



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

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**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**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du**

**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division des  
services professionnels en informatique

Les Terrasses de la Chaudière

10, rue Wellington, 4ième

étage/Floor

Gatineau

Québec

K1A 0S5

<b>Title - Sujet</b> TBIPS II: Application Services	
<b>Solicitation No. - N° de l'invitation</b> HT218-184552/A	<b>Date</b> 2020-06-19
<b>Client Reference No. - N° de référence du client</b> HT218-184552	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-622-38047	
<b>File No. - N° de dossier</b> 622zm.HT218-184552	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-07-13</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Cleroux, Stephanie	<b>Buyer Id - Id de l'acheteur</b> 622zm
<b>Telephone No. - N° de téléphone</b> (873) 354-5180 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF HEALTH 340 LEGGET DR - AL2801B KANATA Ontario K1A0K9 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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## **BID SOLICITATION FOR 3 CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK- BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)**

**A.1 APPLICATION/SOFTWARE ARCHITECT – L3;  
A.3 ERP PROGRAMMER ANALYST – L3;  
A.5 ERP TECHNICAL ANALYST – L3;**

**FOR  
HEALTH CANADA**

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**List of Annexes to the Resulting Contract:**

Annex A - Statement of Work

- Appendix A to Annex A – Tasking Assessment Procedure
- Appendix B to Annex A – Task Authorization Form
- Appendix C to Annex A – Resources Assessment Criteria and Response Table
- Appendix D to Annex A – Certification at the TA Stage

Annex B - Basis of Payment

Annex C - Security Requirements Check List

**List of Attachment to Part 3 (Bid Preparation Instructions):**

-Attachment 3.1: Bid Submission Form

**List of Attachment to Part 4 (Evaluation Procedures and Basis of Selection):**

- Attachment 4.1: Mandatory Technical Criteria
- Attachment 4.2: Point-Rated Technical Criteria
- Attachment 4.3: Client Reference Questions

**List of Attachment to Part 5 (Certifications):**

-Attachment 5.1: Federal Contractors Program for Employment Equity – Certification

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## **BID SOLICITATION FOR 3 CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK- BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)**

### **A.1 APPLICATION/SOFTWARE ARCHITECT – L3; A.3 ERP PROGRAMMER ANALYST – L3; AND A.5 ERP TECHNICAL ANALYST – L3;**

### **FOR HEALTH CANADA**

## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

This document states terms and conditions that apply to this bid solicitation. It 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, if applicable, 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 and any other annexes.

### **1.2 Summary**

- (a) This bid solicitation is being issued to satisfy the requirement of Health Canada (the "**Client**") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of up to three contracts, each for three years plus two one-year irrevocable options allowing Canada to extend the term of the contracts.
- (c) 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

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clauses, 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.

- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP) and the Canadian Free Trade Agreement (CFTA).
- (e) The Federal Contractor's Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 – Resulting Contract Clauses and the attachment titled "Federal Contractors Program for Employment Equity – Certification."
- (f) This bid solicitation is to establish a contract with task authorizations for the delivery of the requirement detailed in the bid solicitation across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will be treated as a separate procurement, outside the resulting contract.
- (g) 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.
- (h) Only TBIPS SA Holders holding a TBIPS SA for Tier 2 at the time of bid closing, in all required resource categories in this solicitation and in the National Capital Region under the EN578-170432 series of SAs are eligible to compete. The TBIPS SA EN578-170432 is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (i) The Resource Categories described below are required on an as and when requested basis in accordance with the TBIPS SA Annex "A":

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
A.1 APPLICATION/SOFTWARE ARCHITECT (ERP)	LEVEL 3	2
A.3 ERP PROGRAMMER ANALYST	LEVEL 3	2
A.3 ERP PROGRAMMER ANALYST (SAP ABAP)	LEVEL 3	4
A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI)	LEVEL 3	4
A.5 ERP TECHNICAL ANALYST (SAP Security)	LEVEL 3	4
A.5 ERP TECHNICAL ANALYST (SAP BASIS)	LEVEL 3	4

### 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 provided in writing, by telephone or in person.

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) 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>) issued by Public Works and Government Services Canada.
- (b) 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(s).
- (c) The [2003](#) (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 3.a. of Section 01, Integrity provisions - bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:
  - a. at the time of submitting an arrangement under the Request for Supply Arrangement (RFS), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names.
- (e) Subsection 4 of Section 05, Submission of bids of Standard Instructions 2003 incorporated by reference above, is amended as follows:
 

Delete: 60 days

Insert: 180 days
- (f) Subsection 1 of Section 08, Transmission by facsimile or by epost Connect of Standard Instructions 2003 incorporated by reference above, is deleted and replaced by the following:
  - 1. Facsimile
 

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

### 2.2 Submission of Bids

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit via e-post Connect by the date and time indicated on page one of the bid solicitation.

**Note:** For bidders needing to register with epost Connect the email address is: [tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca). **Interested Bidders must register a few days prior to solicitation closing date.**

**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.

- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

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### 2.3 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than ten calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) 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 with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

### 2.4 Former Public Servant

- (a) 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.

#### (b) Definitions

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

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

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

"*pension*" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

#### (c) 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 ( )**



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

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

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](#).

(d) **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:

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

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.

## 2.5 Applicable Laws

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

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

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

#### (a) Epost Connect Bid Submission

- (i) Canada requires that the Bidder submit their electronic 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.
- (ii) The bid must be gathered per section and separated as follows:
  - (A) Section I: Technical Bid
  - (B) Section II: Financial Bid
  - (C) Section III: Certifications
  - (D) Section IV: Additional Information
- (iii) For further information please refer to article 08 - Transmission by facsimile or by epost Connect at <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2003/23#transmission-by-facsimile>.

#### (b) Format for Bid: Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

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

#### (c) Canada's Policy on Green Procurement: In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Bidders should:

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

#### (d) Submission of Only One Bid:

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

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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.
- (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture. .

**(e) Joint Venture Experience:**

- (i) 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.

- (ii) 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 non-responsive.

- (iii) 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:

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- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

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

### 3.2 Section I: Technical Bid

- (a) The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form – Attachment 3.1 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, 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) **Substantiation of Technical Compliance:**

- (A) **Mandatory Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment 4.1, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 4.1, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (B) **Point-Rated Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment 4.2, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be rated accordingly. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 4.2, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

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- (iii) **Previous Similar Projects:** Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been completed the bid closing date; (iii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated. A project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the TBIPS descriptions of the Resource Categories identified in Annex A. Work will be considered to "closely match" if the work in the provided project is described in at least 75% of the points of responsibility listed in the description of the given Resource Category.
- (iv) **Customer Reference Contact Information:**
  - (A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC the facts identified in the Bidder's bid, as required by Attachment 4.1 and 4.2.
  - (B) The form in Attachment "4.3" will be used to request confirmation from customer references for the mandatory technical criteria.
  - (C) For each customer reference, the Bidder must, at a minimum, provide the name and e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.
- (v) **Corporate Profile:** The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment provided in Annex B. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive per diem rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
  - (i) the rate bid must not increase by more than 5% from one time period to the next, and
  - (ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

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- (c) **Variation in Resource Rates By Level:** Where the financial tables provided by Canada allow different firm rates to be charged for different levels of experience within the same resource category and time period, for any such resource category and time period:
- (i) the rate bid for level three must be the same or higher than that bid for level two, and
  - (ii) the rate bid for level two must be the same or higher than the rate bid for level one.
- (d) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (e) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

**Note to Bidders:** *If Canada receives 4 or fewer Bids by the bid solicitation closing date, the above sub-article entitled "Blank Prices" will not apply.*

### 3.4 Section III: Certifications

It is a requirement that bidders submit the certifications and additional information identified under Part 5.

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## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) 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.

#### 4.1.1 Phased Bid Compliance Process

##### 4.1.1.1 General

- (a) Canada will conduct the Phased Bid Compliance Process (PBCP) described below for this requirement ONLY if Canada receives four or fewer bids in response to the requirement by the bid solicitation closing date.
- (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



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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 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.



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- (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 that, 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 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

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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 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**

- (a) **Mandatory Technical Criteria:**

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- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) If the Phased Bid Compliance Process applies, it will apply to all mandatory technical criteria.

**(b) Point-Rated Technical Criteria:**

- (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
- (ii) The rated requirements are described in Attachment 4.2.

**(c) Resources Evaluated at TA Stage**

Resources will not be evaluated as part of this bid solicitation.

Resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 – Resulting Contract Clauses, the Article titled "Task Authorization". When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract's Statement of Work in accordance with Appendix C of Annex A.

**(d) Reference Checks:**

- (i) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive
- (ii) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by all the Bidders within a 48-hour period using the email address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's email was sent.
- (iii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The Bidder will have 1 working day to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.
- (iv) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.

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- (v) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

#### 4.3 Financial Evaluation

- (a) The financial evaluation will be conducted using the firm per diem rates provided by the responsive bid(s).
- (b) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (c) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (d) Financial Evaluation - Method B below).
- (c) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
- (i) **STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BAND LIMITS FOR EACH PERIOD AND EACH RESOURCE CATEGORY:** The Contracting Authority will establish, for each period and each Resource Category, the median band limits based on the firm per diem rates provided by the technically responsive bids. For each such Resource Category the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses any rate to a value of minus (-) 10% of the median, and an upper median rate to a value of plus (+) 30% of the median. When an even number of technically responsive bids have been determined, an average of the middle two rates will be used to calculate the median band limits and for an odd number of technically responsive bids, the middle rate will be used.
- (ii) **STEP 2 - POINTS ALLOCATION:** For each period and each Resource Category points will be allocated as follows:
- (A) A Bidder's proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.
- (B) A Bidder's proposed firm per diem rate falling within the upper and lower median band limits, for that period and Resource Category, will be allocated points using the following calculation, which will be rounded to two decimal places:
- $$\frac{\text{Lowest proposed firm per diem rate within the median band limits}}{\text{Bidder's proposed firm per diem rate within the median band limits}} \times \text{Maximum Points Assigned at Table 1 below}$$
- (C) A Bidder's proposed firm per diem rate falling within the established median band limits which is the lowest proposed firm per diem rate will be allocated the applicable maximum points assigned at Table 1 below.

TABLE 1 - MAXIMUM POINTS ASSIGNED				
RESOURCE CATEGORIES	INITIAL (3 YEARS) CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS

<b>Solicitation No. – N° de l'invitation</b> HT218-184552/A	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b> 622ZM
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A.1 Applications Software Architect (ERP) - Level 3	150	50	50	250
A.3 ERP Programmer Analyst – Level 3	150	50	50	250
A.3 ERP Programmer Analyst – Level 3 (SAP/ABAP)	150	50	50	250
A.3 ERP Programmer Analyst – Level 3 SAP Business Warehouse (BW) / Business Intelligence (BI)	150	50	50	250
A.5 ERP Technical Analyst – Level 3 (SAP Security)	150	50	50	250
A.5 ERP Technical Analyst – Level 3 (SAP Basis)	150	50	50	250
<b>TOTAL</b>	<b>900</b>	<b>300</b>	<b>300</b>	<b>1500</b>

- (iii) **STEP 3 - FINANCIAL SCORE:** Points allocated under STEP 2 for each period and Resource Category will be added together and rounded to two decimal places to produce the Financial Score. Bidders will find below an example of a financial evaluation using Method A.

(iv) **EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A**

TABLE 2 - EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A:							
Resource Category	Max. Points	Bidder 1		Bidder 2		Bidder 3	
		Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Programmer	150 (75 pts. per year)	\$400.00	\$400.00	\$420.00	\$450.00	\$450.00	\$450.00
Business Analyst	100 (50 pts. per year)	\$600.00	\$600.00	\$600.00	\$620.00	\$650.00	\$820.00
Project Manager	50 (25 pts. per year)	\$555.00	\$900.00	\$750.00	\$800.00	\$700.00	\$800.00
TOTAL	300						
STEP 1 - Establishing the lower and upper median band limits for each year and each resource category							
(Median 1)	For the Programmer Resource Category, the year 1 median would be \$420.00. The lower median band limit would be \$336.00 and higher median band limit would be \$546.00.						
(Median 2)	For the Programmer Resource Category, the year 2 median would be \$450.00. The lower median band limit would be \$360.00 and higher median band limit would be \$585.00.						
(Median 3)	For the Business Analyst Resource Category, the year 1 median would be \$600.00. The lower median band limit would be \$480.00 and higher median band limit would be \$780.00.						
(Median 4)	For the Business Analyst Resource Category, the year 2 median would be \$620.00. The lower median band limit would be \$496.00 and higher median band limit would be \$806.00.						
(Median 5)	For the Project Manager Resource Category, the year 1 median would be \$700.00. The lower median band limit would be \$560.00 and higher median band limit would be \$910.00.						
(Median 6)	For the Project Manager Resource Category, the year 2 median would be \$800.00. The lower median band limit would be \$640.00 and higher median band limit would be \$1,040.00.						
STEP 2 - Points Allocation:							
Bidder 1:							

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Programmer Year 1 =	75 points (lowest rate within the lower and upper median band limits)
Programmer Year 2 =	75 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 1 =	50 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 2 =	50 points (lowest rate within the lower and upper median band limits)
Project Manager Year 1 =	0 points (outside the lower and higher median band limits)
Project Manager Year 2 =	22.22 points (based on the following calculation = (Lowest rate of \$800.00 / Bidder's proposed rate of \$900.00) Multiplied by 25 pts)
<b>Bidder 2:</b>	
Programmer Year 1 =	71.43 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$420.00) Multiplied by 75 pts)
Programmer Year 2 =	66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
Business Analyst Year 1 =	50 points (lowest price within the lower and upper median band limits)
Business Analyst Year 2 =	48.39 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$620.00) Multiplied by 50 pts)
Project Manager Year 1 =	23.33 points (based on the following calculation = (Lowest rate of \$700.00 / Bidder's proposed rate of \$750.00) Multiplied by 25 pts)
Project Manager Year 2 =	25 points (lowest price within the lower and upper median band limits)
<b>Bidder 3:</b>	
Programmer Year 1 =	66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
Programmer Year 2 =	66.67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts)
Business Analyst Year 1 =	46.15 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$650.00) Multiplied by 75 pts)
Business Analyst Year 2 =	0 points (outside the lower and higher median band limits)
Project Manager Year 1 =	25 points (lowest price within the lower and upper median band limits)
Project Manager Year 2 =	25 points (lowest price within the lower and upper median band limits)
<b>STEP 3 - Financial Score:</b>	
<b>Bidder 1:</b>	75 + 75 + 50 + 50 + 0 + 22.22 = Total Financial Score of 272.22 points out of a possible 300 points
<b>Bidder 2:</b>	71.43 + 67.67 + 50 + 48.39 + 23.33 + 25 = Total Financial Score of 284.82 points out of a possible 300 points
<b>Bidder 3:</b>	66.67 + 66.67 + 46.15 + 0 + 25 + 25 = Total Financial Score of 229.49 points out of a possible 300 points

(d) **Financial Evaluation - Method B:** The following financial evaluation method will be used if less than three bids are determined responsive:

(i) **STEP 1 - POINTS ALLOCATION:** For each period and each Resource Category points will be allocated as follows:

(A) Points will be established based on the following calculation, with points rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate}}{\text{Bidder's proposed firm per diem rate}} \times \text{Maximum Points Assigned at Table 3 below}$$



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The Bidder with the lowest proposed firm per diem rate will be allocated the applicable maximum points assigned at Table 3 below.

<b>TABLE 3 - MAXIMUM POINTS ASSIGNED</b>				
RESOURCE CATEGORIES	INITIAL (3 YEARS) CONTRACT PERIOD	OPTION PERIOD 1	OPTION PERIOD 2	TOTAL POINTS
A.1 Applications Software Architect (ERP) - Level 3	150	50	50	250
A.3 ERP Programmer Analyst – Level 3	150	50	50	250
A.3 ERP Programmer Analyst – Level 3 (SAP/ABAP)	150	50	50	250
A.3 ERP Programmer Analyst – Level 3 SAP Business Warehouse (BW) / Business Intelligence (BI)	150	50	50	250
A.5 ERP Technical Analyst – Level 3 (SAP Security)	150	50	50	250
A.5 ERP Technical Analyst – Level 3 (SAP Basis)	150	50	50	250
<b>TOTAL</b>	<b>900</b>	<b>300</b>	<b>300</b>	<b>1500</b>

- (ii) **STEP 2 - FINANCIAL SCORE:** Points allocated under STEP 1, for each period and each Resource Category, will be added together and rounded to two decimal places to produce the Financial Score.

(e) **Substantiation of Professional Services Rates**

In Canada's experience, bidders will 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. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the National Capital Region in the relevant resource category, where those services were provided for at least three months within the eighteen months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 75% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 75% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 75% of the same tasks to be performed under the Statement of Work in this bid solicitation; and

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- (iii) in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

#### 4.4 Basis of Selection

##### (a) Evaluation of Bid – Multiple Contracts Awarded

**Selection Process:** The following selection process will be conducted:

- (i) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive.
- (ii) The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 70% while the greatest possible Total Financial Score is 30%.
  - (A) Calculation of Total Technical Score: the Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:
 
$$\frac{\text{Technical Score}}{\text{Maximum Technical Points (Bidders, please refer to the maximum technical points at Attachment 4.2)}} \times 70\% = \text{Total Technical Score}$$
  - (B) Calculation of Total Financial Score: the Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:
 
$$\frac{\text{Financial Score}}{\text{Total Maximum Points Assigned (Bidders, please refer to the total maximum points assigned)}} \times 30\% = \text{Total Financial Score}$$
  - (C) Calculation of the Total Bidder Score: the Total Bidder Score will be computed for each responsive bid in accordance with the following formula:
 
$$\text{Total Technical Score} + \text{Total Financial Score} = \text{Total Bidder Score}$$
- (iii) In the event of identical Total Bidder Scores occurring within, then the bid with the highest Total Financial Score will become the top-ranked bidder.



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- (b) **Contract Funding Allocation:** Where more than one contract is awarded, each contract issued will be issued with an amount of funding specified in the article titled "Limitation of Expenditure" calculated based on the following:
- (i) in the event that only one contract is awarded, the amount of the Limitation of Expenditure will be determined at Canada's discretion;
  - (ii) where three contracts are awarded, the amount of the Limitation of Expenditure of each contract will be determined in accordance with the following:

<b>Bidder</b>	<b>Total Bidder Score</b>	<b>Fund Allocation Formula (%)</b>	<b>Total Funds Allocated</b>
1 <sup>st</sup> ranked	98	$98/272 \times 100 = 36.03$	\$3,603,000.00
2 <sup>nd</sup> ranked	89	$89/272 \times 100 = 32.72$	\$3,272,000.00
3 <sup>rd</sup> ranked	85	$85/272 \times 100 = 31.25$	\$3,125,000.00
Total	272		\$10,000,000.00
Total funds available: \$10,000,000.00			

**NOTE: This is an example only. Actual numbers will be determined after bid evaluation**

- (c) 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.

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### ATTACHMENT 4.3

#### CUSTOMER REFERENCE QUESTIONS

<b>MC2 - Bidder's Experience - Resources</b>
<b>Contract Information:</b>
<b>Contract n°:</b> _____  <b>Start date:</b> _____ <b>End date:</b> _____  <b>Contract value:</b> _____
<b>Question 1:</b>  Has the Bidder supplied your organization with the resource categories for the total amount of invoiced days as indicated below, during a twelve consecutive month period within the last three years?  A.3 ERP Programmer Analyst / SAP ABAP – Level 3 Number of days invoiced _____ Period of Services: from _____ to _____  A.3 ERP Programmer Analyst / (SAP Business Warehouse (BW)/Business Intelligence (BI) – Level 3 Number of days invoiced _____ Period of Services: from _____ to _____  A.5 ERP Technical Analyst (SAP BASIS) – Level 3 Number of days invoiced _____ Period of Services: from _____ to _____  A.5 ERP Technical Analyst (SAP Security) – Level 3 Number of days invoiced _____ Period of Services: from _____ to _____
<b>Response:</b>  ____ Yes, the Bidder has provided my organization with the services described above. ____ No, the Bidder has not provided my organization with the services described above. ____ I am unwilling or unable to provide any information about the services described above.
<b>Organization Name:</b> _____  <b>Client Name:</b> _____  <b>Client's title:</b> _____  <b>Client telephone n°.</b> _____

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**Email address:** \_\_\_\_\_

### MC3 - Bidder's Experience - SAP

#### Contract Information

**Contract n°:** \_\_\_\_\_

**Start date:** \_\_\_\_\_ **End date:** \_\_\_\_\_

**Contract value:** \_\_\_\_\_

#### Question 1:

Has the Bidder provided informatics professional services within the last seven years as of bid closing, for the planning, design and implementation of an SAP system (ECC6 or above)?

#### Response:

\_\_\_\_\_ Yes, the Bidder has provided my organization with the services described above.  
 \_\_\_\_\_ No, the Bidder has not provided my organization with the services described above.  
 \_\_\_\_\_ I am unwilling or unable to provide any information about the services described above.

#### Question 2

Did the contract have an on-going duration of greater than one year? \_\_\_\_ Yes \_\_\_\_ No

#### Question 3

Did the contract have a minimum initial value of \$2M (including applicable taxes) \_\_\_\_ Yes \_\_\_\_ No

#### Question 4

Was the work requested on an "as-and-when-requested" basis, subject to the issuance of Task Authorizations or Work Orders?

\_\_\_\_ Yes \_\_\_\_ No

#### Question 5

Did the Bidder provide a minimum of six resources for a minimum duration of five months each, within a twelve month period? \_\_\_\_ Yes \_\_\_\_ No

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### Question 6

Did the contact include the services of at least four of the following resource categories (check all that apply):

- ☐ A.1 APPLICATION/SOFTWARE ARCHITECT (ERP) – LEVEL 3
- ☐ A.3 ERP PROGRAMMER ANALYST – LEVEL 3
- ☐ A.3 ERP PROGRAMMER ANALYST (SAP ABAP)
- ☐ A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI) – LEVEL 3
- ☐ A.5 ERP TECHNICAL ANALYST (SAP Security) – LEVEL 3
- ☐ A.5 ERP TECHNICAL ANALYST (SAP BASIS) – LEVEL 3

**Organization Name:** \_\_\_\_\_

**Client Name:** \_\_\_\_\_

**Client’s title:** \_\_\_\_\_

**Client telephone no.** \_\_\_\_\_

**Email address:** \_\_\_\_\_

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## 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 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 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 provided will render the bid non-responsive.

#### (a) 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html)" list available at the bottom of the page of the Employment and 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html)" 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Attachment 5.1, 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 Attachment 5.1 Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

#### (b) Certification of Language – English Essential

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

#### (c) Submission of Only One Bid

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

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

### **6.1 Security Requirement**

- (a) At the date of bid closing, the following conditions must be met:
- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses.
  - (iii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites. 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.
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements
- (b) **Client:** Under the Contract, the "**Client**" is \_\_\_\_\_.
- (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. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

### 7.2 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** 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. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Allocation of Task Authorizations:** More than one contract has been awarded for this requirement. As a result, the Task Authorizations issued under this series of contracts will be allocated in accordance with the following:
  - (i) At the time this series of contracts was awarded, each contractor was allocated an amount of funding as specified in the Limitation of Expenditure based on the evaluation process described in the bid solicitation that resulted in the award of this series of contracts.
  - (ii) When a Task Authorization is issued, Canada will use a rotational method to allocate the draft Task Authorizations where the rotation is based on the ranking obtained by the Contractor during the Bid Solicitation.
  - (iii) Canada will send the first TA to the first ranked Contractor, the second TA to the second ranked Contractor and the third TA to the third ranked Contractor. This rotational process will be repeated for each subsequent series of TAs issued by Canada.

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- (iv) The Contractor sent a draft TA will have the time set out further below under the subparagraph entitled "Contractor's Response to Draft Task Authorization" to respond to the Contracting Authority.
- (v) If the Contractor to whom the draft TA is first sent either fails to accept the TA, respond on time or confirms in writing that it refuses to perform the task, the draft TA will then be forwarded to the next-ranked Contractor. In the event that Canada determines the proposed resource(s) does not meet the minimum experience or other requirements of the categories identified in the draft TA, Canada will send the draft TA to the next ranked Contractor.
- (vi) If the Contractor refuses a TA, fails to submit a valid response or defaults on a signed TA, the dollar value of the TA may be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other contractors. This decrease will be evidenced for administrative purposes only through a contract amendment issued by the Contracting Authority (which does not require the agreement of the Contractor).
- (vii) The process of sending out a draft TA will continue until Canada either cancels the requirement for the task or it has been validly issued to one of the contractors. If none of the contractors can perform the task (in accordance with all the terms and conditions of this series of contracts), Canada may acquire the required Work by other means.
- (viii) Any of the contractors may advise the Technical Authority and the Contracting Authority in writing that it is unable to carry out additional tasks as a result of previous commitments under one or more TAs issued under this series of contracts, and no draft TA will be sent to that contractor until that contractor has given notice in writing to the Technical Authority and the Contracting Authority that it is again available to perform additional tasks.
- (ix) If it is found that the allocation process described at part (ii) above has resulted in the award of a disproportionate dollar value of work between the Contractors, the Contractors agree that Canada, in its sole discretion, may deviate from the allocation process and issue TAs in the manner required to re-establish a proportional allocation.
- (c) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (d) **Form and Content of draft Task Authorization:**
  - (i) The Technical Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix B to Annex A.
  - (ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:
    - (A) the contract number;
    - (B) the task number;
    - (C) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
    - (D) the categories of resources and the number required;
    - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
    - (F) the start and completion dates;
    - (G) any option(s) to extend initial end date (if applicable);



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- (H) milestone dates for deliverables and payments (if applicable);
  - (I) the number of person-days of effort required;
  - (J) whether the work requires on-site activities and the location;
  - (K) the language profile of the resources required;
  - (L) the level of security clearance required of resources;
  - (M) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
  - (N) any other constraints that might affect the completion of the task.
- (e) **Contractor's Response to Draft Task Authorization:** The Contractor must accept or refuse the TA within 2 working days of receiving the draft Task Authorization and provide to the Technical Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), a quotation with the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract, as well as its corresponding proposed resource(s) in accordance with Appendix A to Annex A of the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- (f) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
  - (i) To be validly issued, a TA must include the following signatures:
    - (A) for any TA, inclusive of revisions, the TA must be signed by:
      - (1) the Technical Authority;
      - (2) the Contractor; and
      - (3) the Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TA's at any time, or reduce the dollar value threshold described in subarticle (A) above; any suspension or reduction notice is effective upon receipt.
- (g) **Periodic Usage Reports:**
  - (i) The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada 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. From time to time, the Contracting Authority may also require an interim report during a reporting period.

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(ii) The quarterly periods are defined as follows:

- (A) 1<sup>st</sup> quarter: April 1 to June 30;
- (B) 2<sup>nd</sup> quarter: July 1 to September 30;
- (C) 3<sup>rd</sup> quarter: October 1 to December 31; and
- (D) 4<sup>th</sup> quarter: January 1 to March 31.

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

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

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of each authorized task;
- (C) the name, Resource category and level of each resource involved in performing the TA, as applicable;
- (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
- (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- (F) the start and completion date for each authorized task; and
- (G) the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

(iv) Each report must also contain the following cumulative information for all the validly issued TA's (as amended):

- (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 validly issued TA's; and
- (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.

(h) **Refusal of Task Authorizations or Submission of a Response which is not Valid:** The Contractor is not required to submit a response to every draft TA sent to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor in at least three instances has either not responded or has not submitted a valid response when sent a draft TA. For greater clarity, each draft TA, which is identifiable by its task number, will only count as one instance. A valid response is one that is submitted within the required time period and meets all requirements of the draft TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the draft TA at pricing not exceeding the rates set out in Annex B.

(i) **Consolidation of TA's for Administrative Purposes:** The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.

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### 7.3 Minimum Work Guarantee

- (a) In this clause,
- (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract; and
  - (ii) **"Minimum Contract Value"** means \$20,000.00 (excluding Applicable Taxes).
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
- (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within ten business days of Contract award.

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

(a) **General Conditions:**

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

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

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Work Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately

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to Canada the portion of any advance payment that is unliquidated at the date of the termination.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) [4002 \(2010-08-16\)](#), Supplemental General Conditions - Software Development or Modification Services;
- (ii) [4006 \(2010-08-16\)](#), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

apply to and form part of the Contract.

## 7.5 Security Requirement

The following security requirements (SRCL Common # 19) and related clauses provided by the Contract Security Program) as set out under Annex "B" to the Supply Arrangement, applies to and forms part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Facility Security Clearance at the level of Secret, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC)
2. The Contractor/Offeror personnel requiring access to protected/classified information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **Reliability Status, Confidential** or **Secret** as required, granted or approved by CISD/PWGSC
3. The Contractor/Offeror must not remove any protected/classified information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction
4. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PWGSC
5. The Contractor/Offeror must comply with the provisions of the:
  1. Security Requirements Check List and security guide (if applicable), attached at Annex
  2. Industrial Security Manual (Latest Edition)

## 7.6 Contract Period

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

- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends three years 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 two additional one year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

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## 7.7 Authorities

### (a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Stephanie Cleroux  
Title: Supply Team Leader  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Professional Services Procurement Directorate  
Address: 11 Laurier St., Gatineau, Québec  
Telephone: (873) 354-5180  
E-mail address: [stephanie.cleroux@tpsgc-pwgsc.gc.ca](mailto:stephanie.cleroux@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.

### (b) Technical Authority

The Technical Authority for the Contract is:

*To be named at contract award.*

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the 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.

### (c) Contractor's Representative

*To be named at contract award.*

## 7.8 Proactive Disclosure of Contracts with Former Public Servants

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

## 7.9 Payment

### (a) Basis of Payment

- (i) **Professional Services provided under a Task Authorization with a Maximum Price:**  
For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra.
- (ii) **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.

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- (iii) **Contractor's Firm Per Diem Rates:** The Contractor agrees that the rates set out in Annex B remain firm throughout the Contract Period, except as may be provided for in the express terms of the contract. In reference to Article 18(1) of SACC General Conditions 2035, the Contractor acknowledges that its obligation to provide services in accordance with the firm rates set out in Annex B is unaffected by the application of any existing law or any new law which may come into effect during the Contract Period.
- (iv) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract 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 or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

**(b) Limitation of Expenditure – Cumulative Total of all Task Authorizations**

- (i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, 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 excluded and Applicable Taxes are included
- (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - (A) when it is 75 percent committed, or
  - (B) 4 months before the contract expiry date, or
  - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- (i) 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.

**(c) Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly issued under the Contract that contains a maximum 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) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported



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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.

**(d) Electronic Payment of Invoices – Contract**

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

- (i) Direct Deposit (Domestic and International);
- (ii) Electronic Data Interchange (EDI);
- (iii) Wire Transfer (International Only);
- (iv) Large Value Transfer System (LVTS) (Over \$25M)

**(e) Time Verification**

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

**(f) Payment Credits**

**(i) Failure to Provide Resource:**

- (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.
- (B) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:
  - (1) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
  - (2) the corrective measures required of the Contractor described above are not met.

This termination will be effective when the three month notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those three months.

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.

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- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (g) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**
  - (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
  - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises

#### **7.10 Invoicing Instructions**

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide an invoice to the Project Authority, to the Contracting Authority and to [hc.p2p.east.invoices-factures.est.sc@canada.ca](mailto:hc.p2p.east.invoices-factures.est.sc@canada.ca).

#### **7.11 Certifications and Additional Information**

- (a) Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, any TA quotation and the ongoing cooperation in providing additional information are conditions of the Contract and failure to



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comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire Contract Period.

#### **7.12 Federal Contractors Program for Employment Equity - Default by 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.

#### **7.13 Applicable Laws**

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

#### **7.14 Priority of Documents**

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
  - (i) [4002 \(2010-08-16\)](#), Supplemental General Conditions - Software Development or Modification Services;
  - (ii) [4006 \(2010-08-16\)](#), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) General Conditions [2035 \(2018-06-22\)](#), Higher Complexity - Services;
  - (i) Annex A, Statement of Work;
  - (ii) Appendix A to Annex A - Tasking Assessment Procedure;
  - (iii) Appendix B to Annex A - Task Authorization (TA) Form;
  - (iv) Appendix C to Annex A - Resource Assessment Criteria and Response Table;
  - (v) Appendix D to Annex A - Certifications at the TA stage.
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the validly issued Task Authorizations and any required certifications; and
- (g) the Contractor's bid dated \_\_\_\_\_.

#### **7.15 Foreign Nationals (Canadian Contractor)**

- (a) SACC Manual clause [A2000C \(2007-11-30\)](#) Foreign Nationals (Canadian Contractor)

**Note to Bidders:** *Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

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## **7.16 Foreign Nationals (Foreign Contractor)**

- (a) SACC Manual clause [A2001C](#) (2010-01-11) Foreign Nationals (Foreign Contractor)

## **7.17 Insurance Requirements**

### **(a) Compliance with Insurance Requirements**

- (i) The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.
- (ii) The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.
- (iii) The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

### **(b) Commercial General Liability Insurance**

- (i) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (ii) The Commercial General Liability policy must include the following:
  - (A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - (B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - (C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - (D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - (E) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided.

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Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

- (F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- (G) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- (I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c) **Errors and Omissions Liability Insurance**

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

**7.18 Limitation of Liability - Information Management/Information Technology**

- (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 Article, even if it has been made aware of the potential for those damages.

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**(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 (i)(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 any 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 (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

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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 or joint and solidarily liable, 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 Sub-article (i), 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 Sub-article (c).

#### **7.19 Joint Venture Contractor**

- (a) The Contractor confirms that the name of the joint venture is [REDACTED] and that it is comprised of the following members:
  - 1. Name of member;
  - 2. Name of member;
  - 3. Name of member.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
  - (i) [REDACTED] has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
  - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
  - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

## 7.20 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

### Replacement of Specific Individuals

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of having this knowledge, the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
  - (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
  - (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.
- (ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
  - (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Article titled "Default of the Contractor", or
  - (B) assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor to propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that are similar or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub-article (c).

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



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- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (iv) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

#### **7.21 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.

#### **7.22 Representations and Warranties**

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **7.23 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.

#### **7.24 Government Property**

Canada agrees to supply the Contractor with the items listed below (the "**Government Property**"). The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

#### **7.25 Transition Services at End of Contract Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of two months under the same conditions to ensure the required transition. 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.



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The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 20 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

The Contractor agrees that, in the period leading up to the end of the Contract Period, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

## **7.26 Identification Protocol Responsibilities**

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

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

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## ANNEX A

### STATEMENT OF WORK

#### 1.0 TITLE

Capacity-on-Demand Informatics Professional Services.

#### 2.0 BACKGROUND

**Health Canada** is the federal department responsible for helping the people of Canada maintain and improve their health. Health Canada is committed to improving the lives of all of Canada's people and to making this country's population among the healthiest in the world as measured by longevity, lifestyle and effective use of the public health care system. Health Canada plays various roles that help Canadians to maintain and improve their health and contribute to strengthening Canada's record as a country with one of the healthiest populations in the world. The Minister of Health is responsible for this organization.

**Public Health Agency of Canada** was created to deliver on the Government of Canada's commitment to help protect the health and safety of all Canadians. Its activities focus on preventing chronic diseases, like cancer and heart disease, preventing injuries and responding to public health emergencies and infectious disease outbreaks.

Under the direction of the Chief Information Officer, the Information Management Services Directorate (IMSD) provides the strategy, policies, infrastructure, tools and competent personnel necessary for Health Canada and Public Health Agency of Canada to make effective use of information management and information technology (IM/IT) in the delivery of departmental and agency programs and services. As a science-based department and agency with a largely professional workforce, Health Canada and Public Health Agency of Canada needs applications, tools and infrastructure to facilitate the delivery of its regulatory and policy mandate.

Information Management and Information Technology (IM/IT) play a critical role in the delivery of Government of Canada's programs and services. IM/IT is an essential component to the successful delivery of Health Canada (HC) and Public Health Agency of Canada (PHAC) mandates. In a period of continued rising service delivery expectations and ongoing fiscal restraint, HC and PHAC clients are seeking for more responsive, adaptable and flexible IM/IT services from the Information Management Services Directorate (IMSD).

HC and PHAC have a requirement for Capacity-on-Demand Informatics Professional Services to support its IM/IT applications, tools and infrastructure in order to facilitate the delivery of its regulatory and policy mandate including, but not limited to, IM/IT support for projects and program initiatives that relate to **strategic outcomes and program activities** and initiatives.

#### 3.0 OBJECTIVE

- (a) To provide Informatics Professional Services as-and-when-requested by Canada, to support HC and PHAC business and technology requirements under the HC and PHAC mandate by ensuring that operational demands are maintained and available resources and skill sets are supplemented.
- (b) To support the HC and PHAC's strategic priorities, technology requirements and ensure forward

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momentum for effective health management. As a multi-disciplinary organization, technology changes have significant impacts on programs, projects and other operations.

- (c) To provide technical expertise to support not only existing initiatives, but also future requirements and technical advancements.

## 4.0 BUSINESS AND TECHNICAL ENVIRONMENT

### 4.1 Business Environment

4.1.1 The Contractor must perform the Work during IMSD regular business hours Monday to Friday, between 7 a.m. to 6 pm Eastern Time (Standard Workday).

4.1.2 Work Outside Standard Workday Hours

- a) The Contractor must also perform the Work outside the Standard Workday throughout the Contract Period as-and-when-requested by Canada.
- b) The Technical Authority will advise the Contractor as soon as possible of any work requirements outside the Standard Workday. All work requirements outside the Standard Workday must be pre-approved by the Technical Authority.
- c) The Contractor resources must be available and stand ready (On-Call Duty) to be called back to perform the Work, outside the Standard Workday. Each On-Call Duty requirement must be pre-approved by the Technical Authority. The Technical Authority will advise the Contractor within 48 hours of any On-Call Duty requirements including the required duration. The Contractor resources must return to work outside the Standard Workday if called-back to perform the Work as directed by the Technical Authority.

### 4.2 Technical Environment

- 4.2.1 The Contractor must provide the Services in conformance with HC/PHAC standard desktop operating software, currently, Microsoft Office Suite (including Word, Excel, and PowerPoint).
- 4.2.2 All Deliverables provided by the Contractor will be used by HC and PHAC incorporated within HC/PHAC technical and operational environment as specified by HC/PHAC.
- 4.2.3 The technical environment at HC/PHAC is comprised of several technologies including but not limited to:

PLATFORM INDEPENDENT FW		
Jee	WET	Web Services Framework
AJAX	W3C-WAI-ARIA	Code Igniter
SOA Framework	Code Igniter	

OS Platforms			
LINUX:	WINDOWS:	UNIX:	OTHER:
SUSE	Windows 7-10	AIX	Novel Network
RedHat	Windows Server	Solaris	
CentOS	Hyper-V	HP UX	
	Core OS	Mac OS	

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OS PlatformsPlatform dependent Framework		
Lotus Notes	WAMP	Apple
Oracle Application Development Framework	LAMP	Oracle Apex
Windows Media Server	iTunes	Microsoft .Net

Cloud Platforms		
Amazon Web Services (AWS)	Microsoft Azure	Google Cloud Platform

Virtualization/Cloud Software		
VMWare	Docker	Open Shift
vSphere	Kubernetes	

Application Server	
Websphere	Oracle Application Server
Weblogics	Citrix Presentarion Server

Programming Language			
Adobe Forms	Elixir	Lotus SmartSuite	Objective-C
ASP	Go	MS Access	Perl
C#	HTML/CSS	Microsoft Visual Basic	PHP
C++	Java	Microsoft Visual Studio	.Net
Clipper	J Developer	NodeJS	Python
Cobol	JavaScript	PeopleSoft & SAP Tools	R
Cold Fusion	Lotus Notes	Oracle Forms & Reports	Ruby
Domino	LotusScript	Oracle APEX	Rust
SQL	Struts	Swift	TypeScript

Application Management/Deployment		
Artifactory	Git	Jenkins

Search Appliances	
SolR	Google Search

User Interface		
TexAloud	Voice	ATI TV Wonder™ 200
Adobe Acrobat	Kurzweil	RealSpeak Samanatha & Virginie
Oracle Forms	Voice Editing	Dragon Naturally Speaking
Lunas Plus	Citrix Presentation	

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Application Integration		
Clarity		
ASR		
Application Integration Method:		
Composite Application:		
Oracle BPEL v10.x	Web Services (WS-xx) Development v2.0	
Message Broker:		
Oracle B2B v10.x		
Platform Vendor Technology:		
SAP R3	Citrix	Oracle Application Server
Websphere		
Multichannel Integration:		
Terminal Server	ESB	
Collaboration Platform:		
Microsoft SharePoint	Oracle Bee	Confluence
Wiki		
Federated Search Technology:		
Oracle Search Engine		
Enterprise Content Management:		
RDIMS	GCDOC (OpenText Content Server)	
Enterprise/Departmental Data Integration Platform:		
Data Brokerage		

Application Integration - Service Description		
WSDL	API – Service specific	XML Gateways

Web Infrastructure			
Apache	NodeJS	Domino HTTP	HAProxy
Microsoft IIS	Tomcat	IBM HTTP	Oracle Portal
NginX	HPUX	Squid	Novell Ichain Portal
Web Infrastructure Appliances		Citrix Netscaler appliances	

Collaboration & Electronic Workplace		
Outsourced – Eastlink	Lotus Notes Teamworks DB	Autonomy Web
WebEX	MS Sharepoint	
Lotus Sametime	EndNote X2 & X3	

Database Management		
Oracle	MongoDB	MS Access
MS SQL	Cassandra	Lotus Notes

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MySQL / Maria DB	Postgres	Oracle Apex
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Data Analysis & BI Tools			
SAS	Statistica	Oracle Reports	SigmaPlot
SPSS	Hummingbird BI Query	Golden	ProClarity
Stata	PL/SQL Developer	Toad	Cognos
SigmaStat	Crystal		

DataBase Access		
JDBC	Oracle SQL.Net	Oracle Database Express
ODBC	ADO.Net	Metadata Repository (SMI, Encoding)
Oracle SQL	MOLAP	Java Online Analytical Processing
OLE DB	OLAP	Hierarchical Databases (NFS)
ANSI SQL	ETL Technology	XML Data Services / Xpath
Proprietary DAC	Data Staging	

Content Creation, Mgt & Publishing		
Adobe InDesign CS4	Drupal	ColdFusion
Adobe Contribute 3	Django	QuickView Plus v 6.0.1
Adobe DreamWeaver 3	Wordpress	Adobe Experience Manager
Confluence	Joomla!	

Desktop Productivity Applications		
<b>IBM Rational System Architect</b>		
<b>Viewer / Reader:</b>		
PDF-XChange	MS Office Word Viewer	Google Docs
Adobe Acrobat Reader		
<b>Spreadsheet:</b>		
Lotus 1-2-3	Corel Quattro Pro	MS Excel
Google Sheets		
<b>Office Suite:</b>		
MS Office	Lotus SmartSuite	Corel Office Suite
<b>Diagramming/Graphics:</b>		
MS Visio	MindMapper	
<b>Project Management</b>		
MS Project	JIRA	

Desktop Productivity Applications: Publishing		
Corel Presentation	Smartdraw Suite	MS Office Publisher
Lotus Freelance	MS Powerpoint	QuarkXpress

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Adobe Creative Suite	Corel Draw	
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Technologies – Security - Encryption		
PGP Whole Disk Encryption	PKI Digital Certificates	Microsoft Bitlocker
McAfee Endpoint Encryption	Tumbleweed Email Encryption	

Technologies – Security –Certificates/Digital and Electronic Signatures
GoC / Entrust PKI (SAML / MyKey)

Technologies – Security – Directory Services		
"Microsoft" Active Directory	SAP Directory Services	PeopleSoft Directory Services
Novell Directory Services	Lotus Directory Services	LDAP (Directory Integration)

- 4.2.4 The future technical environment at HC/PHAC may be comprised of the following additional technologies and any other emerging technologies:

Additional Technologies		
Artificial Intelligence	WSRP	Android-based devices
Internet of things	Skype (voice)	Android-based tablets
Other Linux Distributions	ESB Web Services Standards	Windows-based tablets
Virtual Desktop (VDI)	Java Business Integration (JBI)	Emotion Detection
Open-Source	MS Expression	Real-Time Decisioning
Zabbix	Service Component Architecture (SCA)	

## 5.0 SCOPE OF WORK

The Contractor must provide Informatics Professional Services as-and-when requested by Canada in accordance with article 5.2 Resource Categories and Tasks of this SOW. The Contractor must perform any combination of the tasks identified in article 5.2 to support program initiatives and projects that include technological support to sustain operational requirements, corporate affairs, comptrollership activities, HC and PHAC programs, and project development.

- 5.1 The Contractor must also provide the following services as-and-when-requested by Canada:

- Database and data administration and management
- Research and development for new computer hardware and software
- Release and change management for IT applications and infrastructure
- Client desktop support
- Production support
- Maintenance and system enhancement
- Application and system testing
- Business Intelligence (BI) program initiatives
- Data warehouse program initiatives
- Design and implementation of solutions
- Systems integration, development, maintenance and implementation



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- E-business Integration and e-portal Solutions
- Enterprise, Business, Solutions, Information and Security Architecture
- Information and Records Management
- Quality Management
- Infrastructure change and management
- Configuration Management
- Deployment and site management
- Legacy Systems management
- Managing and delivering projects
- Capacity management
- Enterprise-wide capability initiative
- Business Analysis
- Other related services

5.1.1 In supplying resources, the Contractor must provide:

- a) A single resource to work independently; or
- b) A single resource as part of, or to lead, a team; or
- c) A group of resources to act as a team; or
- d) A group of resources to supplement a team; or
- e) Multiple resources to act in any combination of the above.

## 5.2 Resource Categories and Tasks

HC and PHAC requires the services of multiple work streams of Informatics Professional Services to supplement internal Information Management and Information Technology (IM/IT) capacity. This contract is for the Enterprise Resource Planning (ERP) work stream.

### WORK STREAM – ENTERPRISE RESOURCE PLANNING (ERP)

The Contractor must provide resources for the following categories:

#### 5.2.1 A.1 APPLICATION/SOFTWARE ARCHITECT (ERP) – Level 3

Tasks include but are not limited to:

- 5.2.1.1 Create, define or choose ERP frameworks for projects;
- 5.2.1.2 Document standard ways of pursuing ERP application development within Health Canada and Public Health Agency of Canada (HC, PHAC);
- 5.2.1.3 Recognize potential reuse in the Health Canada and Public Health Agency of Canada (HC, PHAC) or in HC/PHAC ERP applications by observing and understanding the HC, PHAC system environment;
- 5.2.1.4 Create the component design;
- 5.2.1.5 Identify and help to resolve issues related to the integration efforts amongst ERP implementation;
- 5.2.1.6 Identify, monitor and help to resolve issues related to the design and landscape of ERP modules;
- 5.2.1.7 Conduct formal quality assurance on the work being undertaken by the team on an ongoing basis;
- 5.2.1.8 Transfer knowledge to the HC, PHAC project teams through individual and group training and demonstrations, written instructions and documents;

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- 5.2.1.9 Provide ad hoc just-in-time training to HC, PHAC project team members as required;
- 5.2.1.10 Report to the Technical Authority on the progress, issues and quality related to the functionality of ERP Modules
- 5.2.1.11 Assist Health Canada and Public Health Agency of Canada (HC, PHAC) project teams to achieve project goals;
- 5.2.1.12 Assist in the identification and planning of activities;
- 5.2.1.13 Provide early identification of issues that may affect achievement of HC, PHAC objectives;
- 5.2.1.14 Provide advice and guidance on related architectural vision and documentation activities; and
- 5.2.1.15 Any other work related to this category.

### **5.2.2 A.5 ERP TECHNICAL ANALYST (SAP Security) – Level 3**

Tasks include but are not limited to:

- 5.2.2.1 Monitor progress throughout the phases of the project toward the achievement of the scope and plan including evaluation of the need to modify methodology and/or objectives as circumstances evolve for security and authorization;
- 5.2.2.2 Translate SAP functional and business security requirements into technical requirements;
- 5.2.2.3 Provide advice, analysis, configuration, problem resolution, and unit testing in regards to SAP Security and Authorizations related to the new company code;
- 5.2.2.4 Design, configure and implement security roles using the SAP profile generator tool;
- 5.2.2.5 Design, configure and implement security roles using the SAP Enterprise role derivation tool. This tool is required for the integration of user menus and security roles in a multi-company code production environment;
- 5.2.2.6 Assess Advanced Business Application Programming (ABAP) and custom developments for compliance with the overall Security requirements;
- 5.2.2.7 Execution of key security monitoring procedures including Segregation of Duties compliance and rule set;
- 5.2.2.8 Participate in departmental team meetings and Integrated Financial and Material System (Integrated Financial Management Systems) Cluster Forum Meetings and provide necessary status updates;
- 5.2.2.9 Create and update technical configuration documents, and other user documentation as required;
- 5.2.2.10 Work with the functional team leads and the Indigenous Services Canada/Crown-Indigenous Relations and Northern Affairs Canada representatives to define security requirements;
- 5.2.2.11 Prepare Security related blueprint documents relevant to the creation of a new security profiles;
- 5.2.2.12 Prepare and update a detailed plan related to Security activities over the life cycle of a security activity;
- 5.2.2.13 Assist in the analysis, documentation and cutover of the security roles and assignment of roles to users as it pertains to the assigned request;
- 5.2.2.14 Conduct formal quality assurance on the work being undertaken by the team on an ongoing basis;
- 5.2.2.15 Provide functional and technical advice;
- 5.2.2.16 Provide early identification of issues that may affect achievement of HC, PHAC and Indigenous Services Canada/Crown-Indigenous Relations and Northern Affairs Canada objectives; and
- 5.2.2.17 Any other work related to this category.

### **5.2.3 A.5 ERP TECHNICAL ANALYST (SAP BASIS) – Level 3**

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Tasks include but are not limited to:

- 5.2.3.1 Work with Health Canada's Framework for IT Framework for Integrated Resource Management System Framework for Integrated Resource Management Services (FIRMS) Section, to work with BASIS;
- 5.2.3.2 Assist in the analysis, and the implementation of hosting additional departments;
- 5.2.3.3 Implementing the Central User Administration and the Identity Management;
- 5.2.3.4 Assist the BASIS team to support SAP Infrastructure on AIX/Linux servers;
- 5.2.3.5 Assist in the implementation/maintenance of NetWeaver 7.5, including BI/BW, and Portal;
- 5.2.3.6 Assist in the implementation/maintenance of Solution Manager 7.5;
- 5.2.3.7 Assist in the implementation/maintenance of HANA 2.0;
- 5.2.3.8 Assist in the implementation/maintenance of Business Objects (SBOP) 4.2 and Lumira;
- 5.2.3.9 Assist in the maintenance of procure to pay and IT Requests projects;
- 5.2.3.10 Transfer knowledge to BASIS team;
- 5.2.3.11 Provide documentation when required; and
- 5.2.3.12 Any other work related to this category.

#### **5.2.4 A.3 ERP PROGRAMMER ANALYST– Level 3**

Tasks include but are not limited to:

- 5.2.4.1 Develop low-level detailed requirements, programming, and systems development of ERP Systems;
- 5.2.4.2 System testing and implementation;
- 5.2.4.3 Provide early identification of issues that may affect achievement of Departmental objectives;
- 5.2.4.4 Provide status reports;
- 5.2.4.5 Provide demonstrations and code walkthroughs;
- 5.2.4.6 Technical knowledge transfer to the HC and PHAC project team through individual and group training and demonstrations, written instructions and documents;
- 5.2.4.7 Conduct formal quality assurance on work being undertaken by the team on an ongoing basis;
- 5.2.4.8 Perform Unit and integration testing;
- 5.2.4.9 Perform data conversion and loading;
- 5.2.4.10 Assist in the identification and planning of activities;
- 5.2.4.11 Assist in impact analysis and work with a team of peers to identify, analyze and resolve performance problems;
- 5.2.4.12 Support and procedural documents;
- 5.2.4.13 Provide tuning of ERP and Advanced Business Application Programming (ABAP) code (reports, transactions, functions);
- 5.2.4.14 Maintain and support security functions within ERP's;
- 5.2.4.15 Provide technical advice and coach other programmers;
- 5.2.4.16 Provide advice and guidance on related training and documentation activities;
- 5.2.4.17 Envision, design and implement Unit and Integration test strategy for ERP;
- 5.2.4.18 Design and develop cutover and post implementation strategies; and
- 5.2.4.19 Any other work related to the category.

#### **5.2.5 A.3 ERP PROGRAMMER ANALYST (SAP ABAP) – Level 3**

Tasks include but are not limited to:

- 5.2.5.1 Develop detailed specifications or designs for, program, test and document the new SAP

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- functionality;
- 5.2.5.2 Provide SAP Advanced Business Application Programming (ABAP) Programming for analysis, development, maintenance, enhancements, testing and support in any SAP area Financial Accounting (FI)/Account Receivable (AR), Sales and Distribution (SD), Controlling (CO)/Funds Management (FM)/Special Purpose Ledger (SPL), Project Systems (PS)/Cross-Application Time Sheet (CATS), Material Management (MM) and Salary Forecasting Tool (SFT);
- 5.2.5.3 Assist with the debugging of new and existing P2P functionality (SAP Workflow, Web Dynpro and SAP Portal/Fiori) to determine the cause and resolution of identified errors;
- 5.2.5.4 Evaluate and analyze development requests and enhancement requests and provide resource requirement estimated;
- 5.2.5.5 Collaborate with ABAP team to implement the new Signature Card System;
- 5.2.5.6 Assist with the conversion and loading of data into the various environments;
- 5.2.5.7 Provide expert advice and support to the other members of the ABAP Team as required;
- 5.2.5.8 Assist with the debugging of new and existing P2P functionality (SAP Workflow, Web Dynpro and SAP Portal) to determine the cause and resolution of identified errors;
- 5.2.5.9 Debug new and existing functionality to determine the cause and resolution of identified errors;
- 5.2.5.10 Envision, design and implement Unit and Integration test strategy for ERP;
- 5.2.5.11 Design and develop cutover and post implementation strategies; and
- 5.2.5.12 Any other work related to the category.

#### **5.2.6 A.3 ERP PROGRAMMER ANALYST (SAP Business Warehouse (BW)/Business Intelligence (BI) – Level 3**

Tasks include but are not limited to:

- 5.2.6.1 Establish new instance of SAP BW to latest standards (ex. HANA);
- 5.2.6.2 Work from functional/business requirements to design and develop datasources (install standard datasources, enhance existing datasources and create custom datasources;
- 5.2.6.3 Work from functional/business requirements to design and develop BW objects (installation of standard objects, enhance existing objects and create custom objects) such as info objects, info sources, data targets, transfer rules, update rules etc;
- 5.2.6.4 Work from functional/business specifications to develop BW reports primarily using Analysis for Office / Business Objects (BOBJ) of SAP BW queries developed using Query Designer / Business Objects (BOBJ) and Lumira may be required;
- 5.2.6.5 Collaborate with the SAP BW team to meet reporting requirements and test the project deliverables;
- 5.2.6.6 Document test plans and complete Unit Testing of developed objects and reports;
- 5.2.6.7 Collaborate with Quality Assurance business resources to complete System and Integration Testing;
- 5.2.6.8 Communicate with users for business questions, project updates, follow ups, data and report validations, sign offs and for overall support;
- 5.2.6.9 Analyze and communicate report development issues, including problems with data integrity, data design, and functional and technical software issues;
- 5.2.6.10 Prepare project related documentation (object designs, business rules, technical information etc) during the different stages of the project.
- 5.2.6.11 Provide support and maintenance of the existing BW environments (development, quality assurance and production); and
- 5.2.6.12 Any other work related to the category.

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### 5.3 Specialties include but are not limited to:

SAP – ABAP  
Web Dynpro and SAP Portal/Fiori  
SAP – BW/BI/BOBJ  
SAP – Lumira  
SAP – BPC Embedded

## 6.0 DELIVERABLES

Deliverables will be identified within TAs issued under the Contract.

The Contractor must ensure that all Deliverables submitted are in conformity with the instructions issued by the Technical Authority as specified in the TA. The scope of work attached to each TA will identify the particular deliverable(s), tasks, and other relevant areas of consideration such as the language of deliverables that are required to be implemented by the Contractor in the provision of Services.

The Contractor must provide the following Deliverables as-and-when requested by Canada in accordance with the requirements stated in each Task Authorization:

- project plans;
- Analysis documents;
- requirements studies;
- use cases;
- test plans and scripts;
- architecture variance;
- business context models such as business use case (BUC) Models;
- preliminary options analysis (POA);
- conceptual system design (CSD);
- technical design document (TDD);
- consultation documentation;
- initial project plans (IPP) technical content;
- development strategy;
- context models;
- usability value and risk assessment;
- business user model;
- critical success factors;
- documentation according to HC and PHAC's set of best practices, standards and methodologies;
- development of technical documentation and procedures;
- complete analysis of current environments and recommendations for increasing and optimizing performance;
- communication material – Plans, presentations;
- Perform monitoring of query usage and recommend ways to modify tables for increased performance (e.g., adding indices, joining tables, adding foreign keys, etc);
- Costing/Financial reports.

Resources will be required to produce the Deliverables in various formats. These include, but are not limited to:

- Microsoft Word

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- Microsoft Excel
- Microsoft PowerPoint
- Adobe Acrobat

The Contractor must submit all Deliverables to the Technical Authority in accordance with the timing as set out in each TA. All text Deliverables shall be delivered in both hard and electronic copy or to the specifications of HC. All Deliverables must be accurate, truthful and in accordance with the specifications required by the Contract.

## 7.0 REPORTING REQUIREMENTS

- 7.1 The Contractor must prepare dashboard reports for all investment planning projects to inform senior management officials;
- 7.2 The contractor will be required to provide, at minimum frequency, progress reports to the Project Authority for each of their resources. Additional contractor reporting requirements and obligations will be identified by Health Canada, as required, within each Task Authorization and may include, but not necessarily be limited to, any of the following:
  - a) Status reports, describing the state of ongoing project work and covering specific issues as requested by the Technical Authority. Status updates must be delivered as required, with monthly status updates at a minimum;
  - b) Milestone Reports, describing the completion of a significant piece of work or as described in a Task Authorization, delivered as required;
  - c) Quarterly performance reports; and
  - d) Other reports, as required.

Reports must be in MS Word format, unless otherwise specified by the Project Authority.

The Contractor must immediately notify the Project Authority of any issues, problems, or areas of concern that could adversely affect the ability of the Contractor to complete the work specified under any Task Authorization.

## 8.0 CONSTRAINTS

All resources will utilize the HC Wide Area Network (WAN) as their primary Health and PHAC network account for email and documentation storage.

## 9.0 LOCATION OF THE WORK

The Contractor will perform the Work at various Health Canada or Public Health Agency of Canada facilities within the National Capital Region. The location of the work will be identified at the TA stage.

Some of the work may be performed off site, subject to Project Authority's approval. Should the consultant be working off site, HC will provide the necessary equipment and network access.

## 10.0 LANGUAGE OF THE WORK

The language of work and correspondence for this Contract is English or French. Should there be a

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specific language requirement for a given task, it will be specified in an approved Task Authorization.

## **11. 0 METHOD AND SOURCE OF ACCEPTANCE**

All deliverables and services rendered under this contract are subject to inspection by the Project Authority. The Project Authority shall have the right to reject any deliverables that are not considered satisfactory, or require their correction before payment will be authorized.

## **12.0 PROJECT MANAGEMENT CONTROL PROCEDURES**

The Project Authority will monitor and control the work by scheduling weekly progress meetings with the consultants in order to ensure the contract will be brought in on time, on budget and of an acceptable quality. The Consultants are to provide progress reports as and when requested by the Project Authority and systems testing will be performed as required.

## **13.0 TRAVEL AND LIVING**

There is no travel or living requirements associated with the work.

## **14.0 CANADA'S OBLIGATIONS**

Although the obligations will differ based on the issued Task Authorization, Health Canada shall:

- Provide access to departmental library, government and departmental policies and procedures, publications, reports, studies, etc.;
- Provide access to facilities and equipment (i.e. a workstation with a computer and associated equipment, etc.) as required;
- Provide access to a staff member who will be available to coordinate activities;
- Ensure the availability of staff with whom the contractor may need to consult;
- Schedule teleconferences and meetings, as required; and
- Provide other assistance or support, as required.

## **15.0 CONTRACTOR'S OBLIGATION**

Although the obligations will differ based on the issued Task Authorization, the Contractor shall:

- Meet all tasks, deliverables and milestones
- Keep all documents and proprietary information confidential;
- Return all materials belonging to Health Canada upon completion of the Contract;
- Submit all written reports in hard copy and electronic Microsoft Office Word;
- Participate in teleconferences, as required;
- Maintain security clearance with no conflict for the duration of the contract;
- Attend meeting at Health Canada sites, as required; and
- Conduct and maintain all documentation in a secure area.



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## APPENDIX A TO ANNEX A

### TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations". Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 2 working days turnaround time to accept or refuse the draft TA. Once the draft AT is accepted, the Contractor will have an additional 3 working days to submit a quotation.
2. With each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
  - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
  - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
  - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
  - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
  - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing

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experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Crown references will be accepted.
4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.
5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

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## APPENDIX B TO ANNEX A

### TASK AUTHORIZATION FORM

TASK AUTHORIZATION FORM				
<b>Contractor:</b>		<b>Contract Number:</b>		
<b>Commitment Number:</b>		<b>Client reference number (if required) :</b>		
<b>Task Number (Amendment):</b>		<b>Financial Coding:</b>		
<b>Issue Date:</b>		<b>Response required by:</b>		
<b>1. STATEMENT OF WORK (WORK ACTIVITIES, CERTIFICATIONS AND DELIVERABLES)</b>				
<p><b>1.0 BACKGROUND</b></p> <p><b>2.0 TASKS</b></p> <p><b>3.0 DELIVERABLES</b></p> <p><b>4.0 ESSENTIAL TECHNOLOGY / SOFTWARE / TOOL OR TECHNIQUE</b></p> <p><b><u>AUTHORITIES AND REPRESENTATIVES:</u></b></p> <p>The Project Authority:</p> <p>The Project Authority (or delegated representative) is responsible for all matters concerning the technical content of the Work under this TA. Any proposed changes to the scope of the Work are to be discussed with the Project Authority, but any resulting change is only effective and enforceable if a written TA amendment is issued by the Technical Authority or the PWGSC Contracting Authority.</p> <p><b><u>PLEASE SEND INVOICES TO:</u></b></p> <p>Email:</p> <p>CC:</p> <p>CC:</p>				
<b>2. PERIOD OF SERVICES</b>		<b>FROM (DATE):</b>	<b>TO (DATE):</b>	
<b>3. Work Location:</b>				
<b>4. Invoice sent to:</b>				
<b>5. Travel Requirements:</b>				
<b>6. Language Requirements:</b>				
<b>7. Other Conditions / Constraints:</b>				
<b>8. Level of Security Clearance Required for the Contractor Personnel:</b>				
<b>9. Contractor's Response:</b>				
<b>Category and Name of Proposed Resource</b>	<b>PWGSC Security File Number</b>	<b>Firm Per Diem Rate</b>	<b>Estimated # of Days</b>	<b>Total cost</b>
<b>Estimated Cost (A):</b>				

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TASK AUTHORIZATION FORM				
		<b>Applicable Taxes (B):</b>		
		<b>Total Labour Cost (C= A + B):</b>		
		<b>Total Travel &amp; Living Cost (D):</b>		
		<b>Maximum TA Price (E = C + D)</b>		
Please note that consultants <b>must</b> not exceed the maximum number of days allocated in the TA.				
<b>FOR INTERNAL PURPOSE ONLY (Financial Information in SAP)</b>				
TA Version	Resource name	Period Covered	Level of Effort	Amount
Original				
<b>9. Contractor's Signature</b>				
Name, Title and Signature of Individual Authorized to Sign on Behalf of <b>Contractor</b> (type or print)			Signature: _____ Date: _____	
<b>10. Approval – Signing Authority</b>				
<b>Signatures (Client)</b>				
Name, Title and Signature of <b>Project Authority</b> to Sign on Behalf of Health Canada.			Signature: _____ Date: _____	
Name, Title and Signature of <b>Technical Authority</b> to Sign on Behalf of Health Canada.			Signature: _____ Date: _____	
<b>Signatures (PWGSC)</b>				
Name, Title and Signature of <b>*Contracting Authority</b> to Sign on Behalf of Public Works and Government Services Canada (type or print)			Signature: _____ Date: _____	
*Signature required for projects valued at \$ _____ or more, Applicable Taxes included.				
You are requested 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 services listed herein and in any attached sheets at the price set out there of.				

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## APPENDIX C TO ANNEX A

### RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

**Note to Bidders:** Attachments 4.1 – Mandatory Technical Criteria and 4.2 – Point-Rated Criteria will be inserted and will form part of the resulting contract.

#### 1. Resource Category: A.1 Application / Software Architect (ERP) – Level 3

<b>A.1 APPLICATION / SOFTWARE ARCHITECT (ERP) – LEVEL 3</b>			
<b>MTC#</b>	<b>Mandatory Technical Criteria</b>	<b>Met / Not Met</b>	<b>Contractor's Response (Cross reference to Résumé)</b>
<b>MTC1</b>	<p>The Contractor must demonstrate that the proposed resource has ten years professional work experience within the last twelve years, as an A.1 Application / Software Architect – Level 3. In addition, the Contractor must demonstrate the proposed resource's experience in providing professional IM/IT services while performing tasks in line with those identified under section 5.2.1 (A.1 Application / Software Architect (ERP) – Level 3) of the Annex A - Statement of Work (SOW) of this Contract.</p> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ul style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with a minimum of one contact reference for projects conducted within the past five years up to the bid solicitation posting date (name, phone number and valid email address) that can confirm the stated experience;</li> <li>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ul>		

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<b>MTC2</b>	<p>The Contractor must demonstrate, using project descriptions, that the proposed resource has a minimum of twelve months professional work experience within the last five years in each of the technology, software, tool, or technique identified in the TA as essential.</p> <p>If the project involves “new technologies” as indicated on the TA, then a minimum duration of four months is acceptable.</p> <p>Resource Mandatory Essential Technology Requirements Identified in the TA:</p> <ol style="list-style-type: none"> <li>1. _____</li> <li>2. _____</li> <li>3. _____</li> <li>4. _____</li> </ol> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ol style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with contact references (name, phone number and valid email address) that can confirm the stated experience;</li> <li>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ol> <p>*Note that one project can satisfy multiple Essential Technology Requirements (ETR) as long as the project clearly demonstrates each ETR.</p>		
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## 2. Resource Category: A.5 ERP Technical Analyst – Level 3 (SAP Security)

<b>A.5 – ERP TECHNICAL ANALYST (SAP SECURITY) – LEVEL 3</b>			
<b>MTC#</b>	<b>Mandatory Technical Criteria</b>	<b>Met / Not Met</b>	<b>Contractor's Response (Cross Reference to Résumé)</b>
<b>MTC1</b>	The Contractor must demonstrate that the proposed resource has ten years professional work experience within the last twelve years, as an A.5-ERP Technical Analyst – Level 3. In addition, the		

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	<p>Contractor must demonstrate the proposed resource's experience in providing 5.2.2 (A.5 – ERP Technical Analyst – Level 3) of the Annex A - Statement of Work (SOW) of this Contract.</p> <p>To allow Canada to assess this experience, for each stated experience the Contractor must include the following information:</p> <ul style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with a minimum of one contact reference for projects conducted within the past five years up to the bid solicitation posting date (name, phone number and valid email address) that can confirm the stated experience;</li> <li>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ul>		
<b>MTC2</b>	<p>The Contractor must demonstrate, using project descriptions, that the proposed resource has a minimum of twelve months experience within the last five years in each of the technology, software, tool, or technique identified in the TA as essential.</p> <p>If the project involves “new technologies” as indicated on the TA, then a minimum duration of four months is acceptable.</p> <p>Resource Mandatory Essential Technology Requirements Identified in the TA:</p> <ul style="list-style-type: none"> <li>1. _____</li> <li>2. _____</li> <li>3. _____</li> <li>4. _____</li> </ul> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ul style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with contact references (name, phone number and valid email address) that can confirm the stated experience;</li> </ul>		



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	b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource; c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).  *Note that one project can satisfy multiple Essential Technology Requirements (ETR) as long as the project clearly demonstrates each ETR.		
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### 3. Resource Category: A.5 ERP Technical Analyst – Level 3 (SAP Basis)

<b>A.5 – ERP TECHNICAL ANALYST (SAP BASIS) – LEVEL 3</b>			
<b>MTC#</b>	<b>Mandatory Technical Criteria</b>	<b>Met / Not Met</b>	<b>Contractor's Response (Cross Reference to Résumé)</b>
<b>MTC1</b>	<p>The Contractor must demonstrate that the proposed resource has ten years professional work experience within the last twelve years, as an A.5-ERP Technical Analyst – Level 3. In addition, the Contractor must demonstrate the proposed resource's experience in providing 5.2.3 (A.5 – ERP Technical Analyst – Level 3) of the Annex A - Statement of Work (SOW) of this Contract.</p> <p>To allow Canada to assess this experience, for each stated experience the Contractor must include the following information:</p> <ul style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with a minimum of one contact reference for projects conducted within the past five years up to the bid solicitation posting date (name, phone number and valid email address) that can confirm the stated experience;</li> <li>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ul>		
<b>MTC2</b>	The Contractor must demonstrate, using project descriptions, that the proposed resource has a		

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<p>minimum of twelve months professional work experience within the last five years in each of the technology, software, tool, or technique identified in the TA as essential.</p> <p>If the project involves “new technologies” as indicated on the TA, then a minimum duration of four months is acceptable.</p> <p>Resource Mandatory Essential Technology Requirements Identified in the TA:</p> <ol style="list-style-type: none"> <li>1. _____</li> <li>2. _____</li> <li>3. _____</li> <li>4. _____</li> </ol> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ol style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with contact references (name, phone number and valid email address) that can confirm the stated experience;</li> <li>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ol> <p>*Note that one project can satisfy multiple Essential Technology Requirements (ETR) as long as the project clearly demonstrates each ETR.</p>		
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#### 4. Resource Category: A.3 ERP Programmer Analyst – Level 3

<b>A.3 – ERP PROGRAMMER ANALYST– LEVEL 3</b>			
<b>MTC#</b>	<b>Mandatory Technical Criteria</b>	<b>Met / Not Met</b>	<b>Contractor's Response (Cross Reference to Résumé)</b>
<b>MTC1</b>	The Contractor must demonstrate that the proposed resource has ten years professional work experience within the last twelve years, as an A.3-ERP Programmer Analyst – Level 3. In addition, the Contractor must demonstrate the proposed resource's experience in providing 5.2.4 (A.5 – ERP		

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	<p>Programmer Analyst – Level 3) of the Annex A - Statement of Work (SOW) of this Contract.</p> <p>To allow Canada to assess this experience, for each stated experience the Contractor must include the following information:</p> <ol style="list-style-type: none"> <li>The name of the client organization for whom the services were provided, along with a minimum of one contact references for projects conducted within the past five years up to the bid solicitation posting date (name, phone number and valid email address) that can confirm the stated experience;</li> <li>A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ol>		
<b>MTC2</b>	<p>The Contractor must demonstrate, using project descriptions, that the proposed resource has a minimum of twelve months professional work experience within the last five years in each of the technology, software, tool, or technique identified in the TA as essential.</p> <p>If the project involves “new technologies” as indicated on the TA, then a minimum duration of four months is acceptable.</p> <p>Resource Mandatory Essential Technology Requirements Identified in the TA:</p> <ol style="list-style-type: none"> <li>_____</li> <li>_____</li> <li>_____</li> <li>_____</li> </ol> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ol style="list-style-type: none"> <li>The name of the client organization for whom the services were provided, along with contact references (name, phone number and valid email address) that can confirm the stated experience;</li> </ol>		

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	<p>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</p> <p>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</p> <p>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</p> <p>*Note that one project can satisfy multiple Essential Technology Requirements (ETR) as long as the project clearly demonstrates each ETR.</p>		
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#### 5. Resource Category: A.3 ERP Programmer Analyst (SAP ABAP) – Level 3

<b>A.3 – ERP PROGRAMMER ANALYST (SAP ABAP) – LEVEL 3</b>			
<b>MTC#</b>	<b>Mandatory Technical Criteria</b>	<b>Met / Not Met</b>	<b>Contractor's Response (Cross Reference to Résumé)</b>
<b>MTC1</b>	<p>The Contractor must demonstrate that the proposed resource has ten years professional work experience within the last twelve years, as an A.3-ERP Programmer Analyst – Level 3. In addition, the Contractor must demonstrate the proposed resource's experience in providing 5.2.5 (A.5 – ERP Programmer Analyst (SAP ABAP) – Level 3) of the Annex A - Statement of Work (SOW) of this Contract.</p> <p>To allow Canada to assess this experience, for each stated experience the Contractor must include the following information:</p> <p>a) The name of the client organization for whom the services were provided, along with a minimum of one contact reference for projects conducted within the past five years up to the bid solicitation posting date (name, phone number and valid email address) that can confirm the stated experience;</p> <p>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</p> <p>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</p> <p>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</p>		
<b>MTC2</b>	The Contractor must demonstrate, using project		

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<b>Client Ref. No. – N° de réf. De client</b> HT218-184552	<b>File No. – N° du dossier</b> 622ZM. HT218-184552/A	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<p>descriptions, that the proposed resource has a minimum of twelve months professional work experience within the last five years in each of the technology, software, tool, or technique identified in the TA as essential.</p> <p>If the project involves “new technologies” as indicated on the TA, then a minimum duration of four months is acceptable.</p> <p>Resource Mandatory Essential Technology Requirements Identified in the TA:</p> <ol style="list-style-type: none"> <li>1. _____</li> <li>2. _____</li> <li>3. _____</li> <li>4. _____</li> </ol> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ol style="list-style-type: none"> <li>a) The name of the client organization for whom the services were provided, along with contact references (name, phone number and valid email address) that can confirm the stated experience;</li> <li>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ol> <p>*Note that one project can satisfy multiple Essential Technology Requirements (ETR) as long as the project clearly demonstrates each ETR.</p>		
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**6. Resource Category: A.3 ERP Programmer Analyst (SAP BW/BI) – Level 3**

<b>A.3 – ERP PROGRAMMER ANALYST (SAP BW/BI) – LEVEL 3</b>			
<b>MTC#</b>	<b>Mandatory Technical Criteria</b>	<b>Met / Not Met</b>	<b>Contractor's Response (Cross Reference to Résumé)</b>
<b>MTC1</b>	The Contractor must demonstrate that the proposed resource has ten years professional work experience within the last twelve years, as an A.3-ERP Programmer Analyst – Level 3. In addition, the Contractor must demonstrate the proposed		

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	<p>resource's experience in providing 5.2.6 (A.5 – ERP Programmer Analyst (SAP BW/BI) – Level 3) of the Annex A - Statement of Work (SOW) of this Contract.</p> <p>To allow Canada to assess this experience, for each stated experience the Contractor must include the following information:</p> <ol style="list-style-type: none"> <li>The name of the client organization for whom the services were provided, along with a minimum of one contact reference for projects conducted within the past five years up to the bid solicitation posting date (name, phone number and valid email address) that can confirm the stated experience;</li> <li>A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</li> <li>A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</li> <li>The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</li> </ol>		
<b>MTC2</b>	<p>The Contractor must demonstrate, using project descriptions, that the proposed resource has a minimum of twelve months professional work experience within the last five years in each of the technology, software, tool, or technique identified in the TA as essential.</p> <p>If the project involves “new technologies” as indicated on the TA, then a minimum duration of four months is acceptable.</p> <p>Resource Mandatory Essential Technology Requirements Identified in the TA:</p> <ol style="list-style-type: none"> <li>_____</li> <li>_____</li> <li>_____</li> <li>_____</li> </ol> <p>To allow Canada to assess this experience, for each stated experience the resource must include in its résumé the following information:</p> <ol style="list-style-type: none"> <li>The name of the client organization for whom the services were provided, along with contact references (name, phone number and valid</li> </ol>		

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	<p>email address) that can confirm the stated experience;</p> <p>b) A summary of the project objectives, needs and issues which necessitated the contribution of the resource;</p> <p>c) A description of the services and deliverables provided by the resource and how they relate to the SOW of this Contract; and</p> <p>d) The duration, including start and finish dates (dates should be identified by month and year – for example March 2010 – February 2012).</p> <p>*Note that one project can satisfy multiple Essential Technology Requirements (ETR) as long as the project clearly demonstrates each ETR.</p>		
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## APPENDIX D TO ANNEX A

### CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the Contractor's quotation when it is submitted to Canada.

#### 1. CERTIFICATION OF EDUCATION AND EXPERIENCE

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

#### 2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

#### 3. CERTIFICATION OF STATUS OF PERSONNEL

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

#### 4. CERTIFICATION OF LANGUAGE – English Essential

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

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## ANNEX B

### BASIS OF PAYMENT

#### INITIAL CONTRACT PERIOD:

<b>Initial Contract Period – Year 1</b>		
<b>(Date of Contract award to _____)</b>		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A.1 APPLICATION/SOFTWARE ARCHITECT (ERP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST (SAP ABAP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP Security)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP BASIS)	LEVEL 3	

<b>Initial Contract Period – Year 2</b>		
<b>(From _____ to _____)</b>		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A.1 APPLICATION/SOFTWARE ARCHITECT (ERP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST (SAP ABAP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP Security)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP BASIS)	LEVEL 3	

<b>Initial Contract Period – Year 3</b>		
<b>(From _____ to _____)</b>		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A.1 APPLICATION/SOFTWARE ARCHITECT (ERP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST (SAP ABAP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP Security)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP BASIS)	LEVEL 3	

#### OPTION PERIODS:

<b>Option Contract Period 1</b>		
<b>(From _____ to _____)</b>		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A.1 APPLICATION/SOFTWARE ARCHITECT (ERP)	LEVEL 3	

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A.3 ERP PROGRAMMER ANALYST	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST (SAP ABAP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP Security)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP BASIS)	LEVEL 3	

**Option Contract Period 2**


(From \_\_\_\_\_ to \_\_\_\_\_)

<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A.1 APPLICATION/SOFTWARE ARCHITECT (ERP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST (SAP ABAP)	LEVEL 3	
A.3 ERP PROGRAMMER ANALYST - SAP Business Warehouse (BW) / Business Intelligence (BI)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP Security)	LEVEL 3	
A.5 ERP TECHNICAL ANALYST (SAP BASIS)	LEVEL 3	

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## ANNEX C

### SECURITY REQUIREMENTS CHECK LIST

 Gouvernement du Canada	<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;">         Security Classification / Classification de sécurité UNCLASSIFIED       </div>
<b>LISTE DE VÉRIFICATION DES RE (SRCL) LA SÉCURITÉ (LVERS)</b>	
1. Originating Government Department / Ministère 2. Branch / Direction générale 3. a) Subcontract Number / Numéro du contrat de sous-traitance 3. b) N and Address of Subcontractor / Nom et adresse du sous-traitant	4. Release restrictions / Restrictions de diffusion 5. Level of information / Niveau d'information 6. Security Classification / Classification de sécurité
7. a) Indicate the type of information that the supplier will be required to / Indiquer le type d'information auquel le fournisseur devra avoir accès	
7. b) Release restrictions / Restrictions de diffusion	
7. c) Level of information / Niveau d'information	
PROTECTED A / PROTÉGÉ A PROTECTED B / PROTÉGÉ B PROTECTED C / PROTÉGÉ C CONFIDENTIAL / CONFIDENTIEL TOP SECRET (SIGINT) / (SIGINT)	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ NATO RESTRICTED / NATO DIFFUSION RESTREINTE NATO CONFIDENTIAL / NATO CONFIDENTIEL NATO SECRET / NATO SECRET COSMIC TOP SECRET
<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 80%;">         Security Classification / Classification de sécurité       </div>	

**Canada**

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CCC No./ N° CCC – FMS No/ N° VME



Government of Canada  
Gouvernement du Canada

Security Classification / Classification de sécurité  
UNCLASSIFIED

(continued) / (suite)	
A. Will the supplier require to PROTECTED and/or CLASSIFIED COMSEC information assets? PROTÉGÉS	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Oui
Dans l'affirmative, indiquer le niveau de sensibilité :	
B. Will the supplier require to extremely sensitive INFOSEC information assets?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Oui
Document document :	
PART B - PERSONNEL (SUPPLIER) / PARTIE - PERSONNEL (SSEUR)	
10. Personnel de contrôle de la sécurité	personnel requis
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
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? sécurité	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Oui
11. <input type="checkbox"/>	
1 <input type="checkbox"/>	
PRODUCTION	
11. <input type="checkbox"/>	<input type="checkbox"/>
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11	
Le fournisseur a-t-il les renseignements Le fournisseur a-t-il les données Le fournisseur a-t-il ses propres systèmes inform OTÉGÉS et/ou CLASSIFIÉS	
11	<input type="checkbox"/>
gouvernementale?	

Buyer ID – Id de l'acheteur  
622ZM

CCC No./ N° CCC – FMS No/ N° VME



Gouvernement  
du Canada

Gouver  
du Can

Security Classification / Classification de sécurité

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

For completing the form manually the chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's

r responses to previous questions.  
précédentes sont automatiquement

[illegible]

11

☒ Non ☐

If Yes, classify this form by annotating the top and attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire et

area	titled "S	urity Classification"
nive	de sécu	dans la case intitu

**Security Classification / Classification de sécurité**

Canada