document 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Development Plan, if applicable 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Configuration of business rules as defined in use cases. 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Technical Design documents for reports, integrations, customizations, extensions and workflows, if applicable 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Training manuals 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Training schedule 	<i>Completed upon Contract Award</i>
Milestone	Training of technical team on solution	<i>Completed upon Contract Award</i>
Milestone	Integration of use cases and reports	<i>Completed upon Contract Award</i>
Milestone	Testing/validation of final solution use cases and reports	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Test Cases and Scripts 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Configured Test Environment for end-to-end solution 	<i>Completed upon Contract Award</i>

Milestone	Approved Transition Plan	<i>Completed upon Contract Award</i>
Milestone	Pilot testing and remediation	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Test Results and Defect Log 	<i>Completed upon Contract Award</i>
Milestone	Necessary Privacy and Policy updates are completed	<i>Completed upon Contract Award</i>
Milestone	Training of Workplace Investigations and Ethics (WIE)	<i>Completed upon Contract Award</i>
Milestone	Stakeholder evaluation/approval to proceed	<i>Completed upon Contract Award</i>
Milestone	Finalization of the solution	<i>Completed upon Contract Award</i>
Milestone	Complete development of the solution	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Deployment Approach and Prerequisites 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Deployment Test Plan 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Deployment Test Results 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Configured Production Environment 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> "go/no-go" checklist to be completed with input by IRCC 	<i>Completed upon Contract Award</i>
Milestone	Start solution implementation	<i>Completed upon Contract Award</i>
Milestone	Completed full Implementation of the solution	<i>Completed upon Contract Award</i>
Milestone	Evaluation/Remediation and update of use cases/reports	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> Administrator (technical) manuals 	<i>Completed upon Contract Award</i>
Deliverable	<ul style="list-style-type: none"> User (business) manuals 	<i>Completed upon Contract Award</i>
Milestone	Wave 1 Implementation Project Close-Out Report	Within 200 days

6.3 Deliverable Acceptance

Prior to the development of any deliverables, the Contractor must provide an Upfront Deliverable Agreement (UDA), where deemed necessary by the Technical Authority, that must contain a proposed deliverable specification and acceptance criteria. The discussion on UDA content will continue between the Contractor and Technical Authority until approved. Once approved, the UDA will form the acceptance criteria for the deliverable.

In addition to the specific acceptance criteria described in each UDA, deliverables must be evaluated for the following attributes:

Criterion	Description
Document Format and Clarity	<ul style="list-style-type: none"> a) Consistent format is used; b) Correct and continuous section numbering is used; c) Material is presented logically; d) Non-standard terms, phrases, acronyms, and abbreviations are defined; e) Consistent titles and labels on figures are used; f) No ambiguous statements or content are used; g) Use of passive voice is minimal and appropriate ; h) No typographical errors, spelling errors, missing words, or incorrect page and section numbers; i) Generally accepted rules of grammar, capitalization, punctuation, symbols, and notation are used; and, j) Cross-references are identified appropriately and accurately.
Alignment and Consistency	<ul style="list-style-type: none"> a) Terms have the same meaning throughout all project documentation; b) The material does not contradict predecessor documents e.g. If the Deliverable contains requirements, they align with IRCC business needs as defined in Section 3 – EFM Solution Requirements; c) All material in subsequent documents has a basis in the predecessor document, for example: <ul style="list-style-type: none"> i. If the Deliverable contains designs, the design addresses the defined requirements or specifications; ii. If the Deliverable contains a solution deployed on IRCC infrastructure, all non-functional requirements have been validated and the solution is consistently performing at the agreed performance targets; and, iii. If the Deliverable contains a solution deployed on IRCC infrastructure, all applicable use cases have been successfully validated and the solution is consistently meeting all functional requirements regardless of the employee activities or data inputs.
Completeness	<ul style="list-style-type: none"> a) If the Deliverable contains a plan or a process, it is clear who is responsible for which task, when the plan or process is planned to be completed, and how the plan or process will be evaluated and determined to be successful; b) If the Deliverable contains business or technical designs or specifications, all elements of the design are complete and clear so that readers understand the related functionality that will be developed; c) If the Deliverable contains requirements, specifications, or success criteria, they include specific metrics against which achievement can be measured. They are clear enough to be used in the development of future Deliverables (for example, the requirements are written clearly enough to aid in the writing of use cases and success criteria); and, d) If the Deliverable contains findings and recommendations, the Deliverable clearly states how these were developed.

7.0 Schedule

The Wave 1 EFM Solution must be in production and accepted within two hundred (200) business days following contract award. This includes the completion and acceptance of all Contractor activities and deliverables as defined in Section 4 – Wave 1 EFM Solution Implementation, with the exception of Post-deployment Stabilization and Optimization ongoing activities to support the EFM Solution until such time as the EFM Solution has been accepted.

Schedules for future waves have not yet been defined.

8.0 Governance Framework

The successful completion of the Project requires a concerted and coordinated effort between IRCC, Shared Services Canada (SSC) and the Contractor. IRCC is the accountable lead for the overall project. This section describes the existing project governance structure and the Contractor's responsibilities within it.

The following Project governance structure has been established to ensure timely and effective oversight, information sharing and decision making. The Contractor must support the project governance as defined below.

The Project's governance structure consists of the following committees:

Senior Project Advisory Committee: The ADM-level committee oversees multiple projects and provides leadership, vision and strategic direction to those projects. It advocates on behalf of projects to enable specified business outcomes and benefits in alignment with the respective programs and Government of Canada priorities.

Project Oversight Committee: The Project Oversight Committee (POC) is a decision-making body at the Director General level that supports IRCC's Priorities and Investment Committee in ensuring that projects adhere to Treasury Board Secretariat (TBS) project management policies and standards, and IRCC's project management directives, standards and best practices. The role of the POC is to manage project portfolios, and approve all project gates and business outcome assessments.

Senior Review Board: The Senior Review Board (SRB) supports the Director General leads for the Project Management Board (PMB). The role of the SRB is to provide Director General level review, oversight, support, and guidance for the long-term Enterprise Fraud Management Solution Director General lead(s) to assist in the successful award and implementation of the long-term Solution and Contract. Individual members of the SRB are selected based on their specific areas of subject matter expertise, experience and insights from lessons learned or best practices.

Project Management Board: The Project Management Board (PMB) is the Project's primary interdepartmental oversight forum. PMB is responsible for ensuring a coordinated approach for delivering the Project. It is comprised of Director level representatives. PMB helps to ensure that the business, technical and service delivery teams are working towards common goals and objectives.

GCMS Privacy Mitigation Measures Working Group: The Global Case Management System (GCMS) Privacy Mitigation Measures Working Group (GCMS PMMWG) is a working level committee that is accountable to the PMB. The GCMS PMMWG will provide an opportunity for the project members to discuss cross team progress and issues for resolution within the team or for escalation to the Project Management Board (PMB). Moreover, the GCMS PMMWG will provide leadership control and project oversight to ensure that the delivery and implementation of the project products occur in alignment with the schedule, project dependencies, milestones and the approved budget for each individual Work Package.

Ad-Hoc Working Groups: The ad-hoc working groups will provide a forum for brainstorming on various matters with key stakeholders during the development and implementation exercise of the EFM Solution. These working groups will be led by the systems business owner who is the Information Systems Security Officer (ISSO).

Within this governance framework, ad-hoc Working Group meetings can be established (involving the Contractor and key project stakeholders) in support of the EFM solution development and implementation activities such as:

- Project Schedule;
- Activities completed, delayed and underway;
- Key issues and proposed resolutions;
- Key risks and mitigation strategies;
- Key decisions made or requested;
- EFM Solution demonstrations (as deemed required by the Client).

The Contractor is required to participate in ad-hoc Working Group meetings, on an as needed basis, in person to present the above material and participate in Q&A. If in person attendance is not possible, attendance is required via video or teleconference.

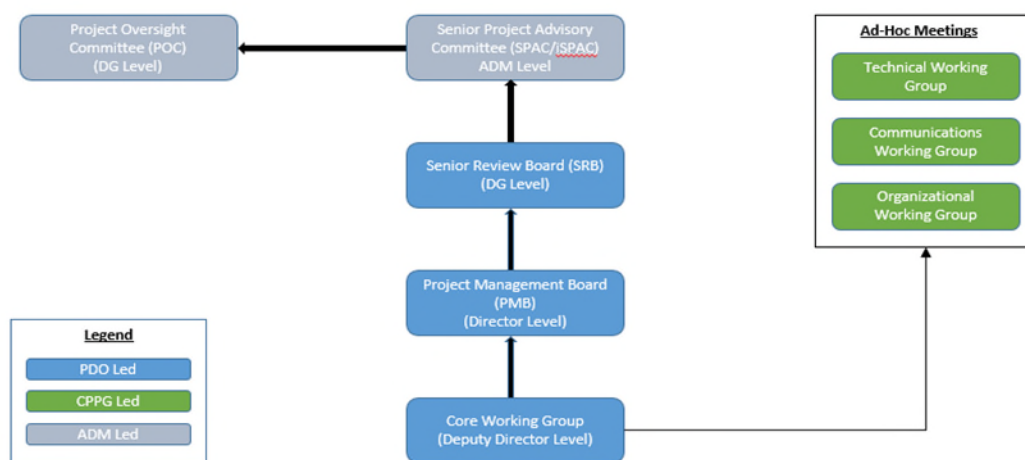


Figure 1 - Governance Framework

9.0 Client Support

IRCC will provide access, in a mutually agreed timeframe, to departmental personnel, boardrooms and meeting rooms, and relevant documentation.

10.0 Travel

Travel to, from or within the National Capital Region (NCR) will not be reimbursed.

All other travel expenses to visit Government of Canada facilities or resources must have the prior authorization of the Technical Authority and will be reimbursed in accordance with the Treasury Board Travel Directive.

11.0 Language

The primary language of work is Canadian English however work may be conducted in either Official Language (Canadian English and/or Canadian French). The deliverables (presentation and written report) must be in Canadian English. The in-person presentation shall be given in either Canadian English or Canadian French, as required. Any translations of materials specifically developed in the performance of this contract shall be the responsibility of the Project Authority. Any reports must be written according to The Canadian Style: A Guide to Writing and Editing (2nd edition) and submitted in MSWord format.

12.0 Work Location

All work related to this contract must be performed onsite at a designated Government of Canada site located in the National Capital Region or approved Contractor site in accordance with the SRCL attached to this contract.

13.0 Limitations and constraints

The Contractor must be ready to work with the Project Authority and other departmental personnel as required. Meetings between the Contractor and the Project and Technical authorities will be held at IRCC facilities located in the National Capital Region between the hours of 9 am and 5 pm, Monday to Friday.

The Contractor must keep all documents and proprietary Crown information confidential and return all materials, including documents and files, belonging to IRCC upon completion of the contract to IRCC.

All work performed will be subject to inspection and acceptance by the Project Authority. All draft and final documents will be approved by the Project Authority prior to distribution. Should the work not meet the expectations of the Project Authority, the Contractor must re-submit revised (acceptable) work at no additional cost to IRCC.

14.0 Reporting and Communication

In addition to the timely submission of all deliverables and fulfillment of obligations specified within the Contract, it is the responsibility of the Contractor to facilitate and maintain regular communication with the Project Contact(s). Status updates, verbal or written, must be delivered on a regular basis over the course of the contract. Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations. Communication may include: phone calls; electronic mail; and meetings. The Client will schedule recurrent meetings or bilats with the Contractor to discuss any issues, problems or areas of concern over the course of the contract.

Appendix 1 to Annex A – Definitions and Acronyms

The table below summarizes the terms and their definitions as used within the Enterprise Fraud Management (EFM) Solution documentation including all referenced Appendices, Attachments and Enclosures.

Terms	Definitions
Additional Onsite Training	Refers to Contractor provided training at a GC provided facility that is over and above that training required in Section 4 – Wave 1 EFM Solution Implementation and may include any or all of the training services identified therein.
Authorized-User	Refers to any person who has been granted a user account, including privileged access, to the EFM solution.
Business Rule	Under this requirement, business rules govern the EFM alerts and notifications. In the case of the EFM Solution, acceptable behaviour will be identified and tracked and everything else will be flagged for investigation.
Capture	A process to acquire the transactions generated by End-Users using targeted IT applications and manipulating information.
Case	An investigative framework created as a result of an incident, alert or notification.
Case Report	A conclusion, findings or results post completion of a case.
Case Type	The specific classification of a case which usually includes a specific workflow and set of rules that govern an incident, alert or notification.
Client	Refers to the GC branch(es) or department(s) procuring, administering, or operating the EFM Solution.
Concurrent Users	Refers to EFM Solution users accessing the EFM Solution simultaneously.
Configuration	Refers to an arrangement of elements in a particular form, or combination which includes minor physical or software setting changes that can be implemented without custom physical modifications or changes to the base code. Configuration may include Installation.
Contract, Master Services Agreement (MSA)	Refers to the written Contract entered into by IRCC and Successful Contractor for the delivery of the requirements listed in Enclosure F.1 – Statement of Work. Within the contract term, IRCC may potentially issue task authorization call ups for additional services related to EFM Solution and/or services.
Contract Amendment	Refers to formally agreed upon revisions to the Contract after the initial bid.
Core Product	Refers to the EFM Solution in its COTS form (i.e. prior to any customization for IRCC implementation).
Core Working Group	Refers to the primary project team members of both the client and contractor.
Corporate Security	Refers to Designated members of the corporate security team responsible for security related investigations.
Customization	Refers to the modification of EFM Solution base code to meet IRCC's EFM Solution requirements.

Database Activity Monitoring (DAM)/Database Audit Protection (DAP)	A technology identified as, Database Activity Monitoring (DAM)/Database Audit Protection (DAP) technologies that is used to monitor database administration activity and database user access.
Dashboard	An easy to read, single page data visualization tool comprised of graphics, charts, gauges and other visual indicators.
Data Capture	The process of reading and storing any actions as performed by an End-User using an IRCC asset (i.e. targeted application).
Data Loss Prevention (DLP)	A technology identified as, Data Loss Prevention (DLP) that is used to detect and prevent the inappropriate storage and movement of sensitive data.
Drill-through	The means by which an Authorized-User can move horizontally between two items (e.g. accessing and viewing relevant and related data in other reports by passing context from a source to a target report).
Electronic Data Warehouse (EDW)	Refers to IRCC's Electronic Data Warehouse.
Enterprise Fraud Management (EFM) Solution	A technology identified as, Enterprise Fraud and Information Misuse Management (EFM) that is used to monitor and alert of suspected End-User activity at the access or transaction layer within targeted IT applications based on detection rules.
End-User	Refers to an employee or contractor of IRCC, or Overseas IRCC, or Other Government Departments (OGDs) who has a user account in and is provided access to IRCC applications. This includes privileged accounts.
Entity	A single unit of data that would have one or more attributes and may or may not have established relationships with a database or databases, other entity or entities, attribute or attributes, and a value or values.
Fuzzy Search	Refers to a search process, using approximate string matching, which returns results based on relevance, even if the search argument does not exactly correspond to the returned information.
Graphical User Interface (GUI)	A means to interact with a computer device through manipulation of graphical images and/or widgets (i.e. window or text box) in addition to text.
GUI Web Browser	A graphical web based software application used by an individual to retrieve, display and negotiate information resources.
Immediate	In the context of this requirement, refers to 5 minutes or less.
Indicator(s)	A means to keep track of identified aspects of a system, component and/or module usually in the form of an electronic dashboard.
Module	A single item or part of a group of items that can be connected or combined to construct a more complex system.
Monitored IT Applications	Applications identified in inventory list as actions 'to be captured'.
Nested Business Rules	Refers to business rules contained within other business rules such that they are validated in a top down manner.
Official Language(s)	A language or languages given special legal status. In the context of this requirement, this term refers to the two official languages of Canada - English and French.
Out-of-the-box Functionality	Refers to Software features provided as part of the commercially available product.
Pre-defined Timeframe	A distinct period of time that has been determined or set in advance of an anticipated occurrence or state. In the context of this requirement, this term generally refers to a defined period of time that needs to have elapsed prior to the triggering of a business rule within the solution.

Project Contact	Refers to a duly appointed IRCC point of contact for the EFM Solution implementation project. This is the channel to be used for all client-contractor communications during the implementation of EFM Solution.
Proposal, Requirement Response or Response	Refers to the complete response to the requirements stated in the requirement.
Protected B	The Protected B category of information, considered particularly sensitive, it can exist both in large quantities and in large concentrations within IRCC databases. The unauthorized disclosure of this information could cause serious injury to an individual (e.g. an IRCC client), organization (e.g. IRCC) or government.
Repository	A place where data is stored and maintained, which may contain one or many entities.
Requirements	Refers to the requirements stated in the SOW including all the Annexes and Attachments listed therein.
Retrieval	A procedure used for searching and extracting database records or content.
Role	In the context of this requirement, this term refers to a designated responsibility, accompanied by the granting of an authority within the EFM solution for a user to undertake specific tasks requiring access to the EFM solution.
Scenario	A set of user activities that indicates the possible occurrence of fraud or malfeasance.
Set Parameter(s)	A set of rules that are defined and applied to manage an expected/anticipated value.
Security Information and Event Management (SIEM)	A technology identified as, Security Information and Event Management (SIEM) that supports threat management and security incident response through the collection and analysis of security events from a wide variety of data sources in real time.
SFP+	SFP+ is a hot-pluggable, small-footprint, serial-to-serial, multi-rate optical transceiver that is commonly used in 8.5GbE to 11GbE data communications and storage-area network (SAN).
Switched Port Analyzer	Refers to port mirroring or port monitoring, which selects network traffic for analysis by a network analyzer.
System of Record	A system of record (SOR) is a data management term for an information storage system (commonly implemented on a computer system running a database management system) that is the authoritative data source for a given data element or piece of information.
Network Terminal Access Point	Refers to a dedicated hardware device, which provides a way to access the data flowing across the computer network.
Targeted IT application(s)	An IT application that has been identified and listed within an inventory requiring the capturing of actions and/or the application of detection models.
Task Authorization	Refers to documentation specifying the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The documentation will also include the applicable basis (bases) and methods of payment as specified in the Contract.

Template	A reusable pattern that can be used to set-up a form, or enter information.
Tombstone Information	Refers to the End-Users' basic identifying information. e.g. Family Name, Given Name, Department, Office (Position), addresses, log-in ID, etc.
Transmission	The means by which information/data is transferred from one point to another.
Treasury Board Travel Directive	Refers to instructions issued by the Treasury Board of the Government of Canada regarding the treatment of travel expenditures.
Twinax	Twinaxial cabling, or "Twinax", is a type of cable similar to coaxial cable, but with two inner conductors instead of one.
Use Case	Refers to a list of actions or event steps defining the interactions between a user (actor) and a system, to achieve an objective.
User Acceptance Testing	Refers to verifications performed by IRCC to ensure proper functionality of the EFM Solution prior to sign-off on the work as accepted.
User ID	A term used to represent an identified End-User on a software, system, website or within any generic IT environment. It is used within any IT enabled system to identify and distinguish between the End-Users who access or use it.
Value(s)	Data that is added or associated with the field of a data repository, entity, attribute.
Variable-Length Subnet Mask	Variable-Length Subnet Masking (VLSM) amounts to "subnetting subnets," which means that VLSM allows network engineers to divide an IP address space into a hierarchy of subnets of different sizes, making it possible to create subnets with very different host counts without wasting large numbers of addresses.
Wildcard(s)	An unchanged defined character that can be used to represent other characters, when partial search information is all that is available.
Workflow(s)	Refers to the computerized facilitation or automation of a process, in whole or in part. Automation of business processes, in whole or in part, where documents, information, or tasks are passed from one participant to another for action, according to a set of rules.
Workplace Investigations	Refers to designated members of Workplace Investigations and Ethics Unit of IRCC's Human Resources Branch responsible for administrative investigations (such as potential violations of the employee Values and Ethics Code including inappropriate access to IRCC networks).

Acronyms	Definitions
ADM	Assistant Deputy Minister
API	Application Programming Interface
ATO	Authority to Operate
BPR	Business Process Re-engineering
BRD	Business Requirements Document
CBSA	Canada Border Services Agency
COTS	Commercial Off-The-Shelf
CSE	Communications Security Establishment
CSV	Comma Separated Values; or sometimes, Character Separated Values.
DAM	Database Activity Monitoring
DAP	Database Audit Protection
DLP	Data Loss Prevention
EDC	Enterprise Data Center
EDW	Electronic Data Warehouse.
EFM	Enterprise Fraud Management
GAC	Global Affairs Canada
GC	Government of Canada
GCMS	Refers to IRCC's Global Case Management System enterprise application.
GCMS PMMWG	Global Case Management System Privacy Mitigation Measures Working Group
GUI	Graphical User Interface
HR	Human Resources
HTTPS	HyperText Transfer Protocol Secure
IEEE	Institute of Electrical and Electronics Engineers
IP	Internet Protocol
IRCC	Immigration, Refugees and Citizenship Canada
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITSG	Information Technology Security Guidance
LACP	Link Aggregation Control Protocol
LDAP	Lightweight Directory Access Protocol
MSA	Master Services Agreement
NCR	National Capital Region
ODF	Open Document Format
PMB	Project Management Board
POC	Project Oversight Committee
Q&A	Question and Answer
RCMP	Royal Canadian Mounted Police
SA&A	Security Assessment and Authorization
SFP	Small Form-factor Pluggable
SIEM	Security Information and Event Management
SME	Subject Matter Expert
SOW	Statement Of Work
SPAN	Switched Port Analyzer
SPOF	Single Point Of Failure
SQL	Structured Query Language
SRCL	Security Requirements CheckList
SRB	Senior Review Board
SRTM	Security Requirements Traceability Matrix
SSC	Shared Services Canada
SSL	Secure Sockets Layer
TAP	Terminal Access Point
TBS	Treasury Board Secretariat

TCP	Transmission Control Protocol
TLS	Transport Layer Security
UAT	User Acceptance Testing
UDA	Upfront Deliverable Agreement
UDP	User Datagram Protocol
UTC	Universal Time Coordinated
VLAN	Virtual Local Area Network
VSLM	Variable-Length Subnet Masks
WBS	Work Breakdown Structure
WIE	Workplace Investigations & Ethics
XML	Extensible Markup Language

Appendix 2 to Annex A – IRCC Transactional Activity - Volumes

1 – Total Concurrent and Unique Users

The number of GCMS concurrent users peaks at approximately 3,000 per hour.

The solution must monitor 30,000 users (IRCC and Other Government Departments).

USERS		
EFM Solution Authorized-Users		
Year 1	250 (2020-21)	
Year 2	250 (2022-23)	~5% growth per year afterward
Monitored End-Users	30000	~8% growth per year

2 – Transactional Activity

The table below outlines the projected transactional activity for IRCC, including growth per year basis.

PROJECTED VOLUMES FOR IRCC TRANSACTIONS	
Fiscal Year	Projected # Transactions ~15% growth per year
GCMS Transactions 2020-21	600,000,000
All IRCC Application Transactions	
2021-22	9,947,500,000
2022-23	11,500,000,000
2023-24	13,200,000,000
2024-25	15,350,000,000

3 – GCMS Environment

Currently, there are approximately 1,000 servers to support the GCMS system. The current use of these servers is broken down as follows:

GCMS environment	Count
Production	<ul style="list-style-type: none"> - 600 Windows OS - 200 Linux OS - Most servers are VMs
Development	<ul style="list-style-type: none"> - 200 Windows OS - 100 Linux OS - Most servers are VMs

Appendix 3 to Annex A – Indicative Business Rules

IRCC has developed a set of indicative business rule requirements to be reviewed and verified. A Business Rule is defined as a rule that governs the alerts and notifications. The business rules are to be analyzed by the contractor prior to implementation.

Appendix 4 to Annex A – Resource Categories

PERSONNEL QUALIFICATIONS

Experience levels for each role, is defined as:

- Junior Resource: Less than 5 years of experience
- Intermediate Resource: 5 to 10 years of experience
- Senior Resource: More than 10 years of experience

Minimum role responsibilities are as follows:

Project Manager	
Description	<ul style="list-style-type: none">a) Manage several Project Managers, each responsible for an element of the project and its associated project team;b) Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;c) Formulate statements of problems; establish procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtain approval thereof;d) Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;e) Report progress of the project on an ongoing basis and at scheduled points in the life cycle;f) Meet in conference with stakeholders and other project managers and state problems in a form capable of being solved;g) Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools; and,h) Project sign-off.
Qualifications	<ul style="list-style-type: none">a) A minimum of one (1) year of project management experience in the installation, configuration, testing and implementation of an EFM solution comparable to the one being provided.

EFM Solution Architect	
Description	<ul style="list-style-type: none"> a) Analyze existing capabilities and requirements, develop redesigned frameworks and recommend areas for improved capability and integration. Develop and document detailed statements of requirements; b) Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary; c) Define and document interfaces of manual to automated operations within application sub-systems, to external systems, and between new and existing systems; d) Prototype potential solutions, provide tradeoff information and suggest recommended courses of action; e) Perform information modelling in support of Business Process Re-engineering (BPR) implementation; f) Perform cost/benefit analysis of implementing new processes and solutions; g) Provide advice in developing and integrating process and information models between business processes to eliminate information and process redundancies; and, h) Provide advice in defining new requirements and opportunities for applying efficient and effective solutions; identify and provide preliminary costs of potential options.
Qualifications	<ul style="list-style-type: none"> a) A minimum of one (1) year of relevant hands-on working experience with the vendor proposed solution. b) A minimum of three (3) years of relevant hands-on working experience with an EFM solution comparable to the one being provided.
EM Policy / Business System Analyst	
Description	<ul style="list-style-type: none"> a) Develop and document a detailed statement of requirements for the proposed alternative recommended in the preliminary analysis report; b) Perform business analyses of functional requirements to identify information, procedures, and decision flows; c) Evaluate existing procedures and methods, identify and document items such as database content, structure, application sub-systems, and develop data dictionary; d) Define and document interfaces of manual to automated operations within application sub-systems, to external systems, and between new and existing systems; e) Identify candidate business processes for re-design, prototype potential solutions, provide trade-off information and suggest a recommended course of action. Identify modifications to the automated processes; and, f) Support and use the selected departmental methodologies. g) Gather, analyze, and document, as well as translate into technical specifications business requirements; writing technical documents; negotiating business/technical requirements and project schedules with customers and other project team members.
Qualifications	<ul style="list-style-type: none"> a) A minimum of three (3) years of experience conducting business systems analysis for EFM or similar type system implementations. b) A minimum of one (1) year of experience conducting business systems analysis for the vendor proposed solution.

System Administrator	
Description	<ul style="list-style-type: none"> a) Install, monitor, upgrade and maintain operating systems; b) Install, monitor, upgrade and maintain hardware and software; c) Work with Business Analysts, Project Managers, Developers, and clients/stakeholders to maintain and improve software performance; d) Apply problem solving skills to troubleshoot and resolve technical problems; e) Ensure timely and reliable system administration procedures, such as backup and/or recovery; and, f) Analyze system performance and recommend improvements.
Qualifications	<ul style="list-style-type: none"> a) A minimum of two (2) years of experience installing, monitoring, upgrading, and maintaining the vendor proposed solution.
Technical Architect	
Description	<ul style="list-style-type: none"> a) Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements; b) Identify policies and requirements that drive out a particular solution; c) Analyze and evaluate alternative technology solutions to meet business problems; d) Ensure the integration of all aspects of technology solutions; e) Evaluate potential hardware and software options relative to their ability to support specified requirements while taking into consideration their impact on potential and actual bottlenecks, in order to identify ways to optimize system performance; and, f) Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them.
Qualifications	<ul style="list-style-type: none"> a) A minimum of two (2) years of relevant hands-on working experience with the vendor proposed solution.
Programmer / Developer	
Description	<ul style="list-style-type: none"> a) Create and modify code and software; b) Create and modify screens and reports; c) Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; d) Design methods and procedures for small computer systems, and sub-systems of larger systems; e) Develop, test and implement small computer systems, and sub-systems of larger systems; and, f) Produce forms, manuals, programs, data files, and procedures for systems and/or applications.
Qualifications	<ul style="list-style-type: none"> a) A minimum of two (2) years of relevant hands-on working experience as a programmer/developer with the vendor proposed solution or an EFM solution comparable to the one being provided.

Database Analyst	
Description	<ul style="list-style-type: none"> a) Define new database structures; b) Define data conversion strategy; c) Define database conversion specifications; d) Finalize conversion strategy; e) Work collaboratively with the users in order to maintain and safeguard the database; f) Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements; g) Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database; and, h) Advise programmers, analysts, and users about the efficient use of data.
Qualifications	<ul style="list-style-type: none"> a) A minimum of two (2) years of relevant hands-on working experience as a database analyst with the vendor proposed solution or an EFM solution comparable to the one being provided.
Training Specialist	
Description	<ul style="list-style-type: none"> a) Assess the relevant characteristics of a target audience; b) Prepare Authorized-Users for implementation of courseware materials; c) Conduct training courses; and, d) Communicate effectively by visual, oral, and written form with individuals, small groups, and in front of large audiences.
Qualifications	<ul style="list-style-type: none"> a) A minimum of one (1) year of relevant experience training clients in the proposed vendor solution or an EFM solution comparable to the one being provided.
QA Analyst	
Description	<ul style="list-style-type: none"> a) Lead development of test plans, test scripts and test data; b) Participate in functional and technical design reviews, perform integration/functional and system testing, and verify test results; c) Identify and document software defects; d) Participate with other project resources to resolve defects; and, e) Perform regression testing of software applications.
Qualifications	<ul style="list-style-type: none"> a) A minimum of one (1) year of relevant hands-on working experience with the vendor proposed solution. b) A minimum of two (2) years of relevant hands-on working experience with an EFM solution comparable to the one being provided.

Testing Specialist	
Description	<ul style="list-style-type: none"> a) Test planning and coordination; b) Supervision of testing in accordance with the plan; c) Management and monitoring of test plans for all levels of testing; d) Management of walkthroughs and reviews related to testing and implementation readiness; e) Status reporting; f) Developing test scenarios and test scripts; g) Establishing and maintaining source and object code libraries for a multi-platform, multi-operating system environment; h) Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures; i) Establishing and operating "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure; and, j) Establishing a validation and verification capability which assumes functional and performance compliance.
Qualifications	<ul style="list-style-type: none"> a) A minimum of one (1) year of relevant hands-on working experience with the vendor proposed solution. b) A minimum of two (2) years of relevant hands-on working experience with an EFM solution comparable to the one being provided.

Appendix 5 to Annex A – IRCC High Level IT Infrastructure

The IRCC/SSC computing infrastructure is comprised of the Linux and Windows operating systems and the distributed computing environment based on Windows operating system. This document describes each environment at a high level along with network, and hardware requirements that need to be met in order to run on IRCC/SSC's standard computing infrastructure.

STORAGE ENVIRONMENT

- a) SSC has a large service hosting environment at each Enterprise Data Center (EDC). This environment provides all SSC managed services (networking, security, directory services, authentication...)
- b) The SSC EDC hosting environments are configured to use new dedicated Government of Canada services, such as the federated directory services used for all user/group/computer management.
- c) The SSC EDC's services are managed by dedicated SSC personnel and applications specific to that EDC.
- d) IRCC data is housed within SSC Enterprise Data Centers.
- e) The data is accessed with the use of the Government of Canada community cloud (1 Gbps SMS) via virtual routing and forwarding.

NETWORK ENVIRONMENT

- a) All of IRCC's infrastructure is owned and managed by SSC
- b) All of IRCC's servers (Hardware) are owned and managed by SSC
- c) All of IRCC's servers (Operating System) are managed by SSC
- d) All of IRCC's servers (Applications) are owned and managed by IRCC
- e) **Domestic:**
 - i. Partner Organisations use a mix of PTP links (ex: RCMP), SMS links (ex: CBSA) and IPSEC Tunnels over SMS (ex: PPTC) to connect to the IRCC network.
 - ii. ALL IRCC Infrastructure owned and/or managed by SSC
- f) **International:**
Owned by GAC managed by SSC. IRCC employees connect through IPSEC Tunnel and https/CITRIX to run applications

NETWORK TAPS

Physical network TAPs are Netscout: Model 340-1094.

Additional details: HD Fiber Tap, 1 Line/Link Fiber, 60/40, 50um, MM, 1U, LC

Virtual network TAPs are Netscout: Model VSTREAM-0-008-5M.

The Contractor will not be responsible for the installation of network TAPs. TAPs will be installed at the Enterprise Data Center (EDC).

DESKTOP ENVIRONMENT

Hardware:

Desktop: CPU=i3, Mem=8GB, Disk=500GB, Laptop: CPU=i5 dual core, Mem=8GB, Disk=250GB, Tablet: CPU=i5 dual core, Mem=8GB, Disk=250GB. Evergreening is on a 5 year refresh cycle for computers. Procurement via SSC for roughly 2000/machines/year. Monitors are on an 8 year refresh cycle. 80% of IRCC employees have dual monitor configurations

Software:

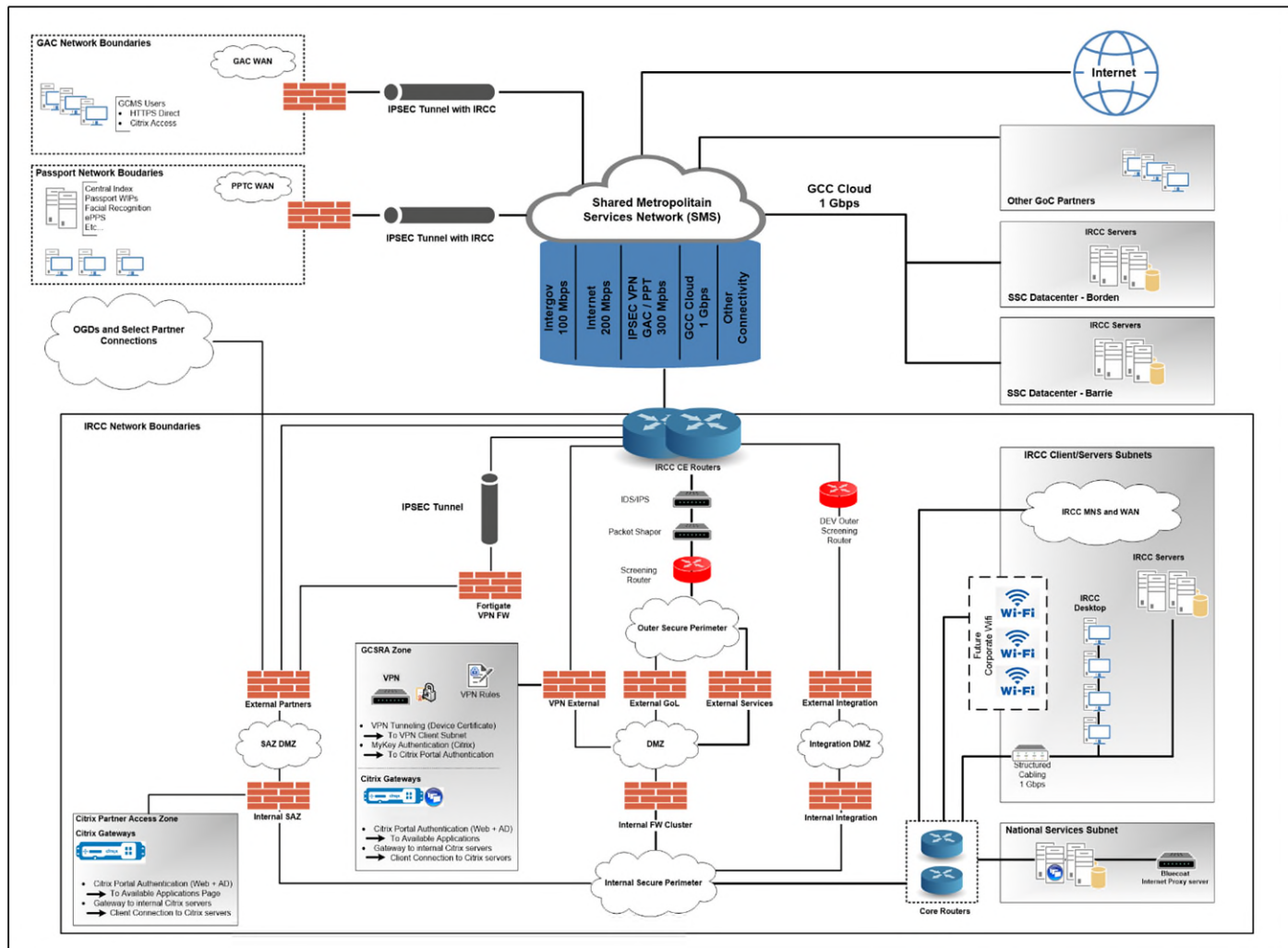
Windows 10 Enterprise, Microsoft Office 2013, Symantec for Antivirus and McAfee for DLP, Java v8 is installed on all IRCC desktops because there are ~30 internal applications and TBS provided applications that require Java. Internet Explorer 11 is the IRCC standard browser for all Corporate Applications. Chrome is supported for internet and GCMS use.

ANNEX A - GEOGRAPHIC DISTRIBUTION

12 Metropolitan Area Networks covering all 10 provinces and 2 territories.

- 617 Network objects.
- 950 Servers (Windows, Linux and other)
- 11000 Workstations (rough estimate)
 - o Nova Scotia
 - Halifax (5 network objects)
 - Sydney (2 network objects)
 - o Prince Edward Island
 - Charlottetown (1 network object)
 - o New Brunswick
 - Fredericton (11 network objects)
 - Moncton (12 network objects)
 - o Newfoundland & Labrador
 - St-John's (7 network objects)
 - o Quebec
 - Montreal (63 network objects)
 - Gatineau (18 network objects)
 - o Ontario
 - NCR (294 network objects)
 - Southern Ontario (95 network objects)
 - o Manitoba
 - Winnipeg (17 network objects)
 - o Saskatchewan
 - Saskatoon (9 network objects)
 - o Alberta
 - Edmonton (3 network objects)
 - Calgary (14 network objects)
 - o British Columbia
 - Greater Vancouver (46 network objects)
 - o Yukon
 - Whitehorse (2 network objects)
 - o Northwest Territories
 - Yellowknife (18 network objects)

HIGH LEVEL VIEW OF IRCC INFRASTRUCTURE



Attachment 1 – EFM Solution – Security Controls List

The security control requirements identified in Attachment 1 – EFM Solution – Security Controls List, must be met. The Contractor is required to ensure the EFM Solution meets all security controls prior to implementation. The Contractor is not required to provide documentation in support of compliancy in its bid.

Attachment 2 – EFM Solution – IT Supply Chain Security Information Form

The Contractor must provide a complete list of all the Products that will be used in the IT infrastructure and services of the Contractor's solution (including, but not limited to, products used by the Contractor, its partners, subcontractors and resellers) using the IT Supply Chain Security Information Form in Attachment 2.

ANNEX B

BASIS OF PAYMENT

1. INITIAL REQUIREMENT

1.1. Firm Requirements

1.1.1. Wave 1 Implementation

Wave 1 Implementation			
Item	Milestone Description	Timeline	Milestone Payment
1	Milestone 1 -		\$
2	Milestone 2 -		\$
3	Milestone 3 -		\$
4	Milestone 4 -		\$
Wave 1 Total:			\$

1.1.2. EFM Solution Software Licenses

For the Non-Network Tap Software of the EFM Solution:

EFM Solution Software Licenses			
Item	Description	Authorized-User Licenses	Firm Lot Price
1	EFM Solution Software License including: Warranty (1 year), Annual Maintenance and Support and Technical Support	250	\$
2	*EFM Solution Annual Maintenance and Support and Technical Support Year 1	250	\$

** For the EFM Solution Annual Maintenance and Support and Technical Support Year 1, following Wave 1 Implementation Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the final day of the first contract year. In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.*

1.1.3. Software Maintenance and Support for the Licensed Software

EFM Solution Software Requirements Maintenance and Support				
Item	Description	Authorized-User Licenses	Firm Price Year 2	Firm Price Year 3
1	EFM Solution Software Annual Maintenance and Support and Technical Support	250	\$	\$

1.2. As and When Requested Services (Task Authorizations)

1.2.1. Training (On an as and when requested basis)

Training						
Item	Course Description	Format	Unit	Price Year 1	Price Year 2	Price Year 3
1	EFM Solution User	Online	Cost per person	\$	\$	\$
2	EFM Solution User (English or French)	Classroom (GoC premises)	Cost per session (up to 15 participants)	\$	\$	\$
3	EFM Solution Administration	Online	Cost per person	\$	\$	\$
4	EFM Solution Administration (English or French)	Classroom (GoC premises)	Cost per session (up to 10 participants)	\$	\$	\$
5	EFM Solution Business Rules Development	Online	Cost per person	\$	\$	\$
6	EFM Solution Business Rules Development (English or French)	Classroom (GoC premises)	Cost per session (up to 10 participants)	\$	\$	\$

1.2.2. Professional Services (On an as and when requested basis)

A portion of the Work to be performed under the Contract may be required on an "as and when requested basis" using a Task Authorization (TA).

The All Inclusive Daily Fixed Rates quoted below are firm for the periods specified commencing on Contract Award.

Professional Services				
Item	Service Category	Per diem rate Year 1	Per diem rate Year 2	Per diem rate Year 3
1	Project Manager Senior	\$	\$	\$
2	Project Manager Intermediate	\$	\$	\$
3	EFM Solution Architect Senior	\$	\$	\$
4	EFM Solution Architect Intermediate	\$	\$	\$
5	EFM Policy Specialist/Business System Analyst Senior	\$	\$	\$
6	EFM Policy Specialist/Business System Analyst Intermediate	\$	\$	\$
7	System Administrator Senior	\$	\$	\$
8	System Administrator Intermediate	\$	\$	\$
9	Technical Architect Senior	\$	\$	\$
10	Technical Architect Intermediate	\$	\$	\$
11	Programmer / Developer Senior	\$	\$	\$
12	Programmer / Developer Intermediate	\$	\$	\$
13	Programmer / Developer Junior	\$	\$	\$
14	Database Analyst Senior	\$	\$	\$
15	Database Analyst Intermediate	\$	\$	\$
16	Database Analyst Junior	\$	\$	\$
17	Training Specialist Intermediate	\$	\$	\$
18	Quality Assurance Analyst Senior	\$	\$	\$
19	Quality Assurance Analyst Intermediate	\$	\$	\$
20	Quality Assurance Analyst Junior	\$	\$	\$
21	Testing Specialist Senior	\$	\$	\$
22	Testing Specialist Intermediate	\$	\$	\$
23	Testing Specialist Junior	\$	\$	\$

2. EFM SOLUTION OPTION PERIODS

2.1. Optional EFM Solution Software Maintenance & Support

For fulfilling all of its obligations for maintenance and support for the non-network-tap EFM Solution software, the Contractor shall be paid an annual firm price as per the table below, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

EFM Solution Software Requirements Maintenance and Support									
Item	Description	Authorized -Users	Price						
			Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7
1	EFM Solution Software Annual Maintenance and Support and Technical Support	250	\$	\$	\$	\$	\$	\$	\$

2.2. Optional As and When Requested Services (Task Authorizations)

2.2.1 Training (On an as and when requested basis)

Optional Training										
Item	Course Description	Format	Unit	Price						
				Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7
1	EFM Solution User	Online	Cost per person	\$	\$	\$	\$	\$	\$	\$
2	EFM Solution User	Classroom (GoC premises)	Cost per session (up to 15 participants)	\$	\$	\$	\$	\$	\$	\$
3	EFM Solution Administration	Online	Cost per person	\$	\$	\$	\$	\$	\$	\$
4	EFM Solution Administration	Classroom (GoC premises)	Cost per session (up to 10 participants)	\$	\$	\$	\$	\$	\$	\$
5	EFM Solution Business Rules Development	Online	Cost per person	\$	\$	\$	\$	\$	\$	\$
6	EFM Solution Business Rules Development	Classroom	Cost per session (up to 10 participants)	\$	\$	\$	\$	\$	\$	\$

2.2.2 Professional Services (On an as and when requested basis)

Optional Professional Services									
Item	Service Category	Level	Per Diem Rates						
			Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7
1	Project Manager	Senior	\$	\$	\$	\$	\$	\$	\$
2	Project Manager	Intermediate	\$	\$	\$	\$	\$	\$	\$
3	EFM Solution Architect	Senior	\$	\$	\$	\$	\$	\$	\$
4	EFM Solution Architect	Intermediate	\$	\$	\$	\$	\$	\$	\$
5	EFM Policy Specialist/Business System Analyst	Senior	\$	\$	\$	\$	\$	\$	\$
6	EFM Policy Specialist/Business System Analyst	Intermediate	\$	\$	\$	\$	\$	\$	\$
7	System Administrator	Senior	\$	\$	\$	\$	\$	\$	\$
8	System Administrator	Intermediate	\$	\$	\$	\$	\$	\$	\$
9	Technical Architect	Senior	\$	\$	\$	\$	\$	\$	\$
10	Technical Architect	Intermediate	\$	\$	\$	\$	\$	\$	\$
11	Programmer / Developer	Senior	\$	\$	\$	\$	\$	\$	\$
12	Programmer / Developer	Intermediate	\$	\$	\$	\$	\$	\$	\$
13	Programmer / Developer	Junior	\$	\$	\$	\$	\$	\$	\$
14	Database Analyst	Senior	\$	\$	\$	\$	\$	\$	\$
15	Database Analyst	Intermediate	\$	\$	\$	\$	\$	\$	\$

Optional Professional Services									
Item	Service Category	Level	Per Diem Rates						
			Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7
16	Database Analyst	Junior	\$	\$	\$	\$	\$	\$	\$
17	Training Specialist	Intermediate	\$	\$	\$	\$	\$	\$	\$
18	Quality Assurance Analyst	Senior	\$	\$	\$	\$	\$	\$	\$
19	Quality Assurance Analyst	Intermediate	\$	\$	\$	\$	\$	\$	\$
20	Quality Assurance Analyst	Junior	\$	\$	\$	\$	\$	\$	\$
21	Testing Specialist	Senior	\$	\$	\$	\$	\$	\$	\$
22	Testing Specialist	Intermediate	\$	\$	\$	\$	\$	\$	\$
23	Testing Specialist	Junior	\$	\$	\$	\$	\$	\$	\$

3. OPTIONAL ADDITIONAL EFM SOLUTION SOFTWARE REQUIREMENTS

3.1. Optional Additional EFM Solution Software Licenses

Optional Additional EFM Solution Software Licenses									
Item	Description	Authorized-Users Increment	Price						
			Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7
1	EFM Solution Software License including: Warranty (1 year), Annual Maintenance and Support and Technical Support	50	\$	\$	\$	\$	\$	\$	\$

3.2. Additional EFM Solution Licenses Maintenance and Support

Optional Additional EFM Solution Software License Maintenance and Support									
Item	Description	Authorized -Users Increment	Price						
			Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6	Option Year 7
1	EFM Solution Software Annual Maintenance and Support and Technical Support	50	\$	\$	\$	\$	\$	\$	\$

ANNEX C

SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

20190250

Security Classification / Classification de sécurité

Unclassified

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

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



Gouvernement du Canada
Government of Canada

Contract Number / Numéro du contrat

20190250

Security Classification / Classification de sécurité

Unclassified

PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

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

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

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No / Non ☐ Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No / Non ☐ Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

PRODUCTION

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No / Non ☐ Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No / Non ☐ Yes / Oui



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

20190750
Security Classification / Classification de sécurité
Unclassified

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

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

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

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

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



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 2019 0250
Security Classification / Classification de sécurité Unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

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

Name (print) - Nom (en lettres moulées) Ralph Bishop	Title - Titre OG-Projects Branch	Signature 	
Telephone No. - N° de téléphone 613-437-6643	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel Ralph.Bishop@cc.gc.ca	Date March 7, 2019

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

Name (print) - Nom (en lettres moulées) Nigel Charles	Title - Titre Security Officer	Signature 	
Telephone No. - N° de téléphone 613-437-7877	Facsimile No. - N° de télécopieur 613-454-9477	E-mail address - Adresse courriel nigel.charles@cc.gc.ca	Date 11 March 2019

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? ☒ No ☐ Yes
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? ☒ Non ☐ Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées) Denis Lecompte Contract Security Officer, Contract Security Division denis.lecompte@tpsgc-pwgsc.gc.ca	Title - Titre	Signature Lecompte, Denis	Digitally signed by Lecompte, Denis Date: 2019.04.10 12:51:32 -04'00'
Telephone Tel/Tél 613-952-7907	de télécopieur	E-mail address - Adresse courriel	Date

ANNEX D

ELECTRONIC PAYMENT INSTRUMENTS

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)

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)

Solicitation No. - N° de l'invitation
B7310-190250/B
Client Ref. No. - N° de réf. du client
B7310-190250

Amd. No. - N° de la modif
File No. - N° du dossier

Buyer ID - Id de l'acheteur
067EE
CCC No./N° CCC - FMS No./N° VME

ANNEX F

TASK AUTHORIZATION FORM PWGSC-TPSGC 572

Amd. No. - N° de la modif.
File No. - N° du dossier
Task Authorization
Autorisation de tâche

**Instruction for completing the form PWGSC -
TPSGC 572 - Task Authorization**
***(Use form DND 626 for contracts for the
Department of National Defence)***

**Instruction pour compléter le formulaire
PWGSC - TPSGC 572 - Autorization de tâche**
***(Utiliser le formulaire DND 626 pour les
contrats pour le ministère de la Défense)***

Contract Number

Enter the PWGSC contract number.

Numéro du contrat

Inscrire le numéro du contrat de TPSGC.

Contractor's Name and Address

Enter the applicable information

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Security Requirements

Enter the applicable requirements

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

**Total estimated cost of Task (Applicable taxes
extra)**

Enter the amount

**Coût total estimatif de la tâche (Taxes applicables
en sus)**

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT

Inscrire le numéro de révision de la tâche, s'il y a lieu.

**Total Estimated Cost of Task (Applicable taxes
extra) before the revision**

Enter the amount of the task indicated in the authorized
TA or, if the task was previously revised, in the last TA
revision.

**Coût total estimatif de la tâche (Taxes applicables
en sus) avant la révision**

Inscrire le montant de la tâche indiquée dans l'AT
autorisée ou, si la tâche a été révisée précédemment,
dans la dernière révision de l'AT.

**Increase or Decrease (Applicable taxes extra), as
applicable**

As applicable, enter the amount of the increase or
decrease to the Total Estimated Cost of Task (Applicable
taxes extra) before the revision.

**Augmentation ou réduction (Taxes applicables en
sus), s'il y a lieu**

S'il y a lieu, inscrire le montant de l'augmentation ou de
la réduction du Coût total estimatif de la tâche (Taxes
applicables en sus) avant la révision.

**1. Required Work: Complete sections A, B, C, and
D, as required.**

**1. Travaux requis : Remplir les sections A, B, C et
D, au besoin.**

A. Task Description of the Work required:

Complete the following paragraphs, if applicable.
Paragraph (a) applies only if there is a revision to
an authorized task.

(a) Reason for revision of TA, if applicable:
Include the reason for the revision; i.e. revised
activities; delivery/completion dates; revised costs.
Revisions to TAs must be in accordance with the
conditions of the contract. See Supply Manual 3.35.1.
50 or paragraph 6 of the Guide to Preparing and
Administering Task Authorizations.

(b) Details of the activities to be performed (include
as an attachment, if applicable)

(c) Description of the deliverables to be submitted
(include as an attachment, if applicable).

(d) Completion dates for the major activities and/or
submission dates for the deliverables (include as
an attachment, if applicable).

A. Description de tâche des travaux requis :

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a)
s'applique seulement s'il y a révision à une tâche
autorisée.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure
le motif de la révision c.-à.-d., les activités révisées,
les dates de livraison ou d'achèvement, les coûts
révisés. Les révisions apportées aux AT doivent
respecter les conditions du contrat. Voir l'article 3.35.
1.50 du Guide des approvisionnements ou l'alinéa 6
du Guide sur la préparation et l'administration des
autorisations de tâches.

(b) Détails des activités à exécuter (joindre comme
annexe, s'il y a lieu).

(c) Description des produits à livrer (joindre comme
annexe, s'il y a lieu).

(d) Les dates d'achèvement des activités principales
et (ou) les dates de livraison des produits
(joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:**Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (Applicable taxes extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (Applicable taxes extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

D. Method of Payment

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :**Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (Taxes applicables en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (Taxes applicables en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

D. Méthode de paiement

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Authorization(s):

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

2. Autorisation(s) :

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat. Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.



Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

☐ No - Non ☐ Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

►

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
--	--	---

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date

Solicitation No. - N° de l'invitation
B7310-190250/B
Client Ref. No. - N° de réf. du client
B7310-190250

Amd. No. - N° de la modif
File No. - N° du dossier

Buyer ID - Id de l'acheteur
067EE
CCC No./N° CCC - FMS No./N° VME

ANNEX G

CLAIM FOR PROGRESS PAYMENT FORM PWGSC-TPSGC 1111



Solicitation No. - N° de l'invitation
B7310-190250
Public Works and Government
Services Canada
Client Ref. No. - N° de réf. du client

Travaux publics et Services
gouvernementaux Canada
Mod. No. - N° de la modif
File No. - N° du dossier

Claim for Progress Payment Demande de paiement progressif

Buyer ID - Id de l'acheteur
CCC No./N° CCC - FMS No./N° VME

If necessary, use form PWGSC-TPSGC 1112 to record detail costs

Si nécessaire, utiliser le formulaire PWGSC-TPSGC 1112 pour inscrire les coûts détaillés

Contractor's Name and Address Nom et adresse de l'entrepreneur	Claim No. N° de la demande	Date YYYY-MM-DD / AAAA-MM-JJ	Contract Price - Prix contractuel
	File No. - N° du dossier		Contract Serial No. N° de série du contrat
Contractor's Procurement Business Number (PBN) Numéro d'entreprise-appvisionnement (NEA) de l'entrepreneur		Financial Code(s) - Code(s) financier(s)	

Contractor's Report of Work Progress (if needed, use additional sheets)

Compte rendu de l'avancement des travaux par l'entrepreneur (si nécessaire, utiliser des feuilles supplémentaires)

Period of work covered by the claim Période des travaux visée par la demande ▶	Current Claim Demande courante		Previous Claims Demandes précédentes		Total to Date Total à date (A + B)
	(A)	Tax Rate Taux de taxe	(B)	Tax Rate Taux de taxe	
Description: (Expenditures must be claimed in accordance with the basis and/or method of payment of the contract) Description : (Les dépenses doivent être réclamées conformément à la base de paiement et (ou) à la méthode de paiement du contrat).		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
		%		%	
Contractor's GST No. N° de TPS de l'entrepreneur	Subtotal Sous-total				
Contractor's QST No. No. de TVQ de l'entrepreneur	Applicable taxes Taxes applicables				
Total					
Less holdbacks on expenditures only (Applicable taxes excluded) Moins les retenues sur les dépenses uniquement (Taxes applicables en sus)					
Total Amount of Claim (including applicable taxes) Montant total de la demande (incluant les taxes applicables)					
Percentage of the work completed Pourcentage des travaux achevés	%	Current Claim Demande courante	▶ Amount due Montant dû		

CERTIFICATE OF CONTRACTOR**I certify that:**

- All authorizations required under the contract have been obtained. The claim is consistent with the progress of the work and is in accordance with the contract.
- Indirect costs have been paid for or accrued in the accounts.
- Direct materials and the subcontracted work have been received, accepted and either paid for or accrued in the accounts following receipt of invoice from supplier/subcontractor, and have been or will be used exclusively for the purpose of the contract.
- All direct labour costs have been paid for or accrued in the accounts and all such costs were incurred exclusively for the purpose of the contract;
- All other direct costs have been paid for or accrued in the accounts following receipt of applicable invoice or expense voucher and all such costs were incurred exclusively for the purpose of the contract; and
- No liens, encumbrances, charges or other claims exist against the work except those which may arise by operation of law such as a lien in the nature of an unpaid contractor's lien and in respect of which a progress payment and/or advance payment has been or will be made by Canada.

Contractor's Signature - Signature de l'entrepreneur

Check the box if the claim is being made with respect to advance payment provisions included in the basis of payment of the contract.

☐

This claim, or a portion of this claim, is for an advance payment.

I certify that:

- The funds received will be used solely for the purpose of the contract and attached is a complete description of the purpose to which the advance payment will be applied.
- The amount of the payment is established in accordance with the conditions of the contract.
- The contractor is not in default of its obligations under the contract.
- The payment is related to an identifiable part of the contractual work.

Contractor's Signature - Signature de l'entrepreneur

CERTIFICATES OF DEPARTMENTAL REPRESENTATIVES**Scientific/Project/Inspection Authority:** I certify that the work meets the quality standards required under the contract, and its progress is in accordance with the conditions of the contract.**Inspection Authority (all other contracts):** I certify that the quality of the work performed is in accordance with the standards required under the contract.Signature of Scientific / Project / Inspection Authority
Signature de l'autorité scientifique ou responsable du projet / de l'inspection

Date (YYYY-MM-DD / AAAA-MM-JJ)

Contracting Authority: I certify that, to the best of my knowledge, the claim is consistent with the progress of the work and is in accordance with the contract. This claim, however, may be subject to further verification and any necessary adjustment before final settlement.

Contracting Authority Signature de l'autorité contractante

Client's - (must sign the interim claim): I certify that the claim is in accordance with the contract.

Client Signature du client

Client's Authorized Signing Officer - (must sign the final claim): I certify that all goods have been received and all services have been rendered, that the work has been properly performed and that the claim is in accordance with the contract.

Client Signature du client

ATTESTATION DE L'ENTREPRENEUR**J'atteste que :**

- Toutes les autorisations exigées en vertu du contrat ont été obtenues. La demande correspond à l'avancement des travaux et est conforme au contrat.
- Les coûts indirects ont été réglés ou portés aux livres.
- Les matières directes et les travaux de sous-traitance ont été reçus, et le tout a été accepté et payé, ou encore porté aux livres après réception de factures envoyées par le fournisseur ou le sous-traitant; ces matières et ces travaux ont été ou seront utilisés exclusivement aux fins du contrat.
- Tous les coûts de la main-d'œuvre directe ont été réglés ou portés aux livres et tous ces coûts ont été engagés exclusivement aux fins du contrat.
- Tous les autres coûts indirects ont été réglés ou portés aux livres après réception des factures ou pièces justificatives pertinentes et tous ces coûts ont été engagés exclusivement aux fins du contrat.
- Il n'existe aucun privilège ni demande ou imputation à l'égard de ces travaux sauf ceux qui pourraient survenir par effet de la loi, notamment le privilège d'un entrepreneur non payé à l'égard duquel un paiement progressif et/ou un paiement anticipé a été ou sera effectué par le Canada.

Title - Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Cocher la case si la demande est faite en rapport avec les dispositions relatives aux paiements anticipés qui se trouvent dans la base de paiement du contrat.

Cette demande, ou une partie de cette demande, est pour un paiement anticipé.

J'atteste que :

- Les fonds reçus ne serviront uniquement qu'aux fins du contrat; ci-joint est une description complète des fins auxquelles le paiement anticipé sera utilisé.
- Le montant du paiement est établi conformément aux conditions du contrat.
- L'entrepreneur n'a pas manqué à ses obligations en vertu du contrat.
- Le paiement porte sur une partie identifiable des travaux précisés dans le contrat.

Title - Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

ATTESTATIONS DES REPRÉSENTANTS DU MINISTÈRE**Autorité scientifique ou responsable du projet / de l'inspection :** J'atteste que les travaux sont conformes aux normes de qualité exigées en vertu du contrat et que leur avancement est conforme aux conditions du contrat.**Responsable de l'inspection (tous les autres contrats) :** J'atteste que la qualité des travaux exécutés est conforme aux normes exigées en vertu du contrat.**Autorité contractante :** J'atteste, au meilleur de ma connaissance, que la demande correspond à l'avancement des travaux et est conforme au contrat. Toutefois, cette demande pourrait faire l'objet d'une autre vérification et de tout rajustement nécessaire avant le règlement final.

Title - Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Signataire autorisé du client - (doit signer la demande provisoire) : J'atteste que la demande est conforme au contrat.

Title - Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Signataire autorisé du client - (doit signer la demande finale) : J'atteste que tous les biens ont été reçus, que tous les services ont été rendus, que tous les travaux ont été exécutés convenablement, et que la demande est conforme au contrat.

Title - Titre

Date (YYYY-MM-DD / AAAA-MM-JJ)

Attachment 3.1 – Bid Submission Form

Attachment 3.1: Bid Submission Form	
Bidder's full legal name [Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name:
	Title:
	Address:
	Telephone #:
	Fax #:
	Email:
Bidder's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> [Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]	
Jurisdiction of Contract: Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	

<p>Former Public Servants</p> <p>See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".</p>	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?</p>
	<p>Yes ____ No ____</p>
	<p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>
<p>Security Clearance Level of Bidder</p> <p>[include both the level and the date it was granted]</p> <p><i>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</i></p>	
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 	
<p>Signature of Authorized Representative of Bidder</p>	

Attachment 3.2 – Financial Proposal Requirements

It is MANDATORY that Bidders submit firm, all-inclusive prices/rates for the initial deliverables and the optional requirements.

THIS SECTION, WHEN COMPLETED, WILL BE CONSIDERED AS THE BIDDER'S FINANCIAL PROPOSAL.

This Annex will become Annex B under any resultant contract. Rates quoted must remain firm for the period of the contract. Rates MUST include ALL costs associated with providing the line item(s) in accordance with Annex A - Statement of Work. Applicable Tax is not included and is to be shown as a separate item on any resulting invoice. Should there be an error in the extended pricing of the Bidder's offer, the unit pricing shall prevail and the extended pricing will be corrected in the evaluation. Any errors in the quantities of the Bidders' offer will be changed to reflect the quantities stated in the RFP.

Bidders must provide offers as per unit of measure requested. It is the responsibility of the Bidder to provide conversion (if required) to the unit of measure requested. Failure to do so will render the Bidder non-responsive without further consideration.

If an item is a \$0.00 cost item, the Bidder must indicate the price by inserting \$0.00 in the Firm Unit Price column. If the cost of an item is included in another item, the Bidder must indicate so by using words such as Cost of item included in item # ____.

NOTE: Sections that are designated below as "Optional" are irrevocable options granted to the Client. As such, Bidders must provide pricing for these items and deliver if the Client exercises these options throughout the Contract period including any extensions thereto. The Client is not obliged to purchase any additional items.

1. Initial Requirement

1.1. Firm Requirements

1.1.1. Wave 1 Implementation

The Bidder must provide firm fixed price for Wave 1 EFM Solution Implementation which includes:

a) All professional services required to perform the analysis, design, development, test and implementation of the Wave 1 EFM Solution as described in the SOW, Section 4.0 – Wave 1 EFM Solution Implementation and the deliverables listed at Section 6 Deliverables and Acceptance Criteria; and

b) All customizations, integrations and configurations as described in the Bidder's responses to the EFM solution requirements in EFM Solution - Statement of Work.

The Bidder must identify in the list below, a maximum of 4 project milestones as identified in the Bidder's workplan with associated payments. Milestone payments are contingent on successful completion and Project Authority approval of the deliverables associated with the milestone as described in the Bidder's project plan.

Note: Each Milestone price may not exceed 30% of the total Wave 1 Implementation Services price and the final milestone must have a price that is no less than 25% of the total Wave 1 Implementation Services price.

Wave 1 Implementation			
Item	Milestone Description	Milestone Deliverable Date (In-line with Bidder's proposed workplan)	Milestone Payment
1	Milestone 1 -		\$
2	Milestone 2 -		\$
3	Milestone 3 -		\$
4	Milestone 4 -		\$
Wave 1 Total (EFMW1):			\$

1.1.2.EFM Solution Software Requirement

For the Non-Network Tap Software of the EFM Solution:

(a) Firm Requirement: Year 1 – EFM Software Component (Excluding Network Taps) Including Maintenance and Support Services

For the firm requirement of the non-network-tap component of the EFM solution as defined in Annex A – Statement of Work, including 250 perpetual Concurrent Authorized-User Licenses*, warranty and maintenance and support services for a period of one (1) year, the Contractor will be paid a firm lot price of \$ **EFMY1** in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

*Software license is based on the number of simultaneous users accessing the solution. Concurrent User Licenses are unrestricted by the total number of Users. The Client requires that all individuals (includes any employee, agent or contractor of the Client) be authorized to use the solution, but only up to 250 at one time (unless increased at the Client's option).

Bidders are to list the proposed non-network-tap software (list must be consistent with the IT Products List in the bidder's submitted Attachment 2 - IT Supply Chain Security Information Form):

For each EFM Product license identified below, the Bidder must provide a firm, fixed one-time fee for a perpetual right-of-use license.

EFM Solution Software License Requirement				
Item	Description	Authorized-User Licenses	Unit Price	Price
1	EFM Solution Software License including: Warranty (1 year)	250	\$	\$
2	*EFM Solution Annual Maintenance and Support and Technical Support Year 1	250	\$	\$
Total EFM Software Solution Licenses Year 1 (EFMY1)				\$

** For the EFM Solution Annual Maintenance and Support and Technical Support Year 1, following Wave 1 Implementation Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the final day of the first contract year. In any subsequent year in which Canada exercises its option to obtain Maintenance, the full amount will apply on the existing Licensed Software.*

1.1.3.Software Maintenance and Support for the Licensed Software

For fulfilling all of its obligations as specified in the Contract for maintenance and support services for the non-network-tap software, the Contractor shall be paid an annual firm rate as per the table below, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

EFM Solution Software Requirements Maintenance and Support				
Item	Description	Authorized-User Licenses	Unit Price	Price
1	EFM Solution Software Annual Maintenance and Support and Technical Support Year 2	250	\$	\$
2	EFM Solution Software Annual Maintenance and Support and Technical Support Year 3	250	\$	\$
Total EFM Software Solution Licenses Year 2 & 3 (EFMY23)				\$

1.2. As and When Requested Services (Task Authorizations)

1.2.1. Training (On an as and when requested basis)

The Bidder must provide firm all-inclusive pricing in this table for training courses provided on an as and when requested basis.

Training							
Item	Course Description	Format	Unit	Estimated Usage	Price Year 1	Price Year 2	Price Year 3
1	EFM Solution User	Online	Cost per person		\$	\$	\$
2	EFM Solution User (English or French)	Classroom (GoC premises)	Cost per session (up to 15 participants)		\$	\$	\$
3	EFM Solution Administration	Online	Cost per person		\$	\$	\$
4	EFM Solution Administration (English or French)	Classroom (GoC premises)	Cost per session (up to 10 participants)		\$	\$	\$
5	EFM Solution Business Rules Development	Online	Cost per person		\$	\$	\$
6	EFM Solution Business Rules Development (English or French)	Classroom (GoC premises)	Cost per session (up to 10 participants)		\$	\$	\$
Training Totals (TAT1, TAT2, TAT3):					\$	\$	\$

1.2.2. Professional Services (On an as and when requested basis)

A portion of the Work to be performed under the Contract may be required on an "as and when requested basis" using a Task Authorization (TA). Bidders must quote All Inclusive Daily Fixed Rates in Canadian dollars and in accordance with the Basis of Payment in Part 7 of the solicitation. A day is defined as 7.5 hours exclusive of meal breaks. All travel and living expenses incurred to perform the Work must be included in the All Inclusive Daily Fixed Rates.

The All Inclusive Daily Fixed Rates quoted below are firm for the periods specified commencing on Contract Award.

Professional Services								
Item	Service Category	Estimated Usage Multiplier (A)	Per diem rate Year 1 (B)	Estimated Price Year 1 (A x B)	Per diem rate Year 2 (C)	Estimated Price Year 2 (A x C)	Per diem rate Year 3 (D)	Estimated Price Year 3 (A x D)
1	Project Manager Senior		\$	\$	\$	\$	\$	\$
2	Project Manager Intermediate		\$	\$	\$	\$	\$	\$
3	EFM Solution Architect Senior		\$	\$	\$	\$	\$	\$
4	EFM Solution Architect Intermediate		\$	\$	\$	\$	\$	\$
5	EFM Policy Specialist/Business System Analyst Senior		\$	\$	\$	\$	\$	\$
6	EFM Policy Specialist/Business System Analyst Intermediate		\$	\$	\$	\$	\$	\$
7	System Administrator Senior		\$	\$	\$	\$	\$	\$
8	System Administrator Intermediate		\$	\$	\$	\$	\$	\$
9	Technical Architect Senior		\$	\$	\$	\$	\$	\$
10	Technical Architect Intermediate		\$	\$	\$	\$	\$	\$
11	Programmer / Developer Senior		\$	\$	\$	\$	\$	\$
12	Programmer / Developer Intermediate		\$	\$	\$	\$	\$	\$
13	Programmer / Developer Junior		\$	\$	\$	\$	\$	\$
14	Database Analyst Senior		\$	\$	\$	\$	\$	\$
15	Database Analyst Intermediate		\$	\$	\$	\$	\$	\$
16	Database Analyst Junior		\$	\$	\$	\$	\$	\$
17	Training Specialist Intermediate		\$	\$	\$	\$	\$	\$
18	Quality Assurance Analyst Senior		\$	\$	\$	\$	\$	\$
19	Quality Assurance Analyst Intermediate		\$	\$	\$	\$	\$	\$
20	Quality Assurance Analyst Junior		\$	\$	\$	\$	\$	\$
21	Testing Specialist Senior		\$	\$	\$	\$	\$	\$
22	Testing Specialist Intermediate		\$	\$	\$	\$	\$	\$
23	Testing Specialist Junior		\$	\$	\$	\$	\$	\$
Professional Services Total (PSY1, PSY2, PSY3):				\$		\$		\$

2. EFM Solution Option PERIODS

2.1. Optional EFM Solution Software Maintenance & Support

For fulfilling all of its obligations for maintenance and support for the non-network-tap EFM Solution software, the Contractor shall be paid an annual firm price as per the table below, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

EFM Solution Software Requirements Maintenance and Support									
Item	Description	Authorized -Users	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution Software Annual Maintenance and Support and Technical Support	250	\$	\$	\$	\$	\$	\$	\$
Optional EFM Maintenance & Support Totals (EFMOY1, EFMOY2, EFMOY3, EFMOY4, EFMOY5, EFMOY6, EFMOY7)			\$	\$	\$	\$	\$	\$	\$

2.2. Optional As and When Requested Services (Task Authorizations)

2.2.1 Training (On an as and when requested basis)

Optional Training											
Item	Course Description	Format	Unit	Estimated Annual Usage Multiplier (A)	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution User	Online	Cost per person		\$	\$	\$	\$	\$	\$	\$
2	EFM Solution User	Classroom (GoC premises)	Cost per session (up to 15 participants)		\$	\$	\$	\$	\$	\$	\$
3	EFM Solution Administration	Online	Cost per person		\$	\$	\$	\$	\$	\$	\$
4	EFM Solution Administration	Classroom (GoC premises)	Cost per session (up to 10 participants)		\$	\$	\$	\$	\$	\$	\$
5	EFM Solution Business Rules Development	Online	Cost per person		\$	\$	\$	\$	\$	\$	\$
6	EFM Solution Business Rules Development	Classroom	Cost per session (up to 10 participants)		\$	\$	\$	\$	\$	\$	\$
Optional Training Total Prices (Option Year x (A)) (TAOTY1, TAOTY2, TAOTY3, TAOTY4, TAOTY5, TAOTY6, TAOTY7)					\$	\$	\$	\$	\$	\$	\$

2.2.2 Professional Services (On an as and when requested basis)

Optional Professional Services										
Item	Service Category	Level	<u>Estimated Annual Usage Multiplier (A)</u>	Per diem rate Option Year 1	Per diem rate Option Year 2	Per diem rate Option Year 3	Per diem rate Option Year 4	Per diem rate Option Year 5	Per diem rate Option Year 6	Per diem rate Option Year 7
1	Project Manager	Senior		\$	\$	\$	\$	\$	\$	\$
2	Project Manager	Intermediate		\$	\$	\$	\$	\$	\$	\$
3	EFM Solution Architect	Senior		\$	\$	\$	\$	\$	\$	\$
4	EFM Solution Architect	Intermediate		\$	\$	\$	\$	\$	\$	\$
5	EFM Policy Specialist/Business System Analyst	Senior		\$	\$	\$	\$	\$	\$	\$
6	EFM Policy Specialist/Business System Analyst	Intermediate		\$	\$	\$	\$	\$	\$	\$
7	System Administrator	Senior		\$	\$	\$	\$	\$	\$	\$
8	System Administrator	Intermediate		\$	\$	\$	\$	\$	\$	\$
9	Technical Architect	Senior		\$	\$	\$	\$	\$	\$	\$
10	Technical Architect	Intermediate		\$	\$	\$	\$	\$	\$	\$
11	Programmer / Developer	Senior		\$	\$	\$	\$	\$	\$	\$
12	Programmer / Developer	Intermediate		\$	\$	\$	\$	\$	\$	\$
13	Programmer / Developer	Junior		\$	\$	\$	\$	\$	\$	\$
14	Database Analyst	Senior		\$	\$	\$	\$	\$	\$	\$

Optional Professional Services										
Item	Service Category	Level	Estimated Annual Usage Multiplier (A)	Per diem rate Option Year 1	Per diem rate Option Year 2	Per diem rate Option Year 3	Per diem rate Option Year 4	Per diem rate Option Year 5	Per diem rate Option Year 6	Per diem rate Option Year 7
15	Database Analyst	Intermediate		\$	\$	\$	\$	\$	\$	\$
16	Database Analyst	Junior		\$	\$	\$	\$	\$	\$	\$
17	Training Specialist	Intermediate		\$	\$	\$	\$	\$	\$	\$
18	Quality Assurance Analyst	Senior		\$	\$	\$	\$	\$	\$	\$
19	Quality Assurance Analyst	Intermediate		\$	\$	\$	\$	\$	\$	\$
20	Quality Assurance Analyst	Junior		\$	\$	\$	\$	\$	\$	\$
21	Testing Specialist	Senior		\$	\$	\$	\$	\$	\$	\$
22	Testing Specialist	Intermediate		\$	\$	\$	\$	\$	\$	\$
23	Testing Specialist	Junior		\$	\$	\$	\$	\$	\$	\$
Optional Professional Services Total Prices (Per diem rate Option Year x (A)) (PSOY1, PSOY2, PSOY3, PSOY4, PSOY5, PSOY6, PSOY7)				\$	\$	\$	\$	\$	\$	\$

3. Optional ADDITIONAL EFM SOLUTION SOFTWARE Requirements

3.1. Optional Additional EFM Solution Software Licenses

The Client is granted the option to purchase additional Concurrent User Licenses for non-network-tap EFM Solution software in quantities of fifty (50) Licenses throughout the Contract period including any extensions thereto. For fulfilling all of its obligations the Contractor shall be paid the firm price in the table below in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra. Canada may purchase any or all of the optional goods and services at any time during the period of the contract.

Optional Additional EFM Solution Software Licenses									
Item	Description	Authorized- User Licenses Increment (A)	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution Software License including: Warranty (1 year), Annual Maintenance and Support and Technical Support	50	\$	\$	\$	\$	\$	\$	\$
Optional Additional EFM Software Licenses Totals (Price Option Year x (A)) EFMOLY1, EFMOLY2, EFMOLY3, EFMOLY4, EFMOLY5, EFMOLY6, EFMOLY7)			\$	\$	\$	\$	\$	\$	\$

3.2. Additional EFM Solution Licenses Maintenance and Support

For fulfilling all of its obligations for maintenance and support for non-network-tap EFM Solution software on additional Concurrent User Licenses, the Contractor shall be paid an annual firm price as per the table below per fifty (50) additional Concurrent User licenses, in accordance with the Terms of Payment and Invoicing clauses identified herein, DDP (Delivered Duty Paid) to the delivery destination specified in this Contract, Customs Duty and Excise taxes included, packaging and shipping included, GST/HST extra.

For all new licenses: the first period of maintenance and support after the warranty period has ended will be prorated to coincide (co-terminate) with the maintenance and support period of the original 250 license firm commitment.

Optional Additional EFM Solution Software License Maintenance and Support									
Item	Description	Authorized -Users Increment (A)	Price Option Year 1	Price Option Year 2	Price Option Year 3	Price Option Year 4	Price Option Year 5	Price Option Year 6	Price Option Year 7
1	EFM Solution Software Annual Maintenance and Support and Technical Support	50	\$	\$	\$	\$	\$	\$	\$
Optional Additional EFM Annual Maintenance & Support Totals (Price Option Year x (A)) EFMOMSY1, EFMOMSY2, EFMOMSY3, EFMOMSY4, EFMOMSY5, EFMOMSY6, EFMOMSY7)			\$	\$	\$	\$	\$	\$	\$

Section 1 - Initial Requirements		
Requirement Description		Price
1.1.1 Wave 1 Implementation (EFMW1)		\$
1.1.2 EFM Solution Software Requirement (EFMY1)		\$
1.1.3 Software Maintenance and Support for the Licensed Software (EFMY23)		\$
1.2.1 Training	TAT1	\$
	TAT2	\$
	TAT3	\$
1.2.2 Professional Services	PSY1	\$
	PSY2	\$
	PSY3	\$
Evaluated Price Initial Requirement (SEC1):		\$

Section 2 - Optional Periods		
Requirement Description		Price
2.1 Optional EFM Solution Software Maintenance & Support	EFMOY1	\$
	EFMOY2	\$
	EFMOY3	\$
	EFMOY4	\$
	EFMOY5	\$
	EFMOY6	\$
	EFMOY7	\$
2.2.1 Optional Training	TAOTY1	\$
	TAOTY2	\$
	TAOTY3	\$
	TAOTY4	\$
	TAOTY5	\$
	TAOTY6	\$
	TAOTY7	\$
2.2.2 Optional Professional Services	PSOY1	\$
	PSOY2	\$
	PSOY3	\$
	PSOY4	\$
	PSOY5	\$
	PSOY6	\$
	PSOY7	\$
Evaluated Optional Requirement (SEC2):		\$

Section 3 – Additional Optional Requirements		
Requirement Description		Price
3.1 Optional Additional EFM Solution Software Licenses	EFMOLY1	\$
	EFMOLY2	\$
	EFMOLY3	\$
	EFMOLY4	\$
	EFMOLY5	\$
	EFMOLY6	\$
	EFMOLY7	\$
3.2 Additional EFM Solution Licenses Maintenance and Support	EFMOMSY1	\$
	EFMOMSY2	\$
	EFMOMSY3	\$
	EFMOMSY4	\$
	EFMOMSY5	\$
	EFMOMSY6	\$
	EFMOMSY7	\$
Evaluated Additional Optional Requirements (SEC3):		\$

Total Bid Price = SEC1 + SEC2 + SEC3 = _____

Attachment 4.1 – Mandatory Technical Evaluation Criteria

Instructions

Bidders must meet all of the mandatory technical evaluation criteria in order to be considered responsive. Failure to meet all mandatory technical evaluation criteria will result in the bid being deemed non-responsive and it will be excluded from further consideration.

Each bid will be reviewed for compliance with the mandatory technical evaluation criteria of this solicitation. All elements of the bid solicitation that are mandatory technical evaluation criteria are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory technical evaluation criterion will be considered non-responsive and be disqualified.

Bidders must substantiate their compliance with the mandatory technical evaluation criteria by providing specific information, screenshots, highlighted manual page references and supporting documentation.

Note: Merely stating the Bidder or the proposed resource has the required experience without providing supporting explanation is not sufficient. Doing so will result in the proposal being deemed non-compliant.

Example: If the mandatory and point rated criteria demand experience in gathering, analyzing and validating findings, it is not sufficient just to state the resource has experience gathering, analyzing and validating findings. The experience must be demonstrated and a reference made to the specific location in the resume where corroborating information can be located in the manner indicated above.

For all proposed resources, the proposal documentation must include detailed Curriculum Vitae (CV) of the proposed candidate as part of the technical bid. Indicate the location in your proposal where the requested information can be found for both the mandatory and point rated requirements.

MANDATORY REQUIREMENTS			
1.1 General Requirements			
No.	Submission Requirements	Compliant Yes/No	Cross Reference to Proposal
M01	The Bidder must include in their technical bid, a profile of the firm by providing a narrative description, which must include (at minimum) the following: <ul style="list-style-type: none"> a) Name and Address; b) Ownership and Affiliates; c) Number of years in business; d) Business profile; e) Customer base including number of clients and their industry sector(s); f) Office locations; and, g) Management Structure; 		
M02	The Bidder must propose a team of resources to perform the tasks and deliverables identified in SOW Section 4.0 – Wave 1 Solution Implementation. The Bidder must include, within their proposal, detailed Curriculum Vitae (CV) of each of the proposed resources in addition to		

	<p>the technical proposal. At a minimum, the Bidder must demonstrate the team has experience in the following areas:</p> <ul style="list-style-type: none"> a) Performing the day-to-day management of a project of similar scope, size and duration as the Wave 1 Enterprise Fraud Management (EFM) Solution; b) Engaging with IT Security, Employee Investigations and other similar stakeholder communities; c) Analyzing, designing and implementing employee monitoring rules with the EFM Core Product; and, d) Architecting solutions for EFM Core Product implementations to monitor at least 30,000+ End-Users. 		
1.2 Mandatory Technical EFM Solution Requirements			
Monitor, Detect and Alert			
No.	Submission Requirements	Compliant Yes/No	Cross Reference to Proposal
M03	The EFM solution must continually collect and monitor transactional activity of End-Users (on a 24/7 basis) performed through targeted IT applications.		
M04	<p>The EFM solution must have support options that include access to, on a 24 hour a day, 365 days per year basis:</p> <ul style="list-style-type: none"> a) On-line self-service; b) Phone and web based technical support; c) Patches and updates; and d) The ability to open an unlimited number of support cases. 		
M05	The EFM solution must alert Authorized-Users when pre-defined business rules are triggered.		
M06	The EFM solution must allow Authorized-Users to configure entities, attributes, and values depending on the monitored IT applications.		
M07	The EFM solution must be able to reconcile time zones when capturing and importing End-User actions, as well as when applying detection models (e.g. user action world-wide recorded in UTC).		
M08	<p>The EFM solution must be capable of determining for each End-User action captured, at least the following information:</p> <ul style="list-style-type: none"> a) The End-User who initiated the action; b) The date and time; c) The information viewed or edited; and, d) Client IT application(s) used. 		
M09	The EFM solution must alert Authorized-Users when there is any interruption in the collection of data.		
M10	The EFM solution must not require re-factoring or re-coding of client IT applications to perform any of its functions (e.g. monitoring, capturing, importing, and reporting).		
Business Rules			
M11	The EFM solution must allow Authorized-Users to configure and deploy business rules, and select and control (i.e. on, off) which client IT applications are to be targeted to have their End-User actions captured by the solution.		

M12	The EFM solution must have the ability to monitor a single End-User or a group of End-Users based on pre-defined business rules.		
M13	The EFM solution must allow Authorized-Users, when defining an alert, to include the following in the alert, at a minimum: a) Identification#; b) Importance (critical, high, low); and c) Course of action to be executed (i.e. case type to be created, workflow).		
M14	The EFM solution must have the capability to produce different types of configurable outcomes when the detection model generates an alert, including and not limited to: a) Trigger another detection model or rule; b) Create a specific case type; c) Flag and store in an accessible list; and d) Attach to an associated active case.		
M15	The EFM solution must provide out-of-the-box detection model templates that can be modified by an Authorized-User.		
Workflow			
M16	The EFM solution must provide both automated and manual workflow functionality including: An Authorized-User can create a workflow manually.		
M17	The EFM solution must allow Authorized-Users to create and store workflow types (i.e. templates) that can be used by other Authorized-Users.		
M18	The EFM solution must allow Authorized-Users to apply and manage contextual information (attributes) to any workflows listed in the repository.		
M19	The EFM solution must allow Authorized-Users to select, modify, and attach a workflow template to alerts and outcomes generated from the triggered detection models.		
Network TAPS			
M20	The EFM solution must be able to capture transactional activity from the network TAPS (Terminal Access Point) between the End-User point and the client IT application, without the need to have anything installed on end-point devices.		
Physical Network Taps:			
The following technical requirements apply to the physical network tap part of the solution.			
M21	The EFM solution must support Internet Protocol version 4 and 6 (IPv4 and IPv6).		
M22	The EFM solution must support IPv4 and IPv6 subnets with variable-length subnet masks (VLSM).		
M23	The EFM solution must be compatible with both SFP+ Direct Attach (Twinax), and regular 10Gbps SFP+.		
Administration			
M24	The EFM solution must provide the following minimum user-management controls: a) Allow the definition of various user roles and profiles where each role has unique, customizable access with a minimum of ten (10) roles for Authorized-Users of the solution (excludes IT access requirements); b) Allow the delegation of access; and c) Provide user groups for defining common permissions and access control.		

	Machine Learning		
M25	The EFM solution must be capable of detecting anomalies based on End-User profiles and the previously captured End-User actions (e.g. detect anomalies of usage when assessing a group of users within the same workgroup).		
	Reporting		
M26	The EFM solution must be able to apply normalization rules to the data when applying detection models. For example: "ST.; Rue; Str." must be all evaluated as equivalent to "Street".		
M27	The EFM solution must provide dashboard, query, and report functionality.		
M28	The EFM solution must allow Authorized-Users to query on any or a combination of entities, attributes, and values for any or all data that is captured, imported and appended.		
M29	The EFM solution must allow Authorized-Users to generate, save the results, and execute stored queries and reports repeatedly.		
M30	The EFM solution must time stamp and preserve all stored queries and reports.		
M31	The EFM solution must allow Authorized-Users to export query and report results.		
M32	The EFM solution must allow individual users to view multiple reports, queries and dashboards simultaneously.		
M33	The EFM solution must allow Authorized-Users, regardless of their desktop language settings, to create, generate, view and export reports in English.		
M34	The EFM solution must allow Authorized-Users to create, modify, and delete the following types of queries at a minimum: <ul style="list-style-type: none"> a) Pre-defined queries – where an authorized user can only run the query; b) Parameterized queries – where an authorized user of the query shall be able to select parameters within the built query before executing the query; c) Ad-hoc queries – build from scratch; and d) Custom queries – by modifying one of the above. 		
M35	The EFM solution must allow Authorized-Users to produce the following types of reports at a minimum: <ul style="list-style-type: none"> a) Pre-defined reports – contents are pre-defined; b) Parameterized reports – pre-packaged report of the results generated within the parameters set; c) Ad-hoc reports – build a report from scratch; and d) Custom reports – by modifying one of the above. 		
M36	The EFM solution must allow Authorized-Users, when using a parameterized query, to: <ul style="list-style-type: none"> a) Add a list of values within a specific parameter (e.g. list of account numbers or names) for the query to be performed on; and b) Specify full or partial parameters to execute a query (e.g. use wildcards). 		
M37	The EFM solution must be able to keep a record of all captured End-User actions supporting potential cases of information malfeasance and misuse over a user configurable time period of at least 6 years.		
M38	The EFM solution must have the functionality to export all case information created in the solution.		

M39	The EFM solution must have the functionality to maintain the chain of custody as per the existing regulations including Rules of Evidence and the <i>Canada Evidence Act</i> (https://irb-cisr.gc.ca/en/legal-policy/legal-concepts/Pages/EvidPreuApp.aspx).		
	Search		
M40	The EFM solution must support search and retrieval capabilities of data it has archived.		
	General Requirements		
M41	The EFM solution must have user-focused online help for all user functions.		
M42	The EFM solution must be a commercially available end-to-end solution allowing Authorized-Users to seamlessly activate multiple modules while maintaining common look and feel throughout a session.		
M43	The Contractor must provide all proposed EFM solution documentation, including user manuals and administration manuals in English.		
	Scalability and Load Balancing		
M44	The EFM solution must accommodate a monitoring volume of transactions as identified in Annex B – IRCC Transactional Activity - Volumes in the SOW document.		
M45	The EFM solution must be scalable by leveraging Client-approved infrastructure to meet increase in service demand. Refer to Attachment 1 in the SOW – EFM Solution – IRCC High Level IT Infrastructure document for additional details.		
	On-premise Hosting		
M46	The EFM solution must support running in the following virtualized environments: a) Microsoft Hyper-V; and b) VMWare vSphere;		
M47	The EFM solution must be capable of being entirely contained within the client IT network and not depend on or require data external to the client IT network.		
	Security		
M48	The EFM solution must be able to work with full functionality within an environment that uses encrypted transmissions.		
M49	The EFM solution must offer the capability to encrypt communications with other systems using Communications Security Establishment (CSE) approved algorithms.		
M50	The EFM solution must support CSE approved secure transmission protocols including but not limited to SSL, TLS, HTTPS (i.e. SSL over HTTP).		
M51	The EFM solution must comply with Information Technology Security Guidance-22 (ITSG-22) that applies to Protected B information. “Baseline Security Requirements for Network Security Zones in the Government of Canada”. http://www.cse-cst.gc.ca/documents/publications/itsg-csti/itsg22-eng.pdf		
M52	The EFM solution must support, at a minimum, API level authentication for integration with other client IT systems.		
M53	The EFM solution must be able to monitor transactions that are using 2-factor authentication.		
	Logging		

M54	The EFM solution must provide a logging functionality to track actions including create, modify, disable, query and report on any entity or record and capture at a minimum the following actions: a) Date and Time of the action (including time zones); b) Action by; and c) Action taken.		
	Technical		
M55	The EFM solution must support, at a minimum, a web interface on one of the following: a) Internet Explorer 11 or higher; b) Google Chrome 72 or higher; c) Firefox 70 or higher.		
M56	The EFM solution must perform all user authentications using Client LDAP Directory.		
M57	The EFM solution must allow only Authorized-Users with specific permissions to delete any data.		
M58	The EFM solution must include test environment to allow Authorized-Users to: a) Apply detection models in a variety of operating modes; b) Run in a simulation mode (e.g. against data already collected generating simulated alerts without generating live detection alerts); and c) Test patches and updates in a non-production environment.		
M59	The EFM solution must be able to integrate with industry COTS Security Information and Event Management [SIEM] systems.		

Attachment 4.2 – Point-Rated Technical Evaluation Criteria

The Point Rated Technical Evaluation will be scored as specified in the tables below. Each point rated criterion should be addressed separately.

Each bid will be rated by assigning a score to the rated requirements, which are identified in the individual Rated Criterion or according to the Point Rated Technical Evaluation Criteria Summary Table.

The Point Rated Technical Score will be calculated by adding the points for the Point-Rated Technical Evaluation. The minimum score required to pass each section is indicated in that section. The minimum score required to pass the overall Point-Rated Technical Evaluation is 435 points of the overall available points of 676.

Any Bidder not meeting the required minimum score will be deemed non-compliant.

2.1 Corporate (Table RC1)

For this section the Bidder must achieve a minimum score of 160 out of the 250 available points.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated criterion should be addressed separately.

No.	Submission Requirements	Score	Criteria
R01	<p>The Bidder should demonstrate, through project descriptions, past corporate experience implementing the EFM Core Product. Maximum points will be awarded to companies who can demonstrate the following key criteria points:</p> <ul style="list-style-type: none"> a) The EFM Core Product has been operating in production for at least 1 year prior to the bid closing date b) The EFM Core Product monitors at least 30,000 End-Users c) Distinct applications monitored by the EFM Core Product d) The Project was for a Government Organization* <p>Each project description must include the following:</p> <ul style="list-style-type: none"> i. Client ii. Project Title iii. Description of the project iv. Number, names and types of applications being monitored v. Number of End-Users monitored vi. List of tasks performed by the bidder (or resource as applicable) vii. Start and end date of project (if end date applies) (dates must include month and year) viii. Date that the first and most recent deployments went into production 	Max: 100	<p>A maximum of 5 Projects will be evaluated.</p> <p>Each Project will be rated out of a maximum of 20 points, with the following breakdown per project:</p> <ul style="list-style-type: none"> a) EFM Core Product in production for at least 1 year – 7 points b) EFM Core Product monitors at least 30,000 End-Users – 7 points c) Number of distinct applications that the Core EFM Product monitors – 1 point per application - maximum 4 points available d) Project was for a Government Organization – 2 points <p>Note: Only the first 5 projects submitted will be evaluated.</p>

	*Government Organization is defined as any level of Federal / Provincial / State / Territory / Municipal / Crown Corporate or equivalent.		
R02	<p>For each proposed resource identified in the Bidder's proposed workplan (R04) the Bidder should provide three (3) completed projects within the last five years demonstrating the proposed resource's experience similar to their proposed role and proposed tasks.</p> <p>For each completed project the Bidder must provide:</p> <ul style="list-style-type: none"> a) Client b) Project Title c) Description of the project d) Role of the proposed resource e) Tasks performed by the proposed resource f) Level of effort of the resource for the specified project g) Start and end date of project (dates must include month and year) h) Name of client reference who can verify the completed work i) Contract information (current phone number and email address) for client reference who can verify the completed work 	Max 100	<p>A maximum of 10 points per resource's completed project as follows:</p> <p>10 points – the project exceeds the requirement</p> <p>7-9 points – the project meets the requirement</p> <p>4-6 points – the project meets some of the requirement</p> <p>1-3 points – the project meets little of the requirement</p> <p>0 points – the project meets none of the requirement</p> <p>A total maximum of 30 points per proposed resource (3 completed projects)</p> <p>Total Points Available = # of proposed resources x 30</p> <p>Score = $\frac{\text{Total Points Awarded}}{\text{Total Points Available}} \times 100$</p>
R03	The Bidder's proposed workplan (R04) for Wave 1 Implementation should be within the timeline prescribed in the Statement of Work section 7	Max 50 points	<p>< 160 days = 50</p> <p>161 – 180 days = 40 points</p> <p>181 – 190 days = 30 points</p> <p>191 – 200 days = 15 points</p>

2.2 Project

Available points included with the different sub-criteria to the rated criteria included herein will be awarded in the following manner:

Point Rated Technical Evaluation Criteria Summary Table.						
Maximum number of points for the sub-criteria	Unsatisfactory (No details provided on how the bidder will meet the requirement)	Incomplete or limited explanation of how the bidder will meet the requirement	Poor explanation of how the bidder will meet the requirement	Acceptable and adequate explanation of how the bidder will meet the requirement	Good explanation of how the bidder will meet the requirement	Excellent and in-depth and specific explanation on how the bidder will meet the requirement

30	0	1-6	7-12	13-18	19-24	25-30
50	0	1-10	11-20	21-30	31-40	41-50
100	0	1-20	21-40	41-60	61-80	81-100

For this section the bidder must achieve a minimum score of 180 out of the available 280 points.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated criterion should be addressed separately.

No.	Submission Requirements	Score	Criteria
R04	The Bidder should demonstrate a sound and clear understanding of the requirements as described in the Annex "A" Statement of Work. Bidders should identify and discuss Key Success Factors (KSF).	Max: 50	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.
R05	Workplan The bidder should describe the proposed implementation approach and plan including the key activities, milestones, deliverables and resources for the implementation of EFM Core Product. 1. The response should consider how: a) The approach and plan are tailored to IRCC and the SOW. b) Proprietary tool sets and approaches are leveraged. c) The approach and plan are supported by examples from past experiences. d) Resources are allocated to the project in terms of level of effort. 2. The response should include a project schedule that clearly demonstrates: a) the completion of all key milestones, activities, and deliverables; b) that the proposed completion is within or meets the number of days in the Statement of Work section 7.	Max: 100	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.
R06	The Bidder should provide a training and knowledge transfer approach and plan to meet requirements defined in SOW Section 3.9 Training (Wave 1). The response should consider how: a) The approach and plan are tailored to IRCC and the SOW. b) Proprietary tool sets and approaches are leveraged.	Max: 30	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.

	<p>c) The approach and plan are supported by examples from past experiences.</p> <p>d) All key milestones, activities, and deliverables are identified.</p>		
R07	<p>The Bidder should provide an example technical architecture to demonstrate the capability of the EFM Solution to continually capture End-Users' actions performed through any user interface of GCMS for suspected cases of information malfeasance and misuse on a 24 hours per day, 365 days per year basis. *</p> <p>The response should demonstrate how the example architecture:</p> <ul style="list-style-type: none"> a) Can capture End-User's actions. b) Can maintain 99.5% uptime outside of IRCC scheduled change windows. <p>* The bidder is not required to provide any of the IT infrastructure (hardware, networking, system-level software). However, if customization of the EFM Product is required or 3rd party integration with the EFM Product is required, the bidder must identify this and provide details of the customization and/or the required 3rd Party product that is to be integrated.</p>	Max: 50	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.
R08	<p>Monitoring, detection and capture features of EFM Solution software have the potential to have adverse or negative effects on existing IT infrastructure (applications, servers, networks, workstations). The Bidder should explain how adverse or negative effects on IT infrastructure by the introduction/operation of the proposed EFM Solution software will be prevented or minimized. The Bidder should provide detailed evidence and/or steps on how the Bidder will mitigate these risks.</p>	Max: 50	Marking criteria for this requirement is outlined in the Point Rated Technical Evaluation Criteria Summary Table above.

2.3 Point Rated Technical EFM Solution Requirements

For this section the Bidder must achieve a minimum score of 95 out of the available 146 points

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated criterion should be addressed separately.

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
	Monitor, Detect and Alert			
R09	The EFM solution should alert Authorized-Users when the solution fails to see data to capture or fails to capture any data from End-User actions performed on the targeted client IT applications within a pre-defined timeframe (within 10 minutes).	Y/N (1 point for Y and 0 for N)	1	

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
R10	The EFM solution should have the ability to integrate with other security data analysis and reporting tools (i.e. SIEM, DAM/DAP, DLP). The Bidder should identify all security data analysis and reporting tools that the proposed solution integrates with and provide a description of the level of integration possible.	1 point for each	4	
R11	The EFM solution should be configurable to allow Authorized-Users to selectively turn on/off alerts.	Y/N (2 points for Y and 0 for N)	2	
R12	The EFM solution should allow Authorized-Users to suppress alerts manually for the repeat occurrence of a potential incident.	Y/N (2 points for Y and 0 for N)	2	
R13	The EFM solution should be capable of distinguishing duplicate copies of user actions within the same transmission captured from multiple points (i.e. handling duplicates and managing it as only one copy).	Y/N (1 point for Y and 0 for N)	1	
R14	The EFM solution should allow Authorized-Users to receive alerts using communication channels inside/outside of the solution (e.g. email, text, etc.).	Y/N (1 point for Y and 0 for N)	1	
R15	The EFM solution should allow Authorized-Users to customize the content of the notification message.	Y/N (1 point for Y and 0 for N)	1	
	Business Rules			
R16	The EFM solution should provide the functionality to activate different detection models at various frequencies (i.e. detection models can be activated on an ad-hoc basis or scheduled to run daily, weekly, monthly, quarterly, event driven or other as appropriate).	Y/N (5 points for Y and 0 for N)	5	
R17	The EFM solution should allow Authorized-Users to create, modify, and delete the following types of business rules at a minimum: <ul style="list-style-type: none"> a) Pre-defined business rules – where an authorized user can only run the rule; b) Parameterized business rules – where an authorized user of the rule shall be able to select a specific attribute which is a variable parameter within the built rule before executing the rule; c) Ad-hoc business rules – build from scratch; and d) Custom business rules – by modifying one of the above. 	1 point for each: a, b, c and d	4	
R18	The EFM solution, when applying detection models, should be capable of applying simple and complex rules as well as multi-step logical scenarios (e.g. if a, and then b or c, is true, then do X). These rules can range from single triggers with only one condition to multi-faceted time sensitive triggers with many conditions or interdependencies.	Y/N (1 point for Y and 0 for N)	1	

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
R19	The EFM solution should provide an indicator to help Authorized-Users determine the impact to the solution's performance when applying detection models (e.g. meter, elapsed time).	Y/N (1 point for Y and 0 for N)	1	
R20	If an End-Point agent is installed, the proposed EFM solution should be able to capture session recordings of End-User activities.	Y/N (1 point for Y and 0 for N)	1	
R21	The EFM solution should offer automated replay functionality allowing Authorized-Users to see the actions as performed by the End-User.	Y/N (5 points for Y and 0 for N)	5	
Machine Learning				
R22	The EFM solution should have the capability to identify potentially new models or new patterns of behaviour (e.g. previous fraud activity discovered seems to always include a specific activity).	Y/N (5 points for Y and 0 for N)	5	
R23	The EFM solution should have machine learning capabilities to learn based on the results generated and past actions taken and refine its ability to detect and flag cases based on patterns of user behavior, independent of defined business rules.	Y/N (5 points for Y and 0 for N)	5	
R24	The EFM solution should have the capability to detect potential collusion across multiple End-Users of monitored IT applications.	Y/N (3 points for Y and 0 for N)	3	
Reporting				
R25	The EFM solution should allow Authorized-Users, regardless of their desktop language settings, to create, generate, view and export reports in French.	Y/N (3 points for Y and 0 for N)	3	
R26	The EFM solution should allow Authorized-Users to display the information in the following formats: a) Tabular; b) Graphical (e.g. bar; pie; 3D); c) Textual; and d) Advanced graph types (e.g. overlays, bubble charts).	1 point for each: a, b, c and d	4	
R27	The EFM solution should allow Authorized-Users to customize reports: a) Page numbering; b) Sorting and grouping; c) Data arrangement (e.g. change physical location of data within the report); d) Orientation (e.g. portrait v. landscape); or e) Style, colour, font, size, italics, bolding, and underlining.	1 point for each: a, b, c, d and e	5	
R28	The EFM solution should allow Authorized-Users to create queries and reports using the following: a) "Drag and drop"; b) "Click and choose"; c) Manual entry; and d) Native query type language such as SQL.	1 point for each: a, b, c and d	4	

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
R29	The EFM solution should provide context querying that enables users to “drill-through” to details.	Y/N (3 points for Y and 0 for N)	3	
R30	The EFM solution should allow Authorized-Users to generate, view and export reports in English or French.	1 point for each: English and French	2	
R31	The EFM solution should allow multiple users to view the same report at the same time.	Y/N (1 point for Y and 0 for N)	1	
R32	The EFM solution should allow multiple users to execute the same query simultaneously.	Y/N (3 points for Y and 0 for N)	3	
R33	The EFM solution should allow Authorized-Users to select output report formats including but not limited to: a) CSV; b) Tab delimited text files; and c) ODF.	1 point for each: a, b and c	3	
	Search			
R34	The EFM solution should allow a fuzzy search on data collected.	Y/N (3 points for Y and 0 for N)	3	
R35	The EFM solution should provide ranking of search results when searching on any or a combination of entities, attributes, and values within the solution data repository.	Y/N (1 point for Y and 0 for N)	1	
R36	The EFM solution should provide case-insensitive (i.e. does not distinguish between upper and lower case data) search capabilities.	Y/N (3 points for Y and 0 for N)	3	
	Case Management			
R37	The EFM solution should allow the ability to create, modify and store a case for an incident and attach all relevant data associated with the incident.	Y/N (5 points for Y and 0 for N)	5	
R38	The EFM solution should have the capability to export all data, information, captured information, and reports to other case management systems for the purpose of data migration.	Y/N (3 points for Y and 0 for N)	3	
R39	The EFM solution should have the capability to attach a potential case occurrence to an associated active case when a business rule(s) generates an alert.	Y/N (2 points for Y and 0 for N)	2	
R40	The EFM solution should allow Authorized-Users to export data to the following file formats: a) Office Open XML; b) XML; and c) Tab delimited text files.	1 point for each: a, b and c	3	
R41	The EFM solution should allow Authorized-Users to import/export audio, video and at least one pictorial format (e.g. jpg, gif, png).	Y/N (4 points for Y and 0 for N)	4	
R42	The EFM solution should have the capability to allow Authorized-Users to manually assign and change risk level of potential cases.	Y/N (1 point for Y and 0 for N)	1	

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
R43	The EFM solution should have the capability for Authorized-Users to configure risk levels for a case (e.g. by volume, business rule, users, time).	Y/N (1 point for Y and 0 for N)	1	
R44	The proposed EFM solution should provide both automated and manual case management functionality including: a) An authorized user can create a case manually; and b) A case can be automatically created as part of a workflow or outcome of a detection model.	3 points for each: a and b	6	
R45	The EFM solution should allow Authorized-Users to create, modify, and store case types (i.e. templates) that can be selected and used by other Authorized-Users. For example: a) The outcome of applied analytics; or b) A client submits a request for information.	Y/N (2 points for Y and 0 for N)	2	
R46	The EFM solution should allow Authorized-Users to apply and manage contextual information (attributes) to any case types and case reports listed in the repository.	Y/N (2 points for Y and 0 for N)	2	
R47	The EFM solution should allow Authorized-Users to select, modify, and attach a case template to alerts and outcomes generated from the triggered detection models.	Y/N (2 points for Y and 0 for N)	2	
R48	The EFM solution should add system generated information to each case as it is created including but not limited to: a) A unique case ID; and b) Date created.	1 point for each: 1 and 2	2	
R49	The EFM solution should allow Authorized-Users to work a case to completion. Example steps: a) Accept, refuse or re-assign; b) Prioritize; c) Update the status; d) Track task(s); e) Add text (information); f) Attach documents (e.g. PDF, MS Word, jpg); g) Invoke escalation process; h) Set notifications; or i) Export and/or print all or part of the case information.	1 point for each step demonstrated for a maximum of 5 points	5	
R50	The EFM solution should provide Authorized-Users the capability to list or query on any open or closed cases.	Y/N (3 points for Y and 0 for N)	3	

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
R51	The EFM solution should allow Authorized-Users to create a case report template that can be selected and completed by other Authorized-Users as required to communicate the results of a case (e.g. case result reports; form letters).	Y/N (2 points for Y and 0 for N)	2	
R52	The EFM solution should be able to send a notification (e.g. email) when the recipient of an assigned case is setup as an occasional user within their access profile. This profile will be used for occasional Authorized-Users (e.g. employee supervisors) who are required to review and action a case.	Y/N (1 point for Y and 0 for N)	1	
R53	The EFM solution should allow Authorized-Users to manage their workloads, for example: a) Lists their assigned cases; b) Ability to drill into any case; or c) List the due dates.	1 point for each: a, b and c	3	
On-premise Hosting				
R54	The EFM solution should never communicate outside of the client IT network for any reason unless specifically authorized by the client technical authority).	Y/N (1 point for Y and 0 for N)	1	
Security				
R55	The EFM solution should separate, logically or physically, user interface from system management interface.	Y/N (1 point for Y and 0 for N)	1	
R56	The EFM solution should automatically terminate temporary and emergency accounts after a period set for the account by the authorized user.	Y/N (1 point for Y and 0 for N)	1	
R57	The EFM solution should automatically disable inactive accounts after a period set by the authorized user.	Y/N (1 point for Y and 0 for N)	1	
R58	The EFM solution should enforce a limit of consecutive invalid access attempts.	Y/N (1 point for Y and 0 for N)	1	
R59	The EFM solution should display an approved system use notification message or banner, defined by the client, before granting access.	Y/N (1 point for Y and 0 for N)	1	
R60	The EFM solution should initiate a session lock after a set period of inactivity not exceeding 30 minutes.	Y/N (1 point for Y and 0 for N)	1	
R61	The EFM solution should force the users to re-authenticate after a set inactivity period.	Y/N (1 point for Y and 0 for N)	1	
R62	The EFM solution should terminate the client network connection at end of session or after a period of inactivity not exceeding 60 minutes.	Y/N (1 point for Y and 0 for N)	1	
R63	The EFM solution should enforce segregation of duties and authorization through authenticated user accounts.	Y/N (1 point for Y and 0 for N)	1	
R64	The EFM solution should allow a configurable number of access privileges for each role.	Y/N (1 point for Y and 0 for N)	1	
Logging				

Point Rated Criteria		Rating Criteria	Maximum Points	Cross Reference to Proposal
R65	The EFM solution should uniquely identify and authenticate users or processes acting on behalf of users.	Y/N (2 points for Y and 0 for N)	2	
R66	The logs captured for all activities performed by Authorized-Users of the EFM solution should be read-only.	Y/N (2 points for Y and 0 for N)	2	
	Technical			
R67	The EFM solution should provide its functionality through a GUI web browser.	Y/N (1 point for Y and 0 for N)	1	
R68	The EFM solution should allow Authorized-Users, regardless of their desktop language settings, to operate web interface in either official language of Canada.	Y/N (1 point for Y and 0 for N)	1	
R69	The EFM solution should allow cancelled actions, finished processes and sessions to terminate in a clean manner leaving no inconsistent, damaged or temporary files.	Y/N (1 point for Y and 0 for N)	1	
R70	The EFM solution should provide the ability to adjust data retention settings.	Y/N (1 point for Y and 0 for N)	1	
R71	The EFM solution should have the ability to auto-purge data based on pre-defined data retention settings and upon authorized user confirmation.	Y/N (1 point for Y and 0 for N)	1	
R72	The EFM solution should allow Authorized-Users to mark data as "do not delete".	Y/N (1 point for Y and 0 for N)	1	
	Maintenance			
R73	The EFM solution should have the ability to display system messages at login.	Y/N (1 point for Y and 0 for N)	1	
TOTAL MAXIMUM SCORE			146	

Attachment 4.3 – EFM Solution – Use Case and Demonstration Evaluation Criteria

Based on the bidder's written technical proposal, compliant Bidders (Bidders who have met the Mandatory Technical Criteria and have obtained the required minimum points for the Point-Rated Technical Evaluation Criteria) will be invited to participate in an in-person Product Demonstration session. The Product Demonstration will evaluate the suitability of the proposed product to perform IRCC-specific business scenarios.

The EFM Solution Product Demonstration Evaluation Criteria provides a Bidder with an opportunity to demonstrate the extent to which the proposed **EFM Solution** is ready for use and meets the technical functional requirements as referenced in Annex A of the Statement of Work. The Product Demonstration will consist of the completion of scenarios provided in this Attachment.

- a) Bidders that have met the Mandatory Technical Evaluation Criteria and have obtained the required minimum points for the Point-Rated Technical Evaluation Criteria will be evaluated on the Product Demonstration Evaluation Criteria.
- b) The Product Demonstration will be held at the Client's facility located at:
365 Laurier Avenue West,
Ottawa, Ontario,
Canada
- c) The Bidder's participants in the Demonstration must include the individuals proposed to fulfill the following key resource categories:
 - i. Project Manager
 - ii. EFM Solution Architect
 - iii. EFM Policy / Business System Analyst

The Bidder may also bring up to two additional attendees of their choosing. The additional attendees may participate in the scenario response preparation and witness the presentations, but they may not participate in the presentations.

All Bidder participants must attend in person. Teleconferencing or videoconferencing facilities during the presentation will not be available.

- d) IRCC will provide an internet connection and audio visual equipment for the Product Demonstration.
- e) The Bidder is responsible for providing any additional equipment and material necessary to complete the Product Demonstration at their own cost.
- f) The Bidder is responsible to notify the Contracting Authority if any additional requirements are needed, at least 5 days prior to the Product Demonstration.
- g) Canada will not reimburse organizations for any costs associated with participating in the Product Demonstration evaluation, including but not limited to, costs associated with preparing for and attending the Product Demonstration.
- h) Screen shots, power point presentations, etc. are not permitted as an equivalent for the Product Demonstration. However, offline materials may be used in support of demonstration of the EFM Solution.

- i) In the Product Demonstration the Bidder may only use, components that will be provided to PWGSC as part of the proposed EFM Solution.
- j) If at any time during or after the Product Demonstration, the evaluation team determines that the proposed item being demonstrated is not compliant with any of the requirements set forth in this RFP, PSPC reserves the right to discontinue the product demonstration and/or provide notice to the Bidder that their submission is non-responsive and as such will be given no further consideration.
- k) The Product Demonstration will be comprised of four (4) scenarios covering the following sections:
 - i. Monitor Single End-User,
 - ii. Generate an alert when multiple business rules are triggered,
 - iii. Monitor a subset of System of Record files, and
 - iv. Generate an alert when an End-User searches for their own name

Each scenario will have a number of different requirements that will need to be demonstrated by the Bidder. Ease of use will be assessed throughout the Product Demonstration.

- l) The Bidder is to demonstrate how each of the evaluation criteria included in the scenarios, are met by the proposed EFM Solution.
- m) During the Product Demonstration, and for each of the scenarios the Bidder must verbally indicate to the evaluation team the scenario number and corresponding requirement that will be demonstrated.
- n) The available points for the 4 scenarios is 20 points and the required minimum points for all scenarios will be 14 points (for breakdown on Assigned Points see table below).
- o) The Bidder will be given a maximum of 2.5 hours to complete the Product Demonstration. It is up to the Bidder to manage their time to demonstrate all of the scenarios within the 2.5 hour period.
- p) The Bidder will be given up to an additional 30 minutes as follows:
 - i. Maximum of fifteen (15) minutes additional time prior to the demonstration, for the security sign-in process and allow for any required setup time.
 - ii. Maximum of fifteen (15) minutes additional time following the demonstration, to address any points of the demonstration that may need clarification.
- q) Government of Canada (GC) may request that specific information provided verbally during the presentation be submitted in writing following the Product Demonstration.
- r) Bidders will not receive their score(s) following the Use Case Demonstration

Agenda for Product Demonstration:

Description	Timeline
Security and Bidder Set Up	15 minutes
Introductions and instructions to the Bidder team	10 minutes
Product Demonstration	150 minutes
End of Product Demonstration	At 2.5 hour mark
Clarification (if needed)	15 minutes

A summary of the Product Demonstration Rated Requirements is provided below:

Item No.	Requirement	Maximum Points
1	Product Functionality	10
2	Ease of Use	10
TOTAL		20
Pass Grade (14 of 20 points)		

Scores of the individual Scenario Demonstrations will be reduced and rounded to the nearest first decimal place.

The product demonstration will be evaluated and scored in accordance with Product Demonstration Evaluation Scoring below.

Bidder Demonstration Evaluation Criteria		
Section 1 - Product Functionality		
Demo Scenario	Functionality Criteria	Points
1. Monitor Single End- User	<ul style="list-style-type: none"> a) Create a case to investigate the suspected employee b) Create a business rule to monitor all of the activities of a specific End-User for a period of 1 week c) Create a daily report that includes the details of the End-User's activities for that day d) Test the rule and report in a test environment prior to being applied to production e) Move the rule and report into production f) Automatically assign the reports to the recently created End-User's case g) Access the case and review the reports h) Disable the business rule for a period of time and then delete the business rule 	<p>1 point per Functionality Criteria</p> <p>/8</p>
2. Generate an alert when multiple business rules are triggered	<ul style="list-style-type: none"> a) Create a set of nested business rules b) Created nested rule 1: End-Users accessing the system outside of expected business hours c) Create nested rule 2: End-Users with a specific system security role d) Create nested rule 3: End-Users accessing the system using a remote connection e) Apply the nested rules to an immediate notification alert to be sent within the system and to a designated email address f) Configure the message and content for notification alert to include date and time of each logged activity, End-User tombstone information, File numbers of documents that were accessed and a link to viewable user interactions g) Activate the alert in production h) A sample event that meets the alert criteria occurs and an alert notification is received i) Access the alert message and content. j) View user interactions k) Manually assign the file to an existing case l) Review the case file which will already include previous incidents m) Access previous alerts and review previous interactions with the System of Record 	<p>1 point per Functionality Criteria</p> <p>/13</p>

3. Monitor a subset of System of Record files	<ul style="list-style-type: none"> a) Create a set of nested business rules b) Create nested rule 1: End-Users accessing a subset of System of Record case files c) Create nested rule 2: End-Users taking a screen shot of the System of Record d) Apply the nested rules to a weekly report to be sent within the system and to a designated email address e) Configure the message and content of the report to include date and time of each logged activity, End-User tombstone information, File numbers of documents that were accessed, a link to viewable user interactions and copies of screen shots f) Activate the alert in production g) At least 1 sample event that meets the alert criteria occurs h) Access the weekly report and content i) View captured user interactions j) Manually assign the file to a new case 	1 point per Functionality Criteria /10
4. Generate an alert when an End-User searches for their own name	<ul style="list-style-type: none"> a) Create a business rule for End-Users searching for their own last name b) Apply the rule to an immediate notification alert to be sent within the system and to a designated email address c) Configure the message and content for notification alert to include date and time of each logged activity, End-User tombstone information, File numbers of documents that were accessed and a link to viewable user interactions d) Activate the alert in production e) A sample event that meets the alert criteria occurs and an alert notification is received f) Access the alert message and content g) View user interactions h) Automatically assign the file to an existing case i) Review the existing case which would already include multiple alerts including the one the system just generated 	1 point per Functionality Criteria /9
Total		/40
Total (rounded to the nearest decimal)		/10

Section 2 – Ease of Use (1 point per question)	
The EFM Solution was demonstrated to have the following ease-of-use qualities:	Score
1. The EFM Solution is fully integrated with consistent user interfaces throughout;	
2. The EFM Solution has an aesthetically pleasant user interface;	
3. The EFM Solution has consistent navigation throughout the entire EFM solution;	
4. The EFM Solution has clear and efficient navigation throughout the entire EFM solution;	
5. The EFM Solution's user functions are intuitive to use and should not require user training;	

6. The EFM Solution's user experience is tailored by the user's role;	
7. Monitoring reports can be easily accessed by non-IT resources;	
8. Monitoring rules can be completely set up in under 30min;	
9. Case files can be easily created and accessed by non-IT resources;	
10. New notifications of alerts are clearly visible, easily accessible and readable.	
Sub Total	/10

Scoring Summary	
Section 1	/10
Section 2	/10
Total	/20

Use Case and Demonstration Scenarios (Rated Demo)

Scenarios

This document outlines use case scenarios that IRCC would like the EFM Vendors to demonstrate in person for the purpose of evaluation.

Content of the Use Case Scenarios

- Title
- Pretext
- Objective
- Overview of process
- Key activities to be demonstrated

Scenarios for Vendor Demonstration

Demo Scenario 1 – Monitor Single End-User

Demo Scenario 2 – Generate an alert when multiple business rules are triggered

Demo Scenario 3 – Monitor a subset of System of Record files

Demo Scenario 4 – Generate an alert when an End-User searches for their own name

Additional Notes

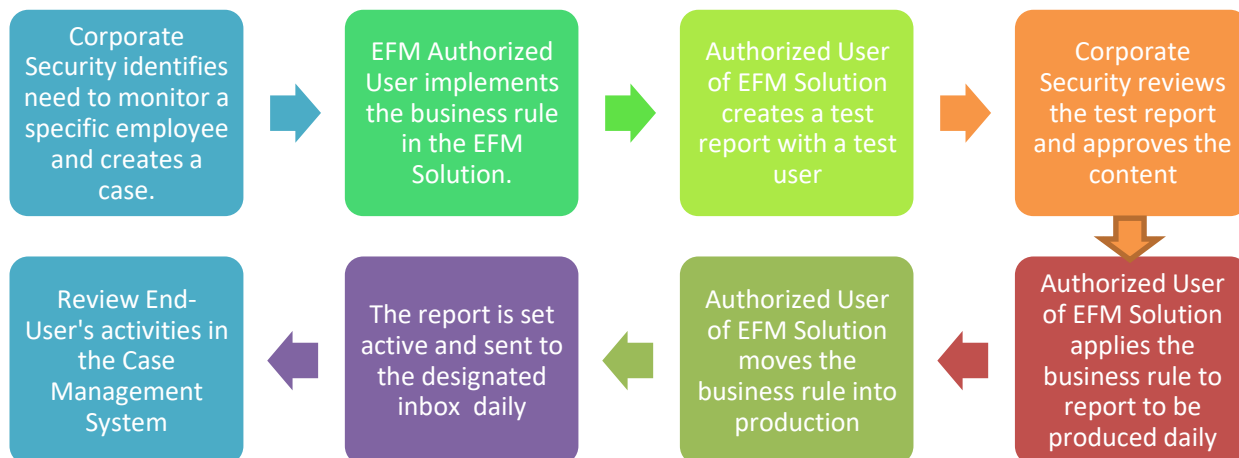
The initial implementation of the EFM tool will be for the Passport line of business and will monitor End-Users of GCMS for that line of business.

1. Demo Scenario 1 – Monitor Single End-User

Pretext: A specific End-User has been observed misusing the System of Record. As part of a formal investigation, the Corporate Security team would like to monitor all activities for the specific End-User for any additional misuse or malfeasance.

Objective: The objective of this use case is to demonstrate the EFM Solution's capabilities for monitoring a specific End-User, the ability to test a rule before applying it in production and its ability to capture and report on the End-User's activities within an investigative case.

Overview of process to be demonstrated:



Key EFM solution activities to be demonstrated:

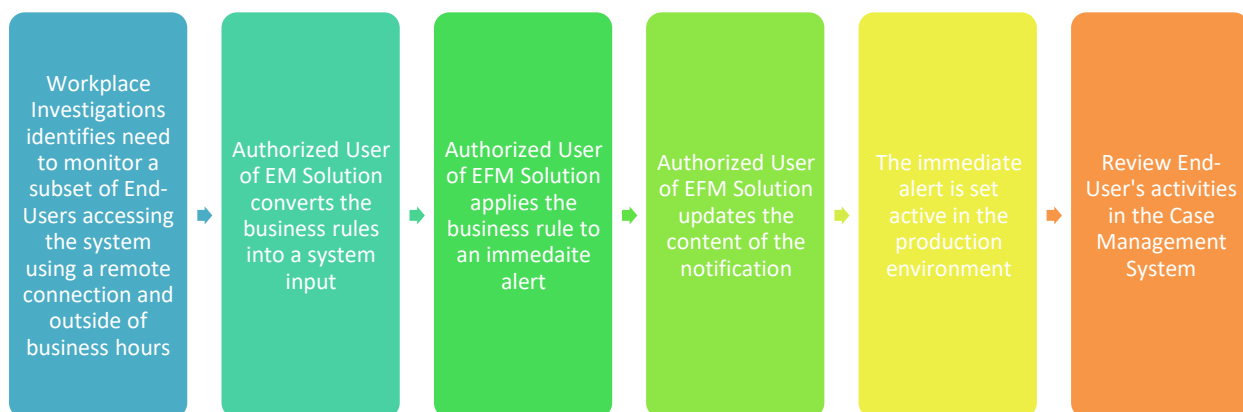
- Create a case to investigate the suspected employee.
- Create a business rule to monitor all of the activities of a specific End-User for a period of 1 week.
- Create a daily report that includes the details of End-User's activities for that day.
- Test the rule and report in a test environment prior to being applied to production.
- Move the rule and report into production.
- Automatically assign the reports to the recently created End-User's case.
- Access the case and review the reports.
- Disable the business rule for a period of time and then delete the business rule.

2. Demo Scenario 2 – Generate an alert when multiple business rules are triggered

Pretext: An End-User is not authorized to access the GCMS system outside of the expected business hours for their role and office. Accessing the system outside of expected business hours is often indicative of unauthorized access to the system.

Objective: The objective of this use case is to demonstrate the capability of the EFM tool to create an immediate alert that is sent only when two business rules have been triggered.

Overview of Process to be demonstrated:



Key EFM solution activities to be demonstrated

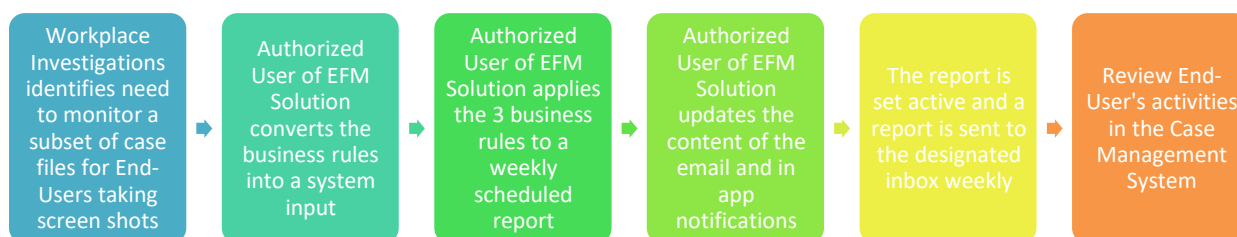
- a) Create a set of nested business rules.
 - i. End-Users accessing the system outside of expected business hours;
 - ii. End-Users with a specific system security role;
 - iii. End-Users accessing the system using a remote connection.
- b) Apply the nested rules to an immediate notification alert to be sent within the system and to a designated email address.
- c) Configure the message, subject line and content for notification alert to include date and time of each logged activity, End-User tombstone information, File numbers of documents that were accessed and a link to viewable user interactions.
- d) Activate the alert in production.
- e) A sample event that meets the alert criteria occurs and an alert notification is received.
- f) Access the alert message and content.
- g) View End-User interactions.
- h) Manually assign the file to an existing or a new case.

3. Demo Scenario 3 – Monitor a subset of System of Record files

Pretext: Certain case files are considered sensitive information and should only be accessed by a subset of End-Users. Not all End-Users should attempt to access this particular subset of case files. The Workplace Investigation team suspects that some End-Users have attempted to access or have accessed a subset of case files and have taken screen shots in an attempt to remove the information from the system.

Objective: The objective of this use case is to demonstrate how the solution can build a weekly report that combines multiple business rules that impact the system of record as well as the end point.

Overview of process:



Key activities to be demonstrated:

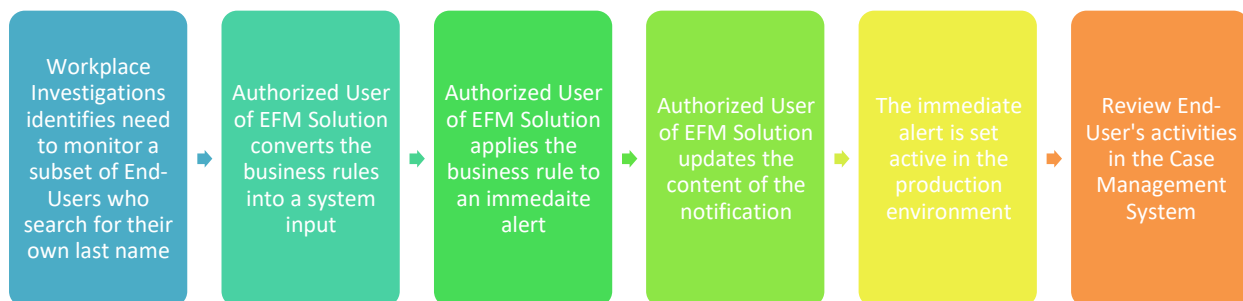
- a) Create a set of nested business rules.
 - i. End-Users accessing a subset of System of Record case files;
 - ii. End-Users taking a screen shot of the System of Record.
- b) Apply the nested rules to a weekly report to be sent within the system.
- c) Configure the message and content of the report to include date and time of each logged activity, End-User tombstone information, File numbers of documents that were accessed, a link to viewable user interactions and copies of screen shots.
- d) Activate the alert in production.
- e) At least 1 sample event that meets the alert criteria occurs.
- f) Access the weekly report and content.
- g) View captured End-User interactions.
- h) Manually assign the file to an existing or a new case.

4. Demo Scenario 4 – Generate an alert when an End-User searches for their own name

Pretext: End-Users are not permitted to view System of Record case files for family members or themselves.

Objective: The objective of the scenario is to demonstrate setting a single business rule alert for a last name match and generating an immediate alert notification when that event occurs.

Overview of process:



Key activities to be demonstrated:

- a) Create a business rule for End-Users searching for their own last name.
- b) Apply the rule to an immediate notification alert and set the alert priority to high.
- c) Configure the alerts to be sent within the system and to a designated email address.
- d) Configure the message and content for notification alert to include date and time of each logged activity, End-User tombstone information, File numbers of documents that were accessed and a link to viewable user interactions.
- e) Activate the alert in production.
- f) A sample event that meets the alert criteria occurs and an alert notification is received.
- g) Access the alert message and content.
- h) View End-User interactions.
- i) Automatically assign the file to an existing or a new case.

Attachment 5.1 – Software Publisher Certification Form

COMPANY NAME: LEGAL NAME OF THE COMPANY

Software Publisher Certification Form

(to be used where the Contractor itself is the Software Publisher)

The Contractor certifies that they are the software publisher of all the following software products and components and that it has all the rights necessary to license them (and any nonproprietary sub-components incorporated into the software) on a royalty-free basis to Canada:

List of all Software Products

[Contractor should add or remove lines as needed.]

Authorized company representative:

NAME and TITLE

SIGNATURE

DATE

Note: "Software Publisher" means the owner of the copyright in any software included in the Contract, who has the right to license (and authorize others to license/sub-license) its software products.

Attachment 5.2 – Software Publisher Authorization Form

COMPANY NAME: LEGAL NAME OF THE COMPANY

Software Publisher Authorization Form

(to be used where the Contractor is not the Software Publisher)

This confirms that the software publisher identified below has authorized the Contractor named below to license its proprietary software products under any contract identified below. The software publisher acknowledges that no shrink-wrap or click-wrap or other terms and conditions will apply, and that the contract (as amended from time to time by its parties) will represent the entire agreement, including with respect to the license of the software products of the software publisher listed below. The software publisher further acknowledges that, if the method of delivery (such as download) requires a user to "click through" or otherwise acknowledge the application of terms and conditions not included in the contract, those terms and conditions do not apply to Canada's use of the software products of the software publisher listed below, despite the user clicking "I accept" or signalling in any other way agreement with the additional terms and conditions.

This authorization applies to the following software products:

[Contractor should add or remove lines as needed.]

Name of Software Publisher (SP) _____

Signature of authorized signatory of SP _____

Print Name of authorized signatory of SP _____

Print Title of authorized signatory of SP _____

Address for authorized signatory of SP _____

Telephone no. for authorized signatory of SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Contract Number _____

Name of Contractor _____