



Table of Contents:

PART 1 – GENERAL INFORMATION..... 5

1.1 Introduction 5

1.2 Summary..... 5

1.2.2 Trade Agreements 6

1.2.3 Federal Contractors Program (FCP) 6

1.2.4 Comprehensive Land Claims Agreements 6

1.3 Debriefings..... 6

PART 2 – BIDDER INSTRUCTIONS 7

2.1 Standard Instructions, Clauses and Conditions 7

2.2 Submission of Bids 7

2.3 Enquiries – Bid Solicitation 8

2.4 Applicable Laws 8

2.5 Improvement of Requirement during Solicitation Period 8

2.6 Basis for Canada’s Ownership of Intellectual Property 9

PART 3 – BID PREPARATION INSTRUCTIONS..... 10

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION 12

4.1 Evaluation Procedures 12

4.1.1 Technical Evaluation 12

4.2 Basis of Selection 12

4.2.1 Highest Combined Rating of Technical Merit (70%) and Price (30%)..... 12

ATTACHMENT 1 TO PART 4 – EVALUATION CRITERIA 14

1. Mandatory Requirements..... 14

2. Point Rated Technical Criteria 18

APPENDIX 1 - SCORING GRID FOR R3.2 AS TAKEN FROM SECTION SW3.1.1..... 33

APPENDIX 2 - SCORING GRID FOR R4.2 AS TAKEN FROM SECTION SW3.1.2..... 34

APPENDIX 3 - SCORING GRID FOR R4.4 AS TAKEN FROM SW3.1.2, AND PART OF SW3.1.2.2. 36

APPENDIX 4 - SCORING GRID FOR R6.2 AS TAKEN FROM SW3.1.3..... 38

ATTACHMENT 2 TO PART 4 – PRICING SCHEDULE..... 39

1. Firm Price 39

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION 41

5.1 Certifications Required with the Bid..... 41

5.1.1 Declaration of Convicted Offences 41

5.2 Certifications Precedent to Contract Award and Additional Information..... 41

5.2.1 Integrity Provisions – List of Names..... 41

5.2.2 Federal Contractors Program for Employment Equity – Bid Certification 42

5.2.3 Status and Availability of Resources 42

5.2.4 Education and Experience 43

5.2.5 Former Public Servant..... 43

5.2.6 Aboriginal Designation..... 44

PART 6 – SECURITY REQUIREMENTS 46

6.1 Security Requirements..... 46

PART 7 – RESULTING CONTRACT CLAUSES 47

1. Statement of Work 47

2. Standard Clauses and Conditions 47

2.1 General Conditions 47

2.2 Supplemental General Conditions 47

3. Dispute Resolution..... 47



- 4. Security Requirements..... 48
- 5. Term of Contract..... 49
 - 5.1 Period of the Contract 49
 - 5.2 Option to Extend the Contract..... 49
- 6. Comprehensive Land Claims Agreements (CLCAs) 49
- 7. Authorities 49
 - 7.1 Contracting Authority 49
 - 7.2 Project Authority..... 49
 - 7.3 Contractor’s Representative..... 50
- 8. Proactive Disclosure of Contracts with Former Public Servants..... 50
- 9. Payment..... 50
 - 9.1A Basis of Payment, Firm Price, Firm Unit Price(s) or Firm Lot Price(s) 50
 - 9.1B Limitation of Expenditure 50
 - 9.1.1B Basis of Payment – Limitation of Expenditure..... 50
 - 9.2 Method of Payment..... 51
- 10. Invoicing Instructions..... 51
- 11. Certifications..... 52
 - 11.1 Compliance 52
 - 11.2 Federal Contractors Program for Employment Equity – Default by the Contractor 52
- 12. Applicable Laws 52
- 13. Priority of Documents..... 52
- 14. Foreign Nationals..... 52
- 15. Insurance 52
- 16. Contract Administration 53
- ANNEX “A” – STATEMENT OF WORK..... 54**
- ANNEX “B” – BASIS OF PAYMENT 67**
- ANNEX “C” – SECURITY REQUIREMENT CHECKLIST (SRCL)..... 68**
- ANNEX “D” – FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION..... 71**
- ANNEX “E” – IT SECURITY REQUIREMENTS FOR THE PROCESSING, STORAGE AND TRANSMISSION OF PROTECTED B INFORMATION..... 72**
- ANNEX “F” – IT SECURITY ASSESSMENT GRID..... 79**



The Articles contained in this document are mandatory in their entirety, unless otherwise indicated. Acceptance of these Articles, in their entirety, as they appear in this document, is a Mandatory requirement of this RFP. Suppliers submitting a proposal containing statements implying in their proposal is conditional on modification of these clauses or containing terms and conditions that purport to supersede these clauses or derogate from them will be considered non-responsive.

Bidders with concerns regarding the provisions of the Bid Solicitation document (including the Resulting Contract Clauses) should raise such concerns in accordance with the Enquiries provision of this RFP.



PART 1 – GENERAL INFORMATION

1.1 Introduction

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

- Part 1 General Information:** provides a general description of the requirement;
- Part 2 Bidder Instructions:** provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions:** provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection:** indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications:** includes the certifications to be provided;
- Part 6 Security 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:

- Annex “A”** – Statement of Work
- Annex “B”** – Basis of Payment
- Annex “C”** – Security Requirement Check List (SRCL)
- Annex “D”** – the Federal Contractors Program for Employment Equity – Certification
- Annex “E”** – IT Security Requirements for the Processing, Storage and Transmission of Protected B Information
- Annex “F”** – IT Security Assessment Grid

The Attachments include:

- Attachment 1 to Part 4 – Evaluation Criteria**
- Attachment 2 to Part 4 – Pricing Schedule**

The Appendices include:

- Appendix 1 - Scoring Grid for R3.2 as taken from Section SW3.1.1**
- Appendix 2 - Scoring Grid for R4.2 as taken from Section SW3.1.2**
- Appendix 3 - Scoring Grid for R4.4 as taken from SW3.1.2, and part of SW3.1.2.2.**
- Appendix 4 - Scoring Grid for R6.2 as taken from SW3.1.3**

1.2 Summary

By means of the RFP, Natural Resources Canada (NRCan) is seeking proposals from Bidders for the development and maintenance of an online Exam Delivery System and provision of Psychometric services for NRCan’s Housing Division exams. The period of this requirement shall be from April 1, 2021 to March 31, 2022, with seven (7) optional periods.



1.2.1 Security Requirement

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.2.2 Trade Agreements

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Colombia Free Trade Agreement (CCoFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Honduras Free Trade Agreement (CHFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Korea Free Trade Agreement (CKFTA), the Canada-Panama Free Trade Agreement, and the Canada Free Trade Agreement (CFTA).

1.2.3 Federal Contractors Program (FCP)

The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications, Part 7, Resulting Contract Clauses and the Annex “D” – Federal Contractors Program for Employment Equity – Certification.

1.2.4 Comprehensive Land Claims Agreements

This bid solicitation is to establish a contract for the delivery of the requirement detailed in the bid solicitation, including locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs).

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 will be in writing, by email.



PART 2 – BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

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

The **2003 (2020-05-28), Standard Instructions – Goods or Services – Competitive Requirements**, are incorporated by reference into and form part of the bid solicitation with the modifications to the text below. If there is a conflict between the provisions of 2003 and this document, this document prevails.

In the complete text content (except Section 1 and 5):

DELETE: Public Works and Government Services Canada (PWGSC)

INSERT: Natural Resources Canada (NRCan)

In Section 2 – Procurement Business Number:

DELETE: “Suppliers are required to”

INSERT: “It is suggested that suppliers”

In Subsection 4 of Section 5 – Submission of Bids:

DELETE: 60 days

INSERT: 120 days

In Subsection 1 of Section 8 – Transmission by facsimile or by ePost Connect:

DELETE: Delete in its entirety

In Subsection 2 of Section 20 – Further Information – **Not applicable**

2.2 Submission of Bids

Bidders must submit all proposals electronically. Given the current constraints on NRCan’s networks, the electronic mail system has a limit of 1GB per single message received and a limit of 20GB per conversation. Bidders are asked to contact the Contracting Authority to confirm receipt of their bid. NRCan encourages bidders to submit all bids earlier than the closing time in order to ensure sufficient time to be received in NRCan’s server.

It is the Bidders responsibility to ensure that proposals are sent to the following e-mail address, by the time and date indicated on page 1 of this RFP document.

- Send proposals to this email address: valerie.holmes@canada.ca
- Contact the Contracting Authority [Valerie Holmes](#) at [\(613\) 864-8017](tel:6138648017) by telephone for receipt of bid confirmation.

The address above is reserved for the submission of your proposal. No other communication should be sent to that address.



IMPORTANT

It is requested that you write the following information in “Subject” of the e-mail:

NRCan-5000052875 - Development and Maintenance of an Online Exam Delivery System for Natural Resource’s Housing Division Exams

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

NRCan will not assume responsibility for proposals directed to any other location.

The onus is on the Bidder to ensure that the proposal is submitted correctly to the above email address before the closing date and time of the bid solicitation. Not complying with the above instructions may result in NRCan’s inability to ascertain reception date and/or to consider the bid prior to contract award. Therefore, NRCan reserves the right to reject any proposal not complying with these instructions.

2.3 Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **seven (7)** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.4 Applicable Laws

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

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

2.5 Improvement of Requirement during Solicitation Period

Should Bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, Bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular Bidder will



be given consideration provided they are submitted to the Contracting Authority at least **fifteen (15)** days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.6 Basis for Canada's Ownership of Intellectual Property

Natural Resources Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds:

- (4.2) To augment an existing body of Crown Background as a prerequisite to the transfer of the expanded Background to the private sector, through licensing or assignment of ownership (not necessarily to the original contractor), for the purposes of Commercial Exploitation



PART 3 – BID PREPARATION INSTRUCTIONS

Due to the outbreak of COVID-19, NRCan is foregoing the need to have people outside delivering packages to our Bid Receipt Unit. Therefore, given this pandemic, you must submit your bids as follows:

Your Company Name – Section I/II/III – Technical/Financial Proposal/Certifications

Section I: Technical Bid: One (1) PDF copy - labelled as per the above

Section II: Financial Bid: One (1) PDF copy – labelled as per the above

Section III: Certifications: One (1) PDF copy - labelled as per the above

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid, with the exception of Point Rated Requirement R5.3 – Exam Costs.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) format;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Customer Reference Contact Information:

The Bidder must provide customer references. The customer reference who must each confirm, when requested by Canada, the information required and defined in Attachment 1 to Part 4 – Evaluation Criteria.

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

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.



The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Financial Proposal Form in **Attachment 2 to Part 4 - Pricing Schedule**. The total amount of Applicable Taxes must be shown separately.

Exchange Rate Fluctuation

[C3011T](#) (2013-11-06) – Exchange Rate Fluctuation

Section III – Certifications

Bidders must submit the certifications required under Part 5.

Section IV – Additional Information

As indicated in Part 6 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s)' site(s) or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

The Company Security Officer (CSO) must ensure through the [Industrial Security Program \(ISP\)](#) that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security Requirements.



PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

Mandatory and Point Rated Technical evaluation criteria are included in Attachment 1 to Part 4 – Evaluation Criteria.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (70%) and Price (30%)

1. To be declared responsive, a bid must:
 - a) comply with all the requirements of the bid solicitation;
 - b) meet all mandatory criteria; and
 - c) obtain the required minimum of 396 points overall (60% of 660) for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 60%.
2. Bids not meeting a) and b) and c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% of the technical merit and 30% of the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%, based on the tables below.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equal 135 and the lowest evaluated price is \$45,000 (45).



Basis of Selection – Highest Combined Rating Technical Merit (70%) and Price *30%)			
	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	115/135	89/135	92/135
Bid Evaluated Price	\$55,000.00	\$50,000.00	\$45,000.00
Calculations			
Technical Merit Score	$115/135 \times 70 = 59.63$	$89/135 \times 70 = 46.15$	$92/135 \times 70 = 47.70$
Pricing Score	$45/55 \times 30 = 24.55$	$45/50 \times 30 = 27.00$	$45/45 \times 30 = 30.00$
Combined Rating			
	84.18	73.15	77.70
Overall Rating	1st	3rd	2nd



ATTACHMENT 1 TO PART 4 – EVALUATION CRITERIA

Bidders are to ensure they clearly demonstrate the technical evaluation criteria within their proposal. It is recommended that the Bidders identify in their proposal what sections relate to which mandatory (i.e. from resume – Project 1 (M1))

The substantiation of technical compliance **must not simply be a repetition of the requirement(s)**, but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified.

The Bidder should provide complete details as to where, when (month and year) and how (through which activities/responsibilities) the stated qualifications/experience were obtained. Experience gained during formal education shall not be considered work experience. All criteria for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

1. Mandatory Requirements

The Mandatory Criteria listed below will be evaluated on a simple pass/fail basis. Proposals which fail to meet the mandatory criteria will be deemed non-responsive.

Item	Mandatory Evaluation Criteria	Compliant Y/N	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
Exam Delivery System			
M1	<p>Plan: The Bidder MUST include a plan detailing the steps to develop and implement the exam delivery system (both on-site proctored and online proctored) as described in SW3 of the Annex “A” - Statement of Work in the required timeframe with specific consideration for bilingual and security requirements. Ensure that the proposed strategy addresses regional demand for on-site proctoring testing centres, and that the integrity of NRCan exams and exam writing process is maintained.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M2	<p>Experience: The Bidder MUST demonstrate work experience on projects that relate to the development and management of all three components of the Exam Delivery System as described in this Statement of Work within the last ten (10) years from the date of this Request for Proposals. The description of work experience should include dates, required tasks and the name of the client</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	



Item	Mandatory Evaluation Criteria	Compliant Y/N	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
	organization(s) for which the services were provided		
M3	<p>Resources: The Bidder MUST provide a Curriculum Vitae (CV) for the five (5) main proposed Resources who will work on the Exam Delivery System. Each CV must include details demonstrating any relevant activities related to the requirements and their ability to perform the tasks described in the Statement of Work at Annex A. In the event a Bidder submits more than five (5) CVs, Canada may only evaluate the first five (5) in the order in which they are presented.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Candidate Registration System			
M4	<p>Demo of a Candidate Registration System: The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual candidate registration system with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Candidate Exam System			
M5	<p>Demo of Candidate Exam System for On-Site Proctored Exams: The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual candidate exam system for on-site proctored exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M6	<p>Demo of Candidate Exam System for Online Proctored Exams: The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual candidate exam system for online proctored exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	



Item	Mandatory Evaluation Criteria	Compliant Y/N	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
Testing Centres			
M7	<p>On-Site Proctored Testing Centres: The Bidder MUST provide a list of at least 45 on-site proctored testing centres that meet the Testing Centre Requirements as per section 3.1.2.3 of Annex “A” – Statement of Work. There must be good geographical presence across Canada, and meet the minimum number of different cities in each of the following provinces/territories:</p> <ul style="list-style-type: none"> - BC: 6, - AB: 3, - SK: 2, - MB: 1, - ON: 10, - QC: 6, - NB: 3, - NS 2, - PEI: 1, - North of 60 (YT, NT, NU): 2. <p>The Bidder is also required to submit a plan to increase the number of testing centres to 60 by March 1, 2021 and beyond 60 after March 1, 2021.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Client Administrative System			
M8	<p>Demo of a Client Administrative System: The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual client administrative system for exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Exam Proctoring Services			
M9	<p>Experience: The Bidder MUST demonstrate that they have work experience related to exam proctoring services (on-site and online) as described in the Statement of Work within the last ten (10) years from the date of this Request for Proposal. The Bidder MUST provide a description of their work experience which includes dates, required tasks and the name of the client organization(s) for which the services were provided.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	



Item	Mandatory Evaluation Criteria	Compliant Y/N	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
M10	<p>Contractor Resources: The Bidder MUST provide a Curriculum Vitae (CV) of each the five (5) main proposed Resources of the Bidder’s company that works on or oversees the exam proctoring services. Each CV should include details demonstrating any relevant activities related to the requirements and their ability to perform the tasks described in the Statement of Work at Annex A. In the event a Bidder submits more than five (5) CVs, Canada may only evaluate the first five (5) in the order in which they are presented.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Exam Psychometric Services			
M11	<p>Experience: The Bidder MUST demonstrate that they have at least two resources with adequate experience work experience related to exam psychometric services (minimum 6 months experience for the junior psychometrician, and at least 5 years of experience for the senior psychometrician) as described in this Statement of Work within the last ten (10) years from the date of this Request for Proposals. The Bidder must provide a description of the work experience undertaken by these resources which includes dates, required tasks and the name of the client organization(s) for which the services were provided</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M12	<p>Contractor Resources: The Bidder MUST provide a Curriculum Vitae (CV) of each proposed Resource of the bidders company that works on exam psychometric services who have at least 2 years work experience related to exam psychometric services. Each CV should include education details and psychometric experience that includes project examples and a brief summary of the activities undertaken.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	



2. Point Rated Technical Criteria

The criteria contained herein will be used by NRCan to evaluate each proposal that has met all of the mandatory criteria.

Proposals must achieve the stated minimum points required overall for the rated criteria to be assessed as responsive under the point rated technical criteria section; proposals not meeting the minimum required points will be deemed non-responsive.

Proposals will be evaluated based on the following criteria:

Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
R1	<p>Proposed Overall Plan for the Development and Implementation of the Exam Delivery System:</p> <p>The Bidder has clearly explained how they plan to develop and implement the exam delivery system (both on-site proctored and online proctored) as described in Section SW3 of Annex “A” - Statement of Work in the required timeframe with specific consideration for bilingual and security requirements.</p> <p>Ensure that the proposed strategy addresses regional demand for on-site proctored testing centres, and that the integrity of NRCan exams and exam writing process is maintained.</p>	<p>Points will be awarded as follows: Up to 40 points for a bilingual on-site proctored exam system that is ready at the time of bid submission, comprised of:</p> <ul style="list-style-type: none"> • 10 points for a currently operating on-site proctored exam system that has a minimum of 45 testing sites; • Additional 10 points if the system is bilingual (English and French) for the interface and the capacity to deliver services in both languages in regions where the Official languages Act requires it. (if not, up to 5 points for a sound plan to get there by March 1, 2021). • Additional 10 points if the system meets our security requirements as indicated in the attached security requirements grid (if not, up to 5 points for a sound plan to get there by March 1, 2021) • Additional 10 points if the system meets the requirements for numbers and regional demand for on-site proctored testing centres as detailed in SW3.1.2.4. (if not, up to 5 points for a sound plan to get there by March 1, 2021) 	85	



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume										
		<p>Up to 30 points for a bilingual online proctored exam system that is ready at the time of bid submission, comprised of:</p> <ul style="list-style-type: none"> ○ 10 points for a currently operating online proctored exam system. (if not, up to 5 points for a sound plan to get there by March 1, 2021) ○ Additional 10 points if the system is bilingual (English and French). (if not, up to 5 points for a sound plan to get there by March 1, 2021) ○ Additional 10 points if the system meets our security requirements as indicated in the attached IT Security Self-Assessment grid provided in Annex "F". This grid will be used once the contract is awarded to ensure that the Online Exam Delivery System complies with the required NRCan security requirements. This same grid could be used by the bidder to conduct an early assessment of their current IT systems supporting the plan requested under M1 and R1. (if not, up to 5 points for a sound plan to get there by March 1, 2021) <p>Up to 15 points for an integrated exam registration system that allows a candidate to register for either on-site proctored exams or online proctored exams, at their preference. Up to 5 points for a plan to integrate both registration systems if separate.</p>												
R2	<p>Clarity and Organization of Proposal: The Bidder's proposal is written in a clear, concise, complete, easily understood and in an organized manner.</p>	<table border="1"> <thead> <tr> <th data-bbox="1400 1263 1580 1349">0-4 points (Poor)</th> <th data-bbox="1580 1263 1741 1349">5-8 points (Weak)</th> <th data-bbox="1741 1263 1897 1349">9-12 points (Good)</th> <th data-bbox="1897 1263 2077 1349">13-16 points (Very Good)</th> <th data-bbox="2077 1263 2233 1349">17-20 points (Excellent)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1400 1349 1580 1463">Language is unclear and not easily</td> <td data-bbox="1580 1349 1741 1463">Language is difficult to follow. Some</td> <td data-bbox="1741 1349 1897 1463">Language and presentation</td> <td data-bbox="1897 1349 2077 1463">Language and presentation of information are</td> <td data-bbox="2077 1349 2233 1463">Language and presentation</td> </tr> </tbody> </table>	0-4 points (Poor)	5-8 points (Weak)	9-12 points (Good)	13-16 points (Very Good)	17-20 points (Excellent)	Language is unclear and not easily	Language is difficult to follow. Some	Language and presentation	Language and presentation of information are	Language and presentation	20	
0-4 points (Poor)	5-8 points (Weak)	9-12 points (Good)	13-16 points (Very Good)	17-20 points (Excellent)										
Language is unclear and not easily	Language is difficult to follow. Some	Language and presentation	Language and presentation of information are	Language and presentation										



Item	Rated Requirements	Points Breakdown					Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
		<p>understood. The sentences run-on and do not address issues. Communication is illogical and not presented in a reasonable sequence. Information is grossly inaccurate and grossly incomplete. There is poor grammar throughout so as to detract from content. Overall, ability to communicate and presentation are insufficient.</p>	<p>areas are unclear and difficult to understand. Some sentences are run-on; some information is inaccurate or incomplete. Some grammatical errors exist and impact on the overall message. Nevertheless, the message is basically understood. Overall, presentation is the minimum required.</p>	<p>are adequate. Some areas may be vague or unclear. Items are logical and in an appropriate sequence. There may be occasional use of overly complex structures; some grammatical errors may occur, and certain words may be overused. This does not detract from the</p>	<p>very good. Occasional overuse of vocabulary and occasional grammatical difficulties may exist but does not detract from the overall message. Communication is clear, logical and accurate. It is concise, effective and understood.</p>	<p>are clear, concise and easily understood. It is brief and to the point. Ideas are developed logically and presented in a prescribed and reasonable sequence with supporting information (graphic, charts if applicable). The information is accurate, informative and complete.</p>		



Item	Rated Requirements	Points Breakdown					Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
				overall message and planning. Presentation and level of details are effective and understood. Overall is good.		Overall is excellent.		
R3	ONLINE CANDIDATE REGISTRATION SYSTEM FOR EXAMS							
R3.1	<p>Experience in Developing online Candidate Registration Systems for Exams:</p> <p>The Bidder is to provide examples of currently operating bilingual online exam candidate registration systems for clients that the bidder developed and maintains. The following information should be included:</p> <ul style="list-style-type: none"> • A description of the systems and services including the number and types of exams for which the online system was required; • volume of exams taken per year; • the start and end dates for each system. • a comparative analysis on how these systems meet NRCan’s bilingual and security requirements stated in section 3 of the Scope of Work. <p>The Bidder should provide valid contact information of these clients who required the system.</p> <p>Note: NRCan reserves the right to check references by contacting one or all of the references provided.</p>	<p>Two (2) points per year of experience (consecutive 12 months period) per client will be awarded, up to a maximum of 30 points.</p> <p>Maximum of 10 years per client for a maximum of 20 points per client. Overall maximum is 30 points.</p> <p>Example A: Three clients using the system for 5 years each would achieve 30 points. Example B: Five clients using the system for 3 years each would achieve 30 points. Example C: Two clients using the system for 4 years each would achieve 16 points.</p>					30	



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																								
	<p><i>The table below is provided as an example for bidders:</i></p> <table border="1" data-bbox="145 505 1365 948"> <thead> <tr> <th data-bbox="145 505 384 634">Name of organization</th> <th data-bbox="384 505 655 634">Description of services</th> <th data-bbox="655 505 852 634">Start date for provision of services</th> <th data-bbox="852 505 1072 634">End date for provision of services</th> <th data-bbox="1072 505 1206 634">Length of services</th> <th data-bbox="1206 505 1365 634">Points awarded</th> </tr> </thead> <tbody> <tr> <td data-bbox="145 634 384 740">Organization A</td> <td data-bbox="384 634 655 740">bilingual online candidate registration system</td> <td data-bbox="655 634 852 740">March 1, 2015</td> <td data-bbox="852 634 1072 740">October 31, 2017</td> <td data-bbox="1072 634 1206 740">32 months</td> <td data-bbox="1206 634 1365 740">4 points</td> </tr> <tr> <td data-bbox="145 740 384 846">Organization B</td> <td data-bbox="384 740 655 846">bilingual online candidate registration system</td> <td data-bbox="655 740 852 846">August1, 2016</td> <td data-bbox="852 740 1072 846">December 31, 2019</td> <td data-bbox="1072 740 1206 846">41 months</td> <td data-bbox="1206 740 1365 846">6 points</td> </tr> <tr> <td data-bbox="145 846 384 948">Total</td> <td data-bbox="384 846 655 948"></td> <td data-bbox="655 846 852 948"></td> <td data-bbox="852 846 1072 948"></td> <td data-bbox="1072 846 1206 948"></td> <td data-bbox="1206 846 1365 948">10 points</td> </tr> </tbody> </table>	Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded	Organization A	bilingual online candidate registration system	March 1, 2015	October 31, 2017	32 months	4 points	Organization B	bilingual online candidate registration system	August1, 2016	December 31, 2019	41 months	6 points	Total					10 points			
Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded																							
Organization A	bilingual online candidate registration system	March 1, 2015	October 31, 2017	32 months	4 points																							
Organization B	bilingual online candidate registration system	August1, 2016	December 31, 2019	41 months	6 points																							
Total					10 points																							
R3.2	<p>Demo of a Candidate Registration System: The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual candidate registration system for exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<p>The demo can score up to 40 points depending on the intuitiveness of the system, and how many of the required features described in section SW3.1.1 of ANNEX "A" - Statement of Work are included. See Scoring Grid R3.2 below for points allocation. An additional 10 points for an exam registration system that allows a candidate to register for both on-site proctored exams or online proctored exams, at their preference.</p>	50																									
R4	CANDIDATE EXAM SYSTEM																											
R4.1	<p>Experience in Developing a Candidate Exam System for on-site proctored exams</p> <p>The Bidder should provide a list of clients for which a similar bilingual candidate exam system for on-site proctored exams were developed and maintained. The following information should be included:</p> <ul style="list-style-type: none"> A description of the systems and services including the number and types of exams for which the online system was required; 	<p>Two (2) points per year of experience (consecutive 12 months period) per client will be awarded, up to a maximum of 30 points. Maximum of 10 years per client for a maximum of 20 points per client. Overall maximum is 30 points.</p>	30																									



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																								
	<ul style="list-style-type: none"> • volume of exams taken per year; • the start and end dates for each system. • a comparative analysis on how these systems meet NRCan’s bilingual and security requirements stated in section 3 of the Scope of Work. <p>The Bidder should provide valid contact information of these clients who required the system.</p> <p>Note: NRCan reserves the right to check references by contacting one or all of the references provided.</p> <p><i>The table below is provided as an example for bidders:</i></p> <table border="1" data-bbox="145 781 1365 1297"> <thead> <tr> <th>Name of organization</th> <th>Description of services</th> <th>Start date for provision of services</th> <th>End date for provision of services</th> <th>Length of services</th> <th>Points awarded</th> </tr> </thead> <tbody> <tr> <td>Organization A</td> <td>Bilingual candidate exam system for on-site proctored exams</td> <td>March 1, 2015</td> <td>October 31, 2017</td> <td>32 months</td> <td>4 points</td> </tr> <tr> <td>Organization B</td> <td>Bilingual candidate exam system for on-site proctored exams</td> <td>August 1, 2016</td> <td>December 31, 2019</td> <td>41 months</td> <td>6 points</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td>10 points</td> </tr> </tbody> </table>	Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded	Organization A	Bilingual candidate exam system for on-site proctored exams	March 1, 2015	October 31, 2017	32 months	4 points	Organization B	Bilingual candidate exam system for on-site proctored exams	August 1, 2016	December 31, 2019	41 months	6 points	Total					10 points	See examples in R3.1.		
Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded																							
Organization A	Bilingual candidate exam system for on-site proctored exams	March 1, 2015	October 31, 2017	32 months	4 points																							
Organization B	Bilingual candidate exam system for on-site proctored exams	August 1, 2016	December 31, 2019	41 months	6 points																							
Total					10 points																							
R4.2	Demo of Candidate Exam System for on-site proctored exams	The demo can score up to 40 points depending on the intuitiveness of the system, and how many of the required features described in	40																									



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume												
	<p>The Bidder is to provide electronic access to a live system or functional demo (i.e. a URL website) of an existing candidate exam system for on-site proctored exams that had its features developed and managed by the Bidder.</p> <p>The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual candidate exam system for on-site proctored exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<p>section SW3.1.2 of ANNEX "A" - Statement of Work are included. See Scoring Grid R4.2 below for points allocation.</p>														
<p>R4.3</p>	<p>Experience in Developing a Candidate Exam System for online proctored exams</p> <p>The Bidder should provide a list of clients for which a similar bilingual candidate exam system for online proctored exams were developed and maintained. The following information should be included:</p> <ul style="list-style-type: none"> • A description of the systems and services including the number and types of exams for which the online system was required; • volume of exams taken per year; • the start and end dates for each system. • a comparative analysis on how these systems meet NRCan's bilingual and security requirements stated in section 3 of the Scope of Work. <p>The Bidder should provide valid contact information of these clients who required the system.</p> <p>Note: NRCan reserves the right to check references by contacting one or all of the references provided.</p> <p><i>The table below is provided as an example for bidders:</i></p> <table border="1" data-bbox="145 1271 1365 1396"> <thead> <tr> <th data-bbox="145 1271 381 1396">Name of organization</th> <th data-bbox="381 1271 655 1396">Description of services</th> <th data-bbox="655 1271 852 1396">Start date for provision of services</th> <th data-bbox="852 1271 1072 1396">End date for provision of services</th> <th data-bbox="1072 1271 1206 1396">Length of services</th> <th data-bbox="1206 1271 1365 1396">Points awarded</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded							<p>Two (2) points per year of experience (consecutive 12 months period) per client will be awarded, up to a maximum of 30 points.</p> <p>Maximum of 10 years per client for a maximum of 20 points per client. Overall maximum is 30 points.</p> <p>See examples in R3.1.</p>	<p>30</p>	
Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded											



Item	Rated Requirements						Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
	Organization A	Bilingual candidate exam system for on-line proctored exams	March 1, 2015	October 31, 2017	32 months	4 points			
	Organization B	Bilingual candidate exam system for on-line proctored exams	August 1, 2016	December 31, 2019	41 months	6 points			
	Total					10 points			
R4.4	<p>Demo of Candidate Exam System for online proctored exams</p> <p>The Bidder is to provide electronic access to a live system or functional demo (i.e. a URL website) of an existing bilingual candidate exam system for online proctored exams that had its features developed and managed by the Bidder.</p> <p>The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual candidate exam system for online proctored exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>						<p>The demo can score up to 50 points depending on the intuitiveness of the system, and how many of the required features described in section SW3.1.2 and bullets 13, 15, 16, 17 and 19 of Section 3.1.2.2 of ANNEX "A" - Statement of Work are included. See Scoring Grid R4.4 below for points allocation.</p>	50	
R5	ON-SITE EXAMS								
R5.1	<p>Total Experience Providing On-Site Exam Proctoring Services</p> <p>The Bidder should provide a list of clients for which bilingual on-site exam proctoring services were provided. The following information should be included:</p> <ul style="list-style-type: none"> A description of the systems and services including the number and types of exams for which the online system was required; volume of exams taken per year; 						<p>Two (2) points per year of experience (consecutive 12 months period) per client will be awarded, up to a maximum of 30 points.</p> <p>Maximum of 10 years per client for a maximum of 20 points per client. Overall maximum is 30 points.</p> <p>See examples in R3.1.</p>	30	



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																								
	<ul style="list-style-type: none"> the start and end dates for each system. a comparative analysis on how these systems meet NRCan’s bilingual and security requirements stated in section 3 of the Scope of Work. <p>The Bidder should provide valid contact information of these clients who required the system.</p> <p>Note: NRCan reserves the right to check references by contacting one or all of the references provided.</p> <p><i>The table below is provided as an example for bidders:</i></p> <table border="1" data-bbox="145 743 1365 1188"> <thead> <tr> <th>Name of organization</th> <th>Description of services</th> <th>Start date for provision of services</th> <th>End date for provision of services</th> <th>Length of services</th> <th>Points awarded</th> </tr> </thead> <tbody> <tr> <td>Organization A</td> <td>Bilingual on-site exam proctoring services</td> <td>March 1, 2015</td> <td>October 31, 2017</td> <td>32 months</td> <td>4 points</td> </tr> <tr> <td>Organization B</td> <td>Bilingual on-site exam proctoring services</td> <td>August1, 2016</td> <td>December 31, 2019</td> <td>41 months</td> <td>6 points</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td>10 points</td> </tr> </tbody> </table>	Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded	Organization A	Bilingual on-site exam proctoring services	March 1, 2015	October 31, 2017	32 months	4 points	Organization B	Bilingual on-site exam proctoring services	August1, 2016	December 31, 2019	41 months	6 points	Total					10 points			
Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded																							
Organization A	Bilingual on-site exam proctoring services	March 1, 2015	October 31, 2017	32 months	4 points																							
Organization B	Bilingual on-site exam proctoring services	August1, 2016	December 31, 2019	41 months	6 points																							
Total					10 points																							
R5.2	<p>On-Site Proctored Testing centres</p> <p>All on-site proctored testing centres are to meet the Testing Centre Requirements as per section SW3.1.2.3 of ANNEX “A” - Statement of Work. In addition, as per section SW3.1.2.4, a minimum of 45 testing centres is required at the time of bid submission. It is expected that the bidder will have at least 60 testing centres in specific locations (cities) by March 1, 2021.</p>	<p>For every (1) testing centre beyond the minimum 45 noted in the mandatory, the bidder will be awarded 1 point to a maximum of 50 points.</p>	50																									



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume												
	<p>Provide a list of all centres (including the 45) identifying the name of the location, address, contact name and phone number, number of rooms, approximate number of testing stations per room. For all indicated testing centres, NRCan may contact the centre to confirm the bidders claim</p>															
R5.3	<p>Proposed Exam Costs for Exam Candidates</p> <p>The cost are to include any costs associated with the exam candidates' use of equipment and facilities, as well as the services of exam proctors or other staff in order for candidates to take the exams.</p> <p>Note: NRCan is concerned with any increase in exam costs for the candidates to take the exams. Consequently, the contractor must indicate the cost they would charge the candidates for each exam duration. NRCan expects that the onsite exam cost to the candidate at the start of the contract will be no more than the current pricing for onsite exam or lower. The current exam prices are found here: https://nrcan.ysasecure.com/products. NRCan even expects the costs to be lower with the option of online proctoring. Please Refer to section SW3.1.4 of Annex "A" - Statement of Work for information.</p> <p>Indicate the cost charged per exam to be used at the start of the contract. Cost of living annual increases will be included in the contract:</p> <table border="1" data-bbox="145 1073 792 1435"> <thead> <tr> <th data-bbox="145 1073 360 1252">Exam Length</th> <th data-bbox="360 1073 577 1252">Cost charged to candidate for On-Site Proctored Exam</th> <th data-bbox="577 1073 792 1252">Cost charged to candidate for Online Proctored Exam</th> </tr> </thead> <tbody> <tr> <td data-bbox="145 1252 360 1325">50 to 60 minutes</td> <td data-bbox="360 1252 577 1325"></td> <td data-bbox="577 1252 792 1325"></td> </tr> <tr> <td data-bbox="145 1325 360 1365">90 minutes</td> <td data-bbox="360 1325 577 1365"></td> <td data-bbox="577 1325 792 1365"></td> </tr> <tr> <td data-bbox="145 1365 360 1435">110 to 120 minutes</td> <td data-bbox="360 1365 577 1435"></td> <td data-bbox="577 1365 792 1435"></td> </tr> </tbody> </table>	Exam Length	Cost charged to candidate for On-Site Proctored Exam	Cost charged to candidate for Online Proctored Exam	50 to 60 minutes			90 minutes			110 to 120 minutes			<p>Points defined to the left</p>	<p>100</p>	
Exam Length	Cost charged to candidate for On-Site Proctored Exam	Cost charged to candidate for Online Proctored Exam														
50 to 60 minutes																
90 minutes																
110 to 120 minutes																



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																																																						
	<table border="1" data-bbox="145 396 795 542"> <tr> <td>150 to 180 minutes</td> <td></td> <td></td> </tr> <tr> <td>210 to 240 minutes</td> <td></td> <td></td> </tr> </table> <p data-bbox="163 581 1354 613">Points that can be achieved for on-site proctored exams based on costs charged per exam (pre-tax):</p> <table border="1" data-bbox="145 651 1365 833"> <tr> <th>Charge</th> <th>\$0</th> <th>\$0.01 to \$50</th> <th>\$50.01 to \$100</th> <th>\$100.01 to \$120</th> <th>\$120.01 to \$135</th> <th>\$135.01 to \$150</th> <th>\$150.01 to \$165</th> <th>\$165.01 to \$180</th> <th>\$180.01 to \$200</th> <th>\$200.01 to \$250</th> <th>\$250.01 +</th> </tr> <tr> <td>No. of Points</td> <td>10</td> <td>9</td> <td>8</td> <td>7</td> <td>6</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> <td>0</td> </tr> </table> <p data-bbox="163 872 1354 904">Points that can be achieved for online proctored exams based on costs charged per exam (pre-tax):</p> <table border="1" data-bbox="145 941 1365 1122"> <tr> <th>Charge</th> <th>\$0</th> <th>\$.01 to \$25</th> <th>\$25.01 to \$50</th> <th>\$50.01 to \$60</th> <th>\$60.01 to \$67.50</th> <th>\$67.51 to \$75</th> <th>\$75.01 to \$82.50</th> <th>\$82.51 to \$90</th> <th>\$90.01 to \$100</th> <th>\$100.01 to \$125</th> <th>\$125.01 +</th> </tr> <tr> <td>No. of Points</td> <td>10</td> <td>9</td> <td>8</td> <td>7</td> <td>6</td> <td>5</td> <td>4</td> <td>3</td> <td>2</td> <td>1</td> <td>0</td> </tr> </table>	150 to 180 minutes			210 to 240 minutes			Charge	\$0	\$0.01 to \$50	\$50.01 to \$100	\$100.01 to \$120	\$120.01 to \$135	\$135.01 to \$150	\$150.01 to \$165	\$165.01 to \$180	\$180.01 to \$200	\$200.01 to \$250	\$250.01 +	No. of Points	10	9	8	7	6	5	4	3	2	1	0	Charge	\$0	\$.01 to \$25	\$25.01 to \$50	\$50.01 to \$60	\$60.01 to \$67.50	\$67.51 to \$75	\$75.01 to \$82.50	\$82.51 to \$90	\$90.01 to \$100	\$100.01 to \$125	\$125.01 +	No. of Points	10	9	8	7	6	5	4	3	2	1	0			
150 to 180 minutes																																																										
210 to 240 minutes																																																										
Charge	\$0	\$0.01 to \$50	\$50.01 to \$100	\$100.01 to \$120	\$120.01 to \$135	\$135.01 to \$150	\$150.01 to \$165	\$165.01 to \$180	\$180.01 to \$200	\$200.01 to \$250	\$250.01 +																																															
No. of Points	10	9	8	7	6	5	4	3	2	1	0																																															
Charge	\$0	\$.01 to \$25	\$25.01 to \$50	\$50.01 to \$60	\$60.01 to \$67.50	\$67.51 to \$75	\$75.01 to \$82.50	\$82.51 to \$90	\$90.01 to \$100	\$100.01 to \$125	\$125.01 +																																															
No. of Points	10	9	8	7	6	5	4	3	2	1	0																																															
R6	CLIENT ADMINISTRATIVE SYSTEM																																																									
R6.1	<p data-bbox="145 1166 835 1198">Experience in Developing a Client Administrative System</p> <p data-bbox="145 1237 1354 1338">The Bidder should provide a list of clients for which they developed a similar bilingual client administrative system to access exam data as per section SW3.1.3 of Annex "A" - Statement of Work. A description of the systems including its features for each client are to be detailed.</p> <p data-bbox="145 1377 1274 1409">The Bidder should provide valid contact information of these clients who required the system.</p>	<p data-bbox="1397 1166 2188 1230">Two (2) points per year of experience (consecutive 12 months period) per client will be awarded, up to a maximum of 30 points.</p> <p data-bbox="1397 1269 2161 1334">Maximum of 10 years per client for a maximum of 20 points per client. Overall maximum is 30 points.</p> <p data-bbox="1397 1373 1655 1406">See examples in R3.1.</p>	30																																																							



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																								
	<p>Note: NRCan reserves the right to check references by contacting one or all of the references provided. <i>The table below is provided as an example for bidders:</i></p> <table border="1" data-bbox="145 505 1365 948"> <thead> <tr> <th>Name of organization</th> <th>Description of services</th> <th>Start date for provision of services</th> <th>End date for provision of services</th> <th>Length of services</th> <th>Points awarded</th> </tr> </thead> <tbody> <tr> <td>Organization A</td> <td>Bilingual client administrative system</td> <td>March 1, 2015</td> <td>October 31, 2017</td> <td>32 months</td> <td>4 points</td> </tr> <tr> <td>Organization B</td> <td>Bilingual client administrative system</td> <td>August 1, 2016</td> <td>December 31, 2019</td> <td>41 months</td> <td>6 points</td> </tr> <tr> <td>Total</td> <td></td> <td></td> <td></td> <td></td> <td>10 points</td> </tr> </tbody> </table>	Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded	Organization A	Bilingual client administrative system	March 1, 2015	October 31, 2017	32 months	4 points	Organization B	Bilingual client administrative system	August 1, 2016	December 31, 2019	41 months	6 points	Total					10 points			
Name of organization	Description of services	Start date for provision of services	End date for provision of services	Length of services	Points awarded																							
Organization A	Bilingual client administrative system	March 1, 2015	October 31, 2017	32 months	4 points																							
Organization B	Bilingual client administrative system	August 1, 2016	December 31, 2019	41 months	6 points																							
Total					10 points																							
R6.2	<p>Demo of a Client Administrative System</p> <p>The Bidder MUST provide electronic access to a currently operating live system or alternatively to a functional demo (i.e. a URL website) of a bilingual client administrative system for exams with features similar to section 3 of Annex A and developed and managed by the Bidder. The link should be provided at time of submission and be available until signature of contract.</p>	<p>The demo can score up to 30 points depending on the intuitiveness of the system, and how many of the required features described in section SW3.1.3 of ANNEX "A" - Statement of Work are included. See Scoring Grid R6.2 below for points allocation.</p>	30																									
R7	PSYCHOMETRIC SERVICES																											
R7.1	<p>Work experience for one senior psychometrician (more than 5 years of experience) and one junior psychometrician (up to 5 years of experience) developing computer based exams on any topic. For each resource, provide a description of the project(s), dates, durations, exam topics, and the name of the organization for which the exam(s) were prepared.</p>	<p>Senior up to 10 points, and Junior up to 5 points as per the following table:</p> <table border="1" data-bbox="1392 1344 2118 1453"> <thead> <tr> <th>Number of years of Experience</th> <th>Points for a Senior Psychometrician</th> <th>Points for a Junior Psychometrician</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Number of years of Experience	Points for a Senior Psychometrician	Points for a Junior Psychometrician				15																			
Number of years of Experience	Points for a Senior Psychometrician	Points for a Junior Psychometrician																										



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																														
		<table border="1"> <tr><td>< 1 year</td><td>0</td><td>1</td></tr> <tr><td>1 to 2 years</td><td>0</td><td>2</td></tr> <tr><td>2 to 3 years</td><td>0</td><td>3</td></tr> <tr><td>3 to 4 years</td><td>0</td><td>4</td></tr> <tr><td>4 to 5 years</td><td>0</td><td>5</td></tr> <tr><td>5 to 6 years</td><td>6</td><td>5</td></tr> <tr><td>6 to 7 years</td><td>7</td><td>5</td></tr> <tr><td>7 to 8 years</td><td>8</td><td>5</td></tr> <tr><td>8 to 9 years</td><td>9</td><td>5</td></tr> <tr><td>9+ years</td><td>10</td><td>5</td></tr> </table>	< 1 year	0	1	1 to 2 years	0	2	2 to 3 years	0	3	3 to 4 years	0	4	4 to 5 years	0	5	5 to 6 years	6	5	6 to 7 years	7	5	7 to 8 years	8	5	8 to 9 years	9	5	9+ years	10	5		
< 1 year	0	1																																
1 to 2 years	0	2																																
2 to 3 years	0	3																																
3 to 4 years	0	4																																
4 to 5 years	0	5																																
5 to 6 years	6	5																																
6 to 7 years	7	5																																
7 to 8 years	8	5																																
8 to 9 years	9	5																																
9+ years	10	5																																
R7.2	<p>Bidder's Proposed Psychometric Services Approach</p> <p>NRCan currently uses the Modified Angoff method for rating exam questions. The Bidder should provide a description of their proposed approach for the rating of exam questions under this contract. Approaches other than the Modified Angoff method will be considered, but fewer points will likely be allotted due to additional costs and time to transition.</p>	<p>1. Bidders that use the Modified Angoff method will receive the maximum 20 points. Bidders that propose another method can still receive:</p> <ul style="list-style-type: none"> a. up to 10 points for another method that rates questions and determines passing scores, provided it is clear on its advantages over the Modified Angoff method, and b. up to 10 points for this other method, if the bidder can clearly and reasonably detail the strategy for converting the current questions from the current Modified Angoff method to the new method before March 1, 2021. 	20																															
R7.3	<p>Integration of Psychometric Services with the Client Administrative System</p> <p>The Bidder should provide details on how the psychometric services they provide are integrated with the client administrative system for one of their projects. Fully integrated means that the psychometric changes made are instantly reflected in the client administrative system without the need for the transferring of numbers, data or inputs. Provide details of the project and the system used.</p>	<p>Up to 10 points are available for a fully integrated system. Up to 5 points are available for an alternative method to transfer ratings/data that is easy and quick.</p>	10																															



Item	Rated Requirements	Points Breakdown					Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume																	
R7.4	<p>Post-Secondary Education</p> <p>The Bidder is to specify any post-secondary education acquired by the two proposed resources identified in R7.1, specifically in the field of education that relate to psychometric studies, assessing competencies, computer based exam development techniques, critical thinking and quantitative analysis.</p> <p>Include the following information for each course, workshop, degree or diploma:</p> <ul style="list-style-type: none"> a) Copy of the certificate, diploma or transcript identifying the name of the course, workshop, degree or diploma and the institution that issued it; b) Objective and topic of the course, workshop, degree or diploma; c) The name of the institution where the course, workshop, degree or diploma was earned; d) The length of the course, workshop, degree or diploma; and e) The year the course, workshop, degree or diploma was earned. 	Points will be awarded per person as follows:					40																		
<table border="1"> <thead> <tr> <th data-bbox="1381 431 1607 578">Type of Post-Secondary Education</th> <th data-bbox="1607 431 1741 578">Course ≤ 40 hours in duration</th> <th data-bbox="1741 431 1876 578">Course > 40 hours in duration</th> <th data-bbox="1876 431 2059 578">Bachelor's Degree in Education</th> <th data-bbox="2059 431 2247 578">Master's in Education</th> </tr> </thead> <tbody> <tr> <td data-bbox="1381 578 1607 829">Breadth and Depth of Post-Secondary Education in Education (Max. 8 points)</td> <td data-bbox="1607 578 1741 829">1 point/course (Max. 2 points)</td> <td data-bbox="1741 578 1876 829">1 points/course (Max. 2 points)</td> <td data-bbox="1876 578 2059 829">6 points</td> <td data-bbox="2059 578 2247 829">8 points</td> </tr> <tr> <td data-bbox="1381 829 1607 1114">Specialized Courses on Techniques and Principles for Assessing Competencies (Max. 4 points)</td> <td data-bbox="1607 829 1741 1114">1 point/course</td> <td data-bbox="1741 829 1876 1114">2 points/course</td> <td data-bbox="1876 829 2059 1114"></td> <td data-bbox="2059 829 2247 1114"></td> </tr> <tr> <td data-bbox="1381 1114 1607 1396">Specialized Courses on Exam Development Techniques and Principles (Max. 4 points)</td> <td data-bbox="1607 1114 1741 1396">1 point/course</td> <td data-bbox="1741 1114 1876 1396">2 points/course</td> <td data-bbox="1876 1114 2059 1396"></td> <td data-bbox="2059 1114 2247 1396"></td> </tr> </tbody> </table>		Type of Post-Secondary Education	Course ≤ 40 hours in duration	Course > 40 hours in duration	Bachelor's Degree in Education	Master's in Education			Breadth and Depth of Post-Secondary Education in Education (Max. 8 points)	1 point/course (Max. 2 points)	1 points/course (Max. 2 points)	6 points	8 points	Specialized Courses on Techniques and Principles for Assessing Competencies (Max. 4 points)	1 point/course	2 points/course			Specialized Courses on Exam Development Techniques and Principles (Max. 4 points)	1 point/course	2 points/course				
Type of Post-Secondary Education	Course ≤ 40 hours in duration	Course > 40 hours in duration	Bachelor's Degree in Education	Master's in Education																					
Breadth and Depth of Post-Secondary Education in Education (Max. 8 points)	1 point/course (Max. 2 points)	1 points/course (Max. 2 points)	6 points	8 points																					
Specialized Courses on Techniques and Principles for Assessing Competencies (Max. 4 points)	1 point/course	2 points/course																							
Specialized Courses on Exam Development Techniques and Principles (Max. 4 points)	1 point/course	2 points/course																							



Item	Rated Requirements	Points Breakdown					Max Points	Demonstrated Compliance, cross reference to Resume and Page number or proposal and/or resume
		Specialized Courses on Statistical Analysis (Max. 4 points)	1 point/ course	2 points/ course				
Total Points Available for Rated Criteria:						660		
Total Points Needed to be Considered Compliant (60%):						396		



APPENDIX 1 - SCORING GRID FOR R3.2 AS TAKEN FROM SECTION SW3.1.1

Points	Requirement
5	1. be in both Canadian English and Canadian French, with a toggle button on each page for the user to switch between them;
4	2. clearly show the exam candidate how to create an account, purchase an exam and request a booking by allowing the view of the dates, times, and costs for various exams in various cities;
3	3. contain a secure transaction site to receive and process payments and reimbursements in Canadian dollars;
1	4. clearly identify the eligibility requirements and pre-requisites, and indicate if candidates are missing pre-requisites when attempting to sign up for a course beyond their level of advancement (process map to be provided by NRCan);
2	5. include a special accommodation request process;
3	6. provide a full listing of proctored testing centres across Canada to ensure up-to-date information on the testing centres, including exam schedules, hours of operation, location and contact information. These testing centers locations are to meet the coverage requirements as per section 3.1.2.4;
1	7. provide the exam candidate with an immediate automated email confirmation of the final confirmed exam date, time and location;
1	8. provide the exam candidate with an email of the final confirmed exam date, time and location, and include exam preparation requirements and exam day reporting and identification instructions. Follow up with a reminder email two days before the exam date;
2	9. advise the exam candidate to use the most recent version of their preferred web browser from their personal computer, which will give them the maximum possible protection and compatibility with the contractor's web servers if online proctored;
1	10. be capable of automatically informing the relevant testing centre by email each time an exam candidate has registered for an exam;
2	11. be capable of allowing the exam candidate to cancel or reschedule exam appointments without forfeiting the fee if the cancellation notice is received within a specified timeframe. NRCan and the contractor will determine this timeframe;
1	12. instruct an exam candidate that fails an exam that they cannot retake the exam until a specific number of days have passed (currently 15 days). Therefore, the exam system must be capable of preventing exam candidates from registering to retake the exam within the assigned waiting period. If the exam candidate attempts to do so, the system must inform the candidate of the number of days remaining until the exam can be re-written;
1	13. keep track of the number of exam attempts by all exam candidates;
2	14. be available to candidates for registering 7 days/week and 24 hours/day. Should an outage of the system occur, the contractor must be able to get the system back online within 3 calendar days, or be in breach of contract;
1	15. Inform the exam candidate of the <i>Candidate Statement of Understanding</i> , which they must sign prior to taking any exam;
1	16. provide a link to a Candidate Exam Handbook, that NRCan will provide;
1	17. require the exam candidate to provide their agreement so that their name, contact information, exam results and score can be stored in the contractor's database and transferred to NRCan;
2	18. provide all related services, communication and technical support in both English and French, reachable by phone and email;
1	19. be scalable and adaptable to new functions to be added over the duration of the contract
5	20. meet all security requirements as detailed in section SW3.1.2.1.



APPENDIX 2 - SCORING GRID FOR R4.2 AS TAKEN FROM SECTION SW3.1.2

Points	Requirement
5	1. be capable of containing and administering a minimum of 25 different NRCan exams simultaneously. The system must be able to enforce time limits on these exams, ranging from 50 minutes to 4 hours. The system must be capable of containing all of the exams in both English and French;
3	2. be capable of storing a large bank of English and French questions for each exam. The data bank of questions must be able to have folders and sub-folders to group exam questions into different categories that follow the competency profiles. Currently we have two fixed exam forms active per exam type, but the exam system must be capable of handling a minimum of five fixed forms per exam. Exam systems that can automatically shuffle the exam questions and answers each time an exam is administered will earn additional points;
2	3. be capable of including tutorial quizzes and sample quizzes so that the exam candidate can practice answering questions and reviewing the answers, and become familiar with the exam process as well as the computer software and hardware;
1	4. allow the proctors to log in (at the testing centre or remotely for online proctored exams) and set up the exam candidate to take the exam;
2	5. incorporate Lock Down Browser capabilities so that the exam candidate can only see and take their exam, and have no access to the internet;
2	6. display the number of questions remaining and the amount of time remaining to complete the exam on the exam candidate's screen;
1	7. contain an embedded calculator that has the math functions required by NRCan;
2	8. contain the necessary tools and/or systems to protect the confidentiality of the exams and the integrity of the exam writing process;
1	9. be capable of supporting questions that include various media formats such as graphic images, diagrams, illustrations, graphs, tables, photos, audios and videos;
2	10. be capable of addressing the needs of exam candidates with disabilities who require special accommodations to take the exam, such as large-print examinations or extended time to complete the exam. After discussion with, and approval by NRCan, it is expected that the proctoring organization or testing centres/proctors will make the necessary accommodations and/or activate the necessary features of the exam system before these exam candidates take the exam;
1	11. be capable of grading each competency category of the competency profile separately, in addition to providing a final score for the exam;
2	12. provide exam results that identify whether the candidate passed or failed the exam, and include a performance report comprising a list of learning objectives that the candidate got wrong on that exam attempt;
1	13. send the results by email to the exam candidate and relevant stakeholders (to be determined by NRCan), using a standardized method. The results must be sent immediately after completion of the exam or, in the case of the written responses, once the grades have been entered;
1	14. be capable of supporting concurrent users from various locations across Canada and be scalable to increase its capacity due to an increase in demand. Over the past three years, approximately 1,100 candidates have taken an NRCan Housing Exam each year, though that number could increase or decrease depending on federal and provincial/territorial policies;
1	15. provide an online feedback survey for the candidate to complete once they finish their exam. The survey questions will be provided by NRCan;
1	16. provide general reporting templates for NRCan to use, and work with NRCan to produce custom reports that meet our specific needs;
1	17. include the possibility of linking to the NRCan HOT2000 energy simulation tool for the exam candidate to use during the exam;
2	18. promptly inform NRCan of technical issues with the online proctored exam system or on-site proctored exam system and recommend improvements or changes to the exam system or the proctoring processes and guidelines, as necessary;



Points	Requirement
1	19. provide immediate telephone and online technical support to testing centres and online and on-site proctors during the days and times that exams are being administered. In addition, the contractor must provide technical support to NRCan during regular business hours (Monday to Friday, between 8:00 am to 5:00 pm EST). These services must be provided in English and French;
1	20. Technical issues related to the EDS must be resolved in a timely manner. Should any technical issues prevent exam candidates from taking the exams at the scheduled times, the contractor will credit or reimburse these exam candidates for the exam registration and proctoring fees that were incurred. The exam system must also include detailed instructions on the use and troubleshooting of the system by various levels of users (e.g. NRCan administrators, exam proctoring organization, testing centres, exam proctors, and exam candidates);
1	21. support the exam proctoring services;
1	22. be scalable and adaptable as new functions are required over the duration of the contract;
5	23. meet all security requirements as outlined in section 3.1.2.1; and

40



APPENDIX 3 - SCORING GRID FOR R4.4 AS TAKEN FROM SW3.1.2, AND PART OF SW3.1.2.2.

Points	Requirement
-	From section 3.1.2
5	1. be capable of containing and administering a minimum of 25 different NRCan exams simultaneously. The system must be able to enforce time limits on these exams, ranging from 50 minutes to 4 hours. The system must be capable of containing all of the exams in both English and French;
3	2. be capable of storing a large bank of English and French questions for each exam. The data bank of questions must be able to have folders and sub-folders to group exam questions into different categories that follow the competency profiles. Currently we have two fixed exam forms active per exam type, but the exam system must be capable of handling a minimum of five fixed forms per exam. Exam systems that can automatically shuffle the exam questions and answers each time an exam is administered will earn additional points;
2	3. be capable of including tutorial quizzes and sample quizzes so that the exam candidate can practice answering questions and reviewing the answers, and become familiar with the exam process as well as the computer software and hardware;
1	4. allow the proctors to log in (at the testing centre or remotely for online proctored exams) and set up the exam candidate to take the exam;
2	5. incorporate Lock Down Browser capabilities so that the exam candidate can only see and take their exam, and have no access to the internet;
2	6. display the number of questions remaining and the amount of time remaining to complete the exam on the exam candidate's screen;
1	7. contain an embedded calculator that has the math functions required by NRCan;
2	8. contain the necessary tools and/or systems to protect the confidentiality of the exams and the integrity of the exam writing process;
1	9. be capable of supporting questions that include various media formats such as graphic images, diagrams, illustrations, graphs, tables, photos, audios and videos;
1	10. be capable of addressing the needs of exam candidates with disabilities who require special accommodations to take the exam, such as large-print examinations or extended time to complete the exam. After discussion with, and approval by NRCan, it is expected that the proctoring organization or testing centres/proctors will make the necessary accommodations and/or activate the necessary features of the exam system before these exam candidates take the exam;
1	11. be capable of grading each competency category of the competency profile separately, in addition to providing a final score for the exam;
2	12. provide exam results that identify whether the candidate passed or failed the exam, and include a performance report comprising a list of learning objectives that the candidate got wrong on that exam attempt;
1	13. send the results by email to the exam candidate and relevant stakeholders (to be determined by NRCan), using a standardized method. The results must be sent immediately after completion of the exam or, in the case of the written responses, once the grades have been entered;
1	14. be capable of supporting concurrent users from various locations across Canada and be scalable to increase its capacity due to an increase in demand. Over the past three years, approximately 1,100 candidates have taken an NRCan Housing Exam each year, though that number could increase or decrease depending on federal and provincial/territorial policies;
1	15. provide an online feedback survey for the candidate to complete once they finish their exam. The survey questions will be provided by NRCan;
1	16. provide general reporting templates for NRCan to use, and work with NRCan to produce custom reports that meet our specific needs;
1	17. include the possibility of linking to the NRCan HOT2000 energy simulation tool for the exam candidate to use during the exam;
2	18. promptly inform NRCan of technical issues with the online <u>proctored exam</u> system or on-site <u>proctored exam</u> system and recommend improvements or changes to the exam system or the proctoring processes and guidelines, as necessary;



Points	Requirement
1	19. provide immediate telephone and online technical support to testing centres and online and on-site proctors during the days and times that exams are being administered. In addition, the contractor must provide technical support to NRCan during regular business hours (Monday to Friday, between 8:00 am to 5:00 pm EST). These services must be provided in English and French;
1	20. Technical issues related to the EDS must be resolved in a timely manner. Should any technical issues prevent exam candidates from taking the exams at the scheduled times, the contractor will credit or reimburse these exam candidates for the exam registration and proctoring fees that were incurred. The exam system must also include detailed instructions on the use and troubleshooting of the system by various levels of users (e.g. NRCan administrators, exam proctoring organization, testing centres, exam proctors, and exam candidates);
1	21. support the exam proctoring services;
1	22. be scalable and adaptable as new functions are required over the duration of the contract;
5	23. meet all security requirements as outlined in section 3.1.2.1; and
1	24. monitor all the above requirements on an ongoing basis
	From Section 3.1.2.2
3	13. ensuring that online proctors monitor no more than six (6) exams at one time (online only)
2	15. verifying and confirming exam candidates' identification by reviewing their government issued photo identification and their copy of the exam scheduling confirmation email
2	16. ensuring that only NRCan-approved material is brought into the exam room for use during the exam (e.g. no cell phones or other electronic equipment) and that all other items (cell phones, mobile devices, paper material, books, bags, etc.) are stored away for the entire duration of the exam;
1	17. securing the testing environment (physical and virtual);
2	19. ensuring that exam candidates do not have access to other Internet resources to aid them during the exam process, and that they have no recording devices on their person or the room that they are in.

50



APPENDIX 4 - SCORING GRID FOR R6.2 AS TAKEN FROM SW3.1.3

Points	Requirement
4	1. Provide varying levels of access privileges to specific components of the exam system through a secure, password-protected connection to various stakeholders within and outside of NRCan, as required and identified by NRCan (e.g., administrator, exam proctoring organization, testing centre/proctor).
2	2. View the list of exam stakeholders and their access privileges, and modify them as required.
3	3. Assist NRCan in creating new exams (e.g., adding/replacing questions and answers as supplied by NRCan, and identifying correct answers and passing grades).
1	4. Delete existing exams.
3	5. Edit existing exams (e.g., modifying exam questions and answers as supplied by NRCan, deleting exam questions, adding exam questions, create exam forms modifying passing grades).
2	6. Track and view all changes made to questions and metadata, and allow for reverting back to previous versions of questions.
3	7. Produce compiled results of the post exam survey every month within 5 business days of the month ending.
2	8. Transfer core exam information in a timely manner as determined by NRCan, directly to an NRCan database via an XML formatted data file or API format as directed by NRCan.
2	9. Allow NRCan to search and retrieve data from the exam system database.
3	10. Produce various customized reports on exam trends and patterns. This could include, but is not limited to, the following: all of the exam candidate's exam details, such as name, identification of testing centre and proctor, exam type, exam score, pass or fail status, exam start and end times, time spent, number and percentage of questions answered, number and percentage of correct answers, as well as all of the exam questions and the evaluation of the exam candidate's responses.
3	11. Produce various customized reports on exam trends and patterns. This could include, but is not limited to, the following: exam candidates, exam administrators, booking history, exam history, exam questions, exams granted, question stats, incident reports, exam responses, exam notes, and exam surveys.
2	12. Assist NRCan with exam compilation processes and quality assuring of exams prior to posting on the exam site.



ATTACHMENT 2 TO PART 4 – PRICING SCHEDULE

1. Firm Price

The Bidder is to provide an all-inclusive firm pricing in Canadian Dollars, exclusive of Applicable Taxes for the tables below.

TABLE A - Costs to Manage the Exam Delivery System		
<u>Time Period</u>	<u>Maintenance Costs</u>	<u>License Fee</u>
Transition time between contract award date and March 31, 2021 (if applicable). Base your costs on 6 months with assumed contract award date of October 1, 2020. If actual contract award date is different, the costs will be prorated.	\$	Not Applicable
Year 1 - April 1, 2021 to March 31, 2022	\$	\$
Option Year 1 - April 1, 2022 to March 31, 2023	\$	\$
Option Year 2 - April 1, 2023 to March 31, 2024	\$	\$
Option Year 3 - April 1, 2024 to March 31, 2025	\$	\$
Option Year 4 - April 1, 2025 to March 31, 2026	\$	\$
Option Year 5 - April 1, 2026 to March 31, 2027	\$	\$
Option Year 6 - April 1, 2027 to March 31, 2028	\$	\$
Option Year 7 - April 1, 2028 to March 31, 2029	\$	\$
TOTAL for TABLE A:	\$	\$

The volumetric data included in the below pricing schedule are provided for bid evaluation price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada’s future usage of the services described in the bid solicitation will be consistent with this data.



TABLE B - Resource Costs						
	Senior Psychometrician	Estimated Level of Effort (total hours)	Junior Psychometrician	Estimated Level of Effort (total hours)	Programmer	Estimated Level of Effort (total hours)
Contract Award Date to March 31, 2021, (if applicable).	\$		\$		\$	
Provide the hourly rate for Year 1 of contract	\$		\$		\$	
Year 1 - April 1, 2021 to March 31, 2022	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 1 - April 1, 2022 to March 31, 2023	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 2 - April 1, 2023 to March 31, 2024	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 3 - April 1, 2024 to March 31, 2025	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 4 - April 1, 2025 to March 31, 2026	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 5 - April 1, 2026 to March 31, 2027	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 6 - April 1, 2027 to March 31, 2028	\$	100 hours	\$	100 hours	\$	100 hours
Option Year 7 - April 1, 2028 to March 31, 2029	\$	100 hours	\$	100 hours	\$	100 hours
TOTAL for Yearly Amounts in TABLE B	\$	100 hours	\$	100 hours	\$	100 hours

TABLE A - Maintenance Costs TOTAL	\$
TABLE A - License Fee TOTAL	\$
TABLE B - Senior Psychometrician TOTAL	\$
TABLE B - Junior Psychometrician TOTAL	\$
TABLE B - Programmer TOTAL	\$
TOTAL	\$



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. Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.

5.1.1 Declaration of Convicted Offences

In accordance with the [Ineligibility and Suspension Policy \(http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – List of Names

In accordance with the [Ineligibility and Suspension Policy \(http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html\)](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

- Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder or, in the case of a private company, the owners of the company.
- Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).
- Bidders bidding as partnerships do not need to provide lists of names.

Name of Bidder: _____

OR



Name of each member of the joint venture:

Member 1: _____
 Member 2: _____
 Member 3: _____
 Member 4: _____

Identification of the administrators/owners:

SURNAME	NAME	TITLE

5.2.2 Federal Contractors Program for Employment Equity – Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

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

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

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of



this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

5.2.4 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

5.2.5 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension



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

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

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

By providing this information, Bidders agree that the successful Bidder’s status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant; _____
- b. conditions of the lump sum payment incentive; _____
- c. date of termination of employment; _____
- d. amount of lump sum payment; _____
- e. rate of pay on which lump sum payment is based; _____
- f. period of lump sum payment including:
 - start date _____
 - end date _____
 - and number of weeks _____

g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

Professional fees	Amount
_____	_____
_____	_____

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.

5.2.6 Aboriginal Designation

Who is eligible?

- a) An Aboriginal business, which can be:
 - a band as defined by the Indian Act
 - a sole proprietorship
 - a limited company
 - a co-operative
 - a partnership



- a not-for-profit organization

in which Aboriginal persons have at least 51 percent ownership and control,

OR

- b. A joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

The bidder must certify in its submitted bid that it is an Aboriginal business or a joint venture constituted as described above.

- Our Company is NOT an Aboriginal Firm, as identified above.
- Our Company is an Aboriginal Firm, as identified above.

Signature of Authorized Representative

Date



PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (e) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in **Part 3 - Section IV Additional Information**.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.



PART 7 – RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the work in accordance with the Statement of Work at Annex “A” and the Contractor’s technical bid dated _____.

2. Standard Clauses and Conditions

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

2.1 General Conditions

2035 (2020-05-28), General Conditions – Higher Complexity – Services, apply to and form part of the Contract.

- As applicable, replace references to Public Works and Government Services Canada (PWGSC) with Natural Resources Canada (NRCan).

2.2 Supplemental General Conditions

4007 (2010-08-16), Canada to Own Intellectual Property Rights in Foreground Information

3. Dispute Resolution

Mediation

If a dispute arising from this contract cannot be settled amicably through negotiation, then the parties agree in good faith to submit the dispute to mediation as administered by the Arbitration and Mediation Institute of Canada Inc. (AMIC). The parties acknowledge receipt of the rules of AMIC. The cost of mediation shall be borne equally by the parties.

Arbitration

If the parties cannot resolve the dispute through mediation within sixty (60) days, the parties agree to submit the dispute to arbitration pursuant to the Commercial Arbitration Act (Canada). The party requesting such arbitration shall do so by written notice to the other party/parties. The cost of the arbitration and fees of the arbitrator shall be borne equally by the parties. The arbitration shall take place in the city where the contractor carries on business before a single arbitrator to be chosen jointly by the parties. If the parties cannot agree on the choice of arbitrator within thirty (30) days of written notice to submit the dispute to arbitration, each party will choose a representative who will select the arbitrator.

The parties may determine the procedure to be followed by the arbitrator in conducting the proceedings, or may ask the arbitrator to do so. The arbitrator shall issue a written award within thirty (30) days of hearing the parties. The award may be entered in any court having jurisdiction and enforced as a judgment of that court.

Meaning of “Dispute”



The parties agree that the word "dispute" in this clause refers to a dispute of fact or of law, other than a dispute of public law.

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request or consent of the parties to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

4. Security Requirements

4.1 The following security requirements (SRCL and related clauses) apply to and form part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "C"
 - (b) Industrial Security Manual (Latest Edition)

4.2 Contractor's Site(s) or Premises Requiring Safeguarding Measures

The Contractor must diligently maintain up-to-date, the information related to the Contractor's and individual(s) site(s) or premises, where safeguarding measures are required in the performance of the Work, for the following address(es):

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

The Company Security Officer (CSO) must ensure through the [Industrial Security Program \(ISP\)](#) that the Contractor and individual(s) hold a valid security clearance at the required level.



5. Term of Contract

5.1 Period of the Contract

The period of the Contract shall be from date of award to March 31, 2022.

5.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **seven (7)** additional **one (1)** year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least **five (5)** calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6. Comprehensive Land Claims Agreements (CLCAs)

The Contract is to establish the delivery of the requirement detailed under the Contract, to the Identified Users across Canada, including locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs).

7. Authorities

7.1 Contracting Authority

The Contracting Authority for the Contract is:

Valerie Holmes

Procurement Specialist

Natural Resources Canada

580 Booth Street, 5th Floor

Ottawa, Ontario

K1A 0E4

Tel: 613-864-8017

Email: valerie.holmes@canada.ca

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

7.2 Project Authority

The Project Authority for the Contract is:

<details provided at time of contract award>



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

7.3 Contractor's Representative

The Contractor's Representative for the Contract is:

<details provided at time of contract award>

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 websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

9. Payment

9.1A Basis of Payment, Firm Price, Firm Unit Price(s) or Firm Lot Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm lot price(s), as specified in **Annex "B"** for a cost of \$ _____ *<inserted at time of Contract Award>*. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

9.1B Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex "B", to a limitation of expenditure of \$ _____ (*insert the amount at contract award*). Customs duties are **included** and Applicable Taxes are extra.

9.1.1B Basis of Payment – Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. (*inserted at time of contract award*) Customs duties are **included** and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or



- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
- 3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

9.2 Method of Payment

Quarterly Payments

Canada will pay the Contractor quarterly for work performed during the months between Contract Award to March 31, 2021 covered by the invoice in accordance with the payment provisions of the Contract if:

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

Canada will pay the Contractor in quarterly installments for maintenance and licensing fees.

10. Invoicing Instructions

Invoices shall be submitted using **one of the following methods:**

<p><u>E-mail:</u></p> <p>nrcan.invoiceimaging-servicedimageriedesfactures.rncan@canada.ca</p> <p>Note: Attach "PDF" file. No other formats will be accepted</p>
OR
<p><u>Fax:</u></p> <p>Local NCR region: 613-947-0987</p> <p>Toll-free: 1-877-947-0987</p> <p>Note: Use highest quality settings available.</p>

Please do not submit invoices using more than one method as this will not expedite payment.

Invoices and all documents relating to a contract must be submitted on the Contractor's own form and shall bear the following reference numbers: Contract number: _____ <inserted at time of Contract Award>

Invoicing Instructions to suppliers: <http://www.nrcan.gc.ca/procurement/3485>



11. Certifications

11.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

11.2 Federal Contractors Program for Employment Equity – Default by the Contractor

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

12. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province/territory the work is taking place in.

13. Priority of Documents

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

- a) the Articles of Agreement;
- b) the supplemental general conditions **4007 (2010-08-16) – Canada to Own Intellectual Property Rights in Foreground Information;**
- c) the general conditions **2035 (2020-05-28), Higher Complexity – Goods or Services – Competitive;**
- d) **Annex "A" – Statement of Work**
- e) **Annex "B" – the Basis of Payment**
- f) **Annex "C" – the Security Requirement Checklist (SRCL);**
- g) **Annex "E" – IT Security Requirements for the Processing, Storage and Transmission of Protected B Information;**
- h) **Annex "F" - It Security Assessment Grid**
- i) the Contractor's bid dated: _____

14. Foreign Nationals

SACC Manual Clause [A2000C \(2006-06-16\), Canadian Contractor](#); OR
SACC Manual Clause [A2001C \(2006-06-16\), Foreign Contractor](#)

15. Insurance

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the



Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

16. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by [*the supplier or the contractor or the name of the entity awarded this contract*] respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.



ANNEX “A” – STATEMENT OF WORK

SW1 Purpose

Development and Maintenance of an Online Exam Delivery System for Natural Resource’s Housing Division Exams

SW2 Background

Natural Resources Canada’s (NRCan’s) Office of Energy Efficiency (OEE) administers several voluntary, residential energy efficiency initiatives, including the EnerGuide Rating System (ERS), ENERGY STAR for New Homes (ESNH) and R-2000. The primary objective of these initiatives is to improve the energy efficiency of new and existing low-rise housing in Canada. While the details and procedures may vary, each initiative uses the EnerGuide Rating System (ERS) to measure the level of energy efficiency of a home.

NRCan works with a network of service organizations across Canada to deliver the initiatives listed above. These service organizations retain energy advisors, either as employees or sub-contractors, to undertake the energy evaluations. The service organizations also employ managers and quality assurance specialists to manage and review the delivery.

In order to maintain the integrity of the initiatives, these front line service providers (energy advisors, service organization managers, quality assurance specialists, and builders for the purposes of ESNH and R-2000 initiatives) must take and pass exams in order to undertake their role. They are referred to as exam candidates or candidates in this document.

NRCan develops, maintains and distributes the standards, procedures and competency profiles that the exams are based upon. A third party organization currently under contract with NRCan administers a website where candidates register, purchase the exam and request an exam booking. The third party facilitates the exams at various on-site proctored testing centres. The third party also provides psychometric services. NRCan currently has two exam forms (versions of the exam) for 12 different exams. Most of the exams are updated twice a year as our documents are updated. In addition, NRCan will add new exams over the duration of this new contract (e.g.: R-2000, Energy Rater). This work has to be covered as part of the annual maintenance fees. The need to develop, maintain and administer these exams is an ongoing requirement and a cornerstone of NRCan’s ability to deliver on energy efficiency initiatives. The current contract with this service provider expires on March 31, 2021. This Request for Proposals is to continue the delivery of online Exam Delivery System work by an organization that meets all the required criteria, and provides the best value to the Government of Canada. In addition, the contract will now require the functionality to deliver online proctored exams. All exams are computer based and thus given “online”, whether at on-site proctored testing centres or by an online proctored method. This online Exam Delivery System will be referred to as “EDS” throughout this Request for Proposals.

SW3 Scope of Work

The purpose of this Statement of Work is to retain a third-party organization that will be responsible for developing and maintaining an EDS and providing associated Psychometric services. As the current contract for the aforementioned services expires on March 31, 2021, the winning contractor must have all aspects of the work fully operational by February 28, 2021. The period of October 1, 2020 to February 28, 2021 is allocated for transferring of all existing data from the current contractor to the new contractor and commissioning of the new EDS. The period March 1, 2021 to March 31, 2021 will be reserved to run both systems by both contractors (current and new) in parallel to ensure all aspects work properly prior to March 31, 2021 turnover.

See schedule for these tasks in Section SW6.1 of this Annex.



SW3.1 Exam Delivery System

The contractor will be required to develop and manage an EDS customized to meet NRCan's exam requirements. All aspects of the EDS's interface and features, such as menu bars, exam system instructions, help files, technical support information and all related services, must be available in both Canadian English and Canadian French.

In general, the EDS must include the following three components:

1. Candidate Registration System (same system for both the on-site proctored exams and the online proctored exams),
2. Candidate Exam System used for both:
 - On-site proctored exams (where both the candidate and the proctor are at the same physical test center accessing the exam form through computer based software); and
 - Online proctored exams (where both the candidate and the proctor are remotely accessing the exam from different locations through computer based software).
3. Client Administrative System (same system for both the on-site proctored exams and the online proctored exams),

SW3.1.1 Candidate Registration System

The contractor will be required to develop, implement and maintain an online framework for exam registration and related services. The candidate registration system is expected to have as the minimum all the functionalities and features of the current system used by NRCan, which is registering for On-Demand exams at on-site proctored testing centres. The current system can be found here: <https://nrcan.ysasecure.com>. However, the new candidate registration system must also be able to allow candidates to register for On-Demand online proctored exams. A candidate registration system that allows candidates to pick either onsite proctored or online proctored exams at their preference is given additional points in Rated criteria R1 and R3.2. This candidate registration system must:

1. be in both Canadian English and Canadian French, with a toggle button on each page for the user to switch between them;
2. clearly show the exam candidate how to create an account, purchase an exam and request a booking by allowing the view of the dates, times, and costs for various exams in various cities;
3. contain a secure transaction site to receive and process payments and reimbursements in Canadian dollars;
4. clearly identify the eligibility requirements and pre-requisites, and indicate if candidates are missing pre-requisites when attempting to sign up for a course beyond their level of advancement (process map to be provided by NRCan);
5. include a special accommodation request process;
6. provide a full listing of proctored testing centres across Canada to ensure up-to-date information on the testing centres, including exam schedules, hours of operation, location and contact information. These testing centers locations are to meet the coverage requirements as per section SW3.1.2.4;
7. provide the exam candidate with an immediate automated email confirmation of their exam booking request that includes an approximate time frame of when they should receive a response,
8. provide the exam candidate with an email of the final confirmed exam date, time and location, and include exam preparation requirements and exam day reporting and identification instructions. Follow up with a reminder email two days before the exam date;
9. advise the exam candidate to use the most recent version of their preferred web browser from their personal computer, which will give them the maximum possible protection and compatibility with the contractor's web servers if online proctored;
10. be capable of automatically informing the relevant testing centre by email each time an exam candidate has registered for an exam;



11. be capable of allowing the exam candidate to cancel or reschedule exam appointments without forfeiting the fee if the cancellation notice is received within a specified timeframe. NRCan and the contractor will determine this timeframe;
12. instruct an exam candidate that fails an exam that they cannot retake the exam until a specific number of days have passed (currently 15 days). Therefore, the exam system must be capable of preventing exam candidates from registering to retake the exam within the assigned waiting period. If the exam candidate attempts to do so, the system must inform the candidate of the number of days remaining until the exam can be re-written;
13. keep track of the number of exam attempts by all exam candidates;
14. be available to candidates for registering 7 days/week and 24 hours/day. Should an outage of the system occur, the contractor must be able to get the system back online within 3 calendar days, or be in breach of contract;
15. Inform the exam candidate of the *Candidate Statement of Understanding*, which they must sign prior to taking any exam;
16. provide a link to a Candidate Exam Handbook, that NRCan will provide;
17. require the exam candidate to provide their agreement so that their name, contact information, exam results and score can be stored in the contractor's database and transferred to NRCan;
18. provide all related services, communications and technical support in both English and French, reachable by phone and email;
19. be scalable and adaptable to new functions to be added over the duration of the contract; and
20. meet all security requirements as detailed in section SW3.1.2.1.

SW3.1.2 Candidate Exam System

The following requirements apply to both on-site proctored exams and online proctored exams, unless specifically noted otherwise.

The candidate exam system is expected to have at the minimum all the functionalities and features of the current system used by NRCan and must:

1. be capable of containing and administering a minimum of 25 different NRCan exams simultaneously. The system must be able to enforce time limits on these exams, ranging from 50 minutes to 4 hours. The system must be capable of containing all of the exams in both English and French;
2. be capable of storing a large bank of English and French questions for each exam. The data bank of questions must be able to have folders and sub-folders to group exam questions into different categories that follow the competency profiles. Currently we have two fixed exam forms active per exam type, but the exam system must be capable of handling a minimum of five fixed forms per exam. Exam systems that can automatically shuffle the exam questions and answers each time an exam is administered will earn additional points;
3. be capable of including tutorial quizzes and sample quizzes so that the exam candidate can practice answering questions and reviewing the answers, and become familiar with the exam process as well as the computer software and hardware;
4. allow the proctors to log in (at the testing centre or remotely for online proctored exams) and set up the exam candidate to take the exam;
5. incorporate Lock Down Browser capabilities so that the exam candidate can only see and take their exam, and have no access to the internet;
6. display the number of questions remaining and the amount of time remaining to complete the exam on the exam candidate's screen;
7. contain an embedded calculator that has the math functions required by NRCan;
8. contain the necessary tools and/or systems to protect the confidentiality of the exams and the integrity of the exam writing process;



9. be capable of supporting questions that include various media formats such as graphic images, diagrams, illustrations, graphs, tables, photos, audios and videos;
10. be capable of addressing the needs of exam candidates with disabilities who require special accommodations to take the exam, such as large-print examinations or extended time to complete the exam. After discussion with, and approval by NRCan, it is expected that the proctoring organization or testing centres/proctors will make the necessary accommodations and/or activate the necessary features of the exam system before these exam candidates take the exam;
11. be capable of grading each competency category of the competency profile separately, in addition to providing a final score for the exam;
12. provide exam results that identify whether the candidate passed or failed the exam, and include a performance report comprising a list of learning objectives that the candidate got wrong on that exam attempt;
13. send the results by email to the exam candidate and relevant stakeholders (to be determined by NRCan), using a standardized method. The results must be sent immediately after completion of the exam or, in the case of the written responses, once the grades have been entered;
14. be capable of supporting concurrent users from various locations across Canada and be scalable to increase its capacity due to an increase in demand. Over the past three years, approximately 1,100 candidates have taken an NRCan Housing Exam each year, though that number could increase or decrease depending on federal and provincial/territorial policies;
15. provide an online feedback survey for the candidate to complete once they finish their exam. The survey questions will be provided by NRCan;
16. provide general reporting templates for NRCan to use, and work with NRCan to produce custom reports that meet our specific needs;
17. include the possibility of linking to the NRCan HOT2000 energy simulation tool for the exam candidate to use during the exam;
18. promptly inform NRCan of technical issues with the online proctored exam system or on-site proctored exam system and recommend improvements or changes to the exam system or the proctoring processes and guidelines, as necessary;
19. provide immediate telephone and online technical support to testing centres and online and on-site proctors during the days and times that exams are being administered. In addition, the contractor must provide technical support to NRCan during regular business hours (Monday to Friday, between 8:00 am to 5:00 pm EST). These services must be provided in English and French;
20. Technical issues related to the EDS must be resolved in a timely manner. Should any technical issues prevent exam candidates from taking the exams at the scheduled times, the contractor will credit or reimburse these exam candidates for the exam registration and proctoring fees that were incurred. The exam system must also include detailed instructions on the use and troubleshooting of the system by various levels of users (e.g. NRCan administrators, exam proctoring organization, testing centres, exam proctors, and exam candidates);
21. support the exam proctoring services;
22. be scalable and adaptable as new functions are required over the duration of the contract;
23. meet all security requirements as outlined in section SW3.1.2.1; and
24. monitor all the above requirements on an ongoing basis.

SW3.1.2.1 Exam Delivery System – Security Requirements

For all the EDS interfaces, the contractor must use Transport Layer Security (TLS) / Secure Socket Layer (SSL) that provides cryptographic protocols to ensure privacy between communicating applications and its users over the Internet. TLS/SSL must be used to create a secure environment for web browsing, emailing, and other client-server applications. For example, TLS must be used to create a secure connection between the EDS / web servers and the testing centre's web browser. The exam candidate's financial information, online financial transactions and other personal information must be encrypted in such a way that only the candidate and the contractor can access and use



it. All of the candidate information should be protected by TLS/SSL, with an encryption key length of 168 bits, which is the highest level commercially available. TLS/SSL encryption requires the use of a digital certificate, which contains identity information about the certificate owner, as well as a public key which is used for encrypting communications. These certificates are installed on a server – typically a web server – if the intention is to create a secure web environment, although they can also be installed on mail or other servers for encrypting other client-server communications. The secured web server must be identified by a padlock symbol at the bottom of the browser window or in the address bar, as well as by a URL that begins with "https" rather than "http."

Where retention is concerned, exam candidates' personal and financial information, exams and exam scores must be stored on the contractor's servers and heavily guarded, both physically and electronically. For extra protection, the firewall-protected servers must not be directly connected to the Internet.

TLS/SSL must also be used with the contractor's database and directory servers to encrypt server queries (i.e. if NRCan or an exam candidate wants to check a previous exam score). All security requirements will have to be kept up to date with evolving Government of Canada standards over the course of the contract.

The exam questions, answers and metadata is to be stored in a secure site in Canada that meets all the Canadian government IT security requirements as detailed in Annex "E".

SW3.1.2.2 Exam Proctoring Services

The following requirements apply to both on-site proctored exams and online proctored exams, unless specifically noted otherwise.

As part of the candidate exam system, the contractor will be required to provide the following exam proctoring services to exam candidates in English and French on an ongoing basis, as required. The proctoring services must include but are not limited to:

1. developing and managing a network of testing centres and exam proctors across Canada that can provide exam delivery services as required in this Statement of Work;
2. ensuring all on-site proctored testing centres are open at least three days every week. The contractor is strongly encouraged to offer one exam in the morning and another related exam that afternoon, to make the trip more cost effective for those traveling longer distances. Offering additional times to take the exams, such as evenings and weekends will provide more flexibility for the candidates. NRCan is aware that exam schedules may vary depending on the location of the testing centres and the regional demand;
3. coordinating and managing the distribution of payments for proctoring services from the exam system supplier to appropriate testing centres and proctors;
4. initiating, preparing and managing any necessary contracts or agreements with the testing centres and proctors, or other necessary contractors or suppliers;
5. developing processes and guidelines for exam proctoring and related services across Canada;
6. managing all communications to and from all testing centres and proctors across Canada concerning exam proctoring and related services, processes and guidelines;
7. providing information and/or training to exam proctors and staff of testing centres on the roles and responsibilities associated with exam proctoring and on the use of the EDS and its troubleshooting;
8. providing on the exam registration web site a list of testing centres, contact information, location, hours and the language(s) in which the services are available;
9. ensuring that each proctor is a disinterested third party¹;

¹ A "disinterested third party" means the proctor is not related to the examinee, an immediate supervisor or employee of the examinee, and is not concerned, with respect to possible gain or loss, in the result of the examination. The proctor cannot be a person who can benefit in any



10. responding to exam scheduling requests from exam candidates by email or telephone within 2 business days and resolving within 5 business days for 90% of enquiries, and within 10 business days for the remaining 10% of enquiries;
11. responding to enquiries from NRCan and other enquiries from exam candidates by email or telephone within 2 business days and resolving within 5 business days for 90% of enquiries;
12. ensuring at least one proctor is present for each 30 candidates in a room. Additional proctors are required if more than 30 candidates are registered for any exam being offered at the exam site, or if more than one room is used for the exam session (on-site proctored only);
13. ensuring that online proctors monitor no more than six (6) exams at one time (online only);
14. greeting exam candidates who present themselves to the testing centres or online;
15. verifying and confirming exam candidates' identification by reviewing their government issued photo identification and their copy of the exam scheduling confirmation e-mail;
16. ensuring that only NRCan-approved material is brought into the exam room for use during the exam (e.g. no cell phones or other electronic equipment) and that all other items (cell phones, mobile devices, paper material, books, bags, etc.) are stored away for the entire duration of the exam;
17. securing the testing environment (physical and virtual);
18. ensuring that exam candidates have the use of a computer and relevant software or other resources (e.g. calculator) during the exam (refer to section SW3.1.2.3 of this Annex) (on-site proctored only);
19. ensuring that exam candidates do not have access to other Internet resources to aid them during the exam process, and that they have no recording devices on their person or in the room they are in;
20. assisting exam candidates to log into the exam system;
21. supervising and monitoring of exam candidates during the exam and providing general support;
22. troubleshooting the exam system, as necessary;
23. contacting online exam system technical support in case of technical issues with the EDS;
24. noting, investigating and stopping suspicious and cheating behaviour;
25. printing of exams for exam candidates, as required, based on needs identified through the special accommodation process, and as instructed by the contractor and NRCan. (It is anticipated that exam candidates will take the exam online and will not require a paper copy, however exam candidates with visual impairments may require a paper copy with large font);
26. providing general information to exam candidates on next steps after the completion of the exam;
27. entering exam candidates' answers and/or marks into the EDS so that the exam result can be calculated by the EDS. (Note: This may be required for exam candidates who have visual impairments or for written answers);
28. providing assessment services for exam candidates who have learning disabilities and/or special needs (e.g., principal language is other than English or French) prior to exam proctoring. The assessment should determine whether special testing accommodations should be allowed during the exam (e.g. extended test time, a reader, a scribe, specific reference books, larger font, paper-based exams). The assessments and provisions must be in accordance with the applicable provincial or territorial requirements regarding disabilities and be as directed by NRCan; and
29. monitoring the performance of testing centres and proctors on an ongoing basis and making necessary adjustments to improve performance, as required.

SW3.1.2.3 Testing Centre Requirements

The contractor will be required to ensure that all testing centres meet the following requirements:

way by knowing the questions or answers or have a vested interest in hiring or working with NRCan's programs, such as an energy advisor, energy rater, service organization owner or employee, service organization manager, quality assurance specialist, quality assurance auditor, or any other designations with ERS services, builder or trainer/instructor for any of NRCan's or associated partners' energy efficiency housing initiatives, such as the EnerGuide Rating System, ENERGY STAR for New Homes, R-2000, or be involved in any other related activities that could be considered or perceived as a conflict of interest.



1. Open a minimum of 3 weekdays a week, and able to accommodate a minimum of 5-hours of testing per day open.
2. Locked Down Browser functionality on the computers.
3. In-room proctoring.
4. Easily accessible to the public and with ample parking.
5. Accessible to people with disabilities in compliance with local laws and regulations.
6. Closed, secure, private, clean and uncluttered room(s) that provide a quiet environment without disruptions for exam candidates and proctors during exam writing and proctoring.
7. Storage area for candidate personal belongings (preferably lockers).
8. Acceptable lighting, heating and air conditioning.
9. Ergonomic chairs, tables and/or desks for exam candidates and proctors.
10. Privacy panels or other means to enhance test integrity and minimize noise level during the exam.
11. Washroom facilities and drinking water in close proximity to the testing room.
12. Telephone (for use by the testing centre proctors or other staff).
13. Computers, hardware and software for exam candidates that meet the following requirements:

1. Computer System - Hardware & Software	
	<p><u>Operating System:</u></p> <ul style="list-style-type: none"> • PC: Windows 7[®] (32/64 Bit) or higher • Mac: Mac OS[®] X 10.7 or higher
	<p><u>Hardware:</u></p> <ul style="list-style-type: none"> • Well maintained desktop or laptop computers • At least 4 GB of RAM per computer • Keyboard • Mouse • Large colour display with at least 1280 x 1024 resolution
	<p><u>Software:</u></p> <ul style="list-style-type: none"> • Net 2.0 or higher • Current version of a web browser that supports the EDS (i.e. Chrome, Safari, Mozilla, Internet Explorer 11+) • Any additional multimedia, or software platform required to support and administer the EDS (i.e. Adobe Flash Player) • Lock Down Browser
2. Internet:	
	<p>Each computer should have access to reliable high speed Internet that supports at least 25Mbps download speed. This is required to access the EDS and expedite the exam process for exam candidates. However, exam candidates must not be allowed</p>



	to access other Internet resources to aid them during the exam process, unless authorized by NRCan.
3. Printer(s):	
	<p>Colour printer(s) to allow exams to be printed by exam proctors, if necessary, as well as exam diagnostic reports for the exam candidates that meet the following requirements:</p> <p>Printer Type: Colour Laser</p> <p>Print Speed: Up to 10 ppm (2-sided plain paper letter) Up to 21 ppm (1-sided plain paper letter)</p> <p>First Print Time: 14.3 seconds or less (letter)</p> <p>Printer Language: UFR II LT (Host-based), PCL6(5e,XL)</p> <p>Print Resolution: Up to 1200 x 1200 dpi (2400 x 600 dpi quality)</p> <p>Maximum Print Size: Up to Legal</p> <p>Duplex Print: Yes, Automatic</p> <p>Print Modes: Watermark, Toner Save, Page Composer, Poster, Booklet</p> <p>Print Memory: 512 MB (Shared)</p>

SW3.1.2.4 Minimum Number of Testing Centres

Over the past three years, approximately 1,100 candidates from all regions of Canada have taken a Housing Division exam each year. This amount could increase or decrease depending on government policy and partner initiatives. As the Housing Division exams are part of federal programs, NRCan requires a minimum of 45 test centres across the country at the start of the contract, and has the goal of at least 60 testing centres in each province/region as shown in the chart below by March 1, 2021. The goal number of testing centres is based on the current number and location of energy advisors across Canada who will require initial testing or requalification testing at some point, the expected uptake by our partners, and the number of new and existing houses in each province/territory. It is the goal of NRCan that no candidate should have to drive more than one-hour to get to a testing center. Consequently, additional marks will be given for more operational test centres.



Province/Region	Goal # of Testing Centres by March 1, 2021	Cities of those Testing Centres
British Columbia	13	Victoria, Vancouver, Kelowna, Penticton, Kamloops, Prince George
Alberta	6	Edmonton, Calgary, Red Deer, Fort McMurray
Saskatchewan	2	Saskatoon, Regina
Manitoba	1	Winnipeg
Ontario	17	Toronto, Ottawa, Kingston, Sault Ste. Marie, London, Windsor, Thunder Bay, Sudbury, North Bay, Peterborough, Windsor, Kitchener, St. Catharines
Quebec	11	Montreal, Quebec City, Trois-Rivières, Chicoutimi, Sherbrooke, Gatineau, Gaspésie, Laval, Abitibi
New Brunswick	4	Saint John, Fredericton, Moncton. Northern NB
Nova Scotia	2	Halifax
PEI	1	Charlottetown
Newfoundland and Labrador	1	St. John's
North of 60 (Yukon, NWT, Nunavut)	2	Yellowknife, Whitehorse

1. The contractor must respond to the regional demand for exam proctoring services as it will evolve over the course of the contract and ensure that a sufficient number of testing centres and proctors are available to meet the demand within a reasonable timeframe, ideally within 4 to 6 weeks from request by NRCan.



SW3.1.3 Client Administrative System

The client administrative system must be fully bilingual (English and French) and include the capability to:

1. Provide varying levels of access privileges to specific components of the exam system through a secure, password-protected connection to various stakeholders within and outside of NRCAN, as required and identified by NRCAN (e.g., administrator, exam proctoring organization, testing centre/proctor).
2. View the list of exam stakeholders and their access privileges, and modify them as required.
3. Assist NRCAN in creating new exams (e.g., adding/replacing questions and answers as supplied by NRCAN, and identifying correct answers and passing grades).
4. Delete existing exams.
5. Edit existing exams (e.g., modifying exam questions and answers as supplied by NRCAN, deleting exam questions, adding exam questions, create exam forms, modifying passing grades).
6. Track and view all changes made to questions and metadata, and allow for reverting back to previous versions of questions.
7. Produce compiled results of the post exam survey every month within 5 business days of the month ending.
8. Transfer core exam information in a timely manner as determined by NRCAN, directly to an NRCAN database via an XML formatted data file or API format as directed by NRCAN.
9. Allow NRCAN to search and retrieve data from the exam system database.
10. Produce various customized reports on exam trends and patterns. This could include, but is not limited to, the following:
 - all of the exam candidate's exam details, such as name, identification of testing centre and proctor, exam type, exam score, pass or fail status, exam start and end times, time spent, number and percentage of questions answered, number and percentage of correct answers, as well as all of the exam questions and the evaluation of the exam candidate's responses.
11. Produce various customized reports on exam trends and patterns. This could include, but is not limited to, the following: exam candidates, exam administrators, booking history, exam history, exam questions, exams granted, question stats, incident reports, exam responses, exam notes, and exam surveys.
12. Assist NRCAN with exam compilation processes and quality assuring exams prior to posting on the exam site.

SW3.1.4 Exam Costs

1. The contractor is allowed to charge a reasonable fee to candidates taking the exams in order to cover their costs for delivering the service. The contractor must clearly post on the EDS and in printed material that the fees being charged by the contractor are not received by NRCAN, and that NRCAN is not responsible or accountable for financial transactions requested by the contractor. The contractor shall be solely responsible and accountable for administering any financial transactions, including credit card payments and reimbursements, it deems necessary. In doing so, the contractor shall abide by all applicable privacy laws and the Payment Card Industry Data Security Standard (PCI DSS). Any fees charged to candidates should be done all at once and at the time of registration. The electronic system must accept major credit cards (i.e. VISA, MasterCard) and PayPal and ensure that payments are secure and in Canadian funds.
2. NRCAN is concerned with any increase in exam costs for the candidates to take the exams. Consequently, the contractor must indicate the cost they would charge the candidates for each exam duration. NRCAN expects that the onsite proctored exam cost to the candidate at the start of the contract will be no more than the current pricing for the on-site proctored exams, and ideally be lower in cost. The current exam prices can be found here: <https://nrcan.ysasecure.com/products>. NRCAN expects the costs of online proctored exams to be lower than the cost of on-site proctored exams. In the costing part of the Proposal, provide both the on-site proctored exam cost and the online proctored exam cost for exams of the following durations:



- a. 50 to 60 minute exams
- b. 90 minute exams
- c. 110 to 120 minute exams
- d. 150 to 180 minute exams
- e. 210 to 240 minute exams

The figures are to be provided in rated criteria R5.3 of Attachment 1 to Part 4 – Technical Evaluation.

3. The exam costs indicated in the proposal will form part of the contract, and cannot be exceeded during the contract period, except for a maximum 1.5% annual inflation increase.
4. NRCan reserves the right to combine a number of shorter exams (i.e. one hour exams) into a longer exam that can be taken during one single block of time in order to make the process more efficient and cost-effective for the participant.
5. If applicable, the contractor is responsible for securely transferring any fees for exam proctoring services directly to the exam proctoring organizations, proctors or other parties as necessary, either through the EDS or another mechanism.

SW3.2 New Functionalities of the Exam System

Based on past experience, NRCan anticipates the need for the development of new functionalities in the EDS. The scope of work of the specific projects will be finalized during discussions between NRCan and the contractor and prior to the beginning of any option year. NRCan expects to spend from \$15,000 per year to a maximum of \$25,000 per year for New Functionalities to the exam system. This would include the services of a Programmer. The Bidder is to provide their hourly rate at the start of the contract, and their total charge per year based on billing NRCan 100 hours per year.

SW3.3 Psychometric Services

NRCan anticipates the need for psychometric services to maintain the content of current exams and to develop additional exams, which support the evolving energy efficiency initiatives developed by NRCan and its partners. NRCan expects to spend from \$30,000 per year to a maximum of \$60,000 per year for Psychometric services. This would include the services of both a senior and junior psychometrician. A junior psychometrician has up to 5 years of experience, while a senior psychometrician has more than 5 years of experience. The Bidder is to provide the hourly rate at the start of the contract for each psychometrician, and provide the total charge per year for each psychometrician based on billing NRCan 100 hours per year.

The work undertaken by the psychometricians is to be fully integrated into the Client Administrative System. Psychometric services on new and existing exams as required by NRCan could include, but are not limited to, the following:

1. leading minimum of two webinars during the exam blueprinting process (developing and ranking the competency profile);
2. preparing blueprinting report;
3. reviewing exam questions during the question refinement process
4. leading two webinars during the standard setting process;
5. assisting NRCan in exam assembly; and



6. compiling statistical reports as requested by NRCAN, such as question analysis and aggregates across exam forms

The current exam questions are rated using the Modified Angoff method

SW4 Modification to the Current Exam Rating System

The current exam questions are rated using the Modified Angoff method. If the contractor is recommending a different method, they are to clearly identify the benefits of their proposed method.

SW5 Role of NRCAN

NRCAN's role is as follows:

1. Provide the contractor with documentation that outlines the exam delivery framework for NRCAN's EnerGuide Rating System and its related initiatives such as ESNH and R-2000.
2. Provide the contractor with any relevant information for the EDS and any exam proctoring requirements that NRCAN may have.
3. Provide the contractor with relevant contact information for its stakeholders, as necessary.
4. Provide the contractor with information on any updates or changes related to NRCAN's exam delivery framework.
5. Provide the contractor with all of the exam content, including metadata in English and French that is to be posted in the EDS, multiple-choice questions & answers identifying the correct answers, and any necessary graphic images, diagrams, illustrations, graphs, tables, photos, audios, videos, references, rationales and related metadata.
6. Provide the contractor with text in English and French that is to be posted in the EDS related to the NRCAN exams, such as NRCAN's exam writing or proctoring requirements.
7. Provide the contractor with information on the type of exam data and reports that it requires.
8. Monitor the contractor's deliverables.

SW6 Schedule and Deliverables

Depending on the new contractor selected at the end of this RFP process, NRCAN will possibly need a transition period to ensure continuity of service for the exam system. The period of October 1, 2020 to February 28, 2021 is allocated for transferring of all existing data from the current contractor to the new contractor and commissioning of the new EDS.

- NRCAN anticipates the contract will be awarded in the Fall of 2020, at the latest.
- Within 31 days of contract award, the contractor is to meet the security requirements. (assume November 1, 2020). If the Contractor is unable to meeting the security requirements, NRCAN reserves the right to go to the next ranked supplier.
- Within 80 days of meeting the security requirements, the contractor is to complete the EDS infrastructure, provide NRCAN a demo of the system. (assume January 19, 2021)
- Within 40 days of the demo, the contractor must transfer all the exam data and metadata, test the system and provide NRCAN a demo of the fully operational EDS. (assume February 28, 2021)



- The period March 1, 2021 to March 31, 2021 will be reserved to run both systems by both contractors (current and new) in parallel to ensure all aspects work properly prior to March 31, 2021 turnover.

SW7 Constraints

The contractor;

- Shall not present him or herself as an agent of the Crown or an employee of Natural Resources Canada.
- Shall not disclose any personal or corporate information to other parties that the contractor may have been privy to during the course of work performed, including any information related to the content of the NRCan exams.
- Shall ensure in its hiring and contracting processes that there are no conflict of interest situations that could affect the integrity of the NRCan exams, the exam writing process or the exam system. For example, exam system development individuals or proctors cannot also act as a service provider for NRCan's EnerGuide Rating System and other housing initiatives (e.g., energy advisor, quality assurance specialist, quality assurance auditor or service organization employee) or be in another position that could give rise to or be perceived as a conflict of interest.
- Shall not provide any services to any third party in circumstances that might reasonably give rise to a conflict of interest between the contractor's duties to that third party and the contractor's duties under this contract. The contractor must discuss any potential conflict of interest situations with NRCan prior to providing any services.
- Shall conform to all security requirements stated as part of this RFP and adjust to evolving security requirements over the duration of the contract and option years.



ANNEX “B” – BASIS OF PAYMENT

<provided at time of contract award>



ANNEX "C" – SECURITY REQUIREMENT CHECKLIST (SRCL)



Government of Canada

Gouvernement du Canada

Contract Number / Numéro du contrat
NRCAN-500052875
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine: Natural Resources Canada
2. Branch or Directorate / Direction générale ou Direction: OEE / HD

3. a) Subcontract Number / Numéro du contrat de sous-traitance
3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant

4. Brief Description of Work / Brève description du travail
The development and maintenance of an online Exam Delivery System and provision of Psychometric services for Natural Resources Canada's Housing Division exams.

5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? [X] No / Non [] Yes / Oui

5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? [X] No / Non [] Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? [] No / Non [X] Yes / Oui

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. [X] No / Non [] Yes / Oui

6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? [X] No / Non [] Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès
Canada [X] NATO / OTAN [] Foreign / Étranger []

Table with 3 columns: Canada, NATO / OTAN, Foreign / Étranger. Rows include release restrictions (No, Not releasable, Restricted to) and checkboxes for each.

Table with 3 columns: Canada, NATO UNCLASSIFIED, PROTECTED A. Rows list security levels from PROTECTED A to TOP SECRET (SIGINT) with checkboxes.



Contract Number / Numéro du contrat NRCan-5000052875
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:
Commentaires spéciaux : _____

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

Security Classification / Classification de sécurité
--





Contract Number / Numéro du contrat NRCan-5000052875
Security Classification / Classification de sécurité

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED? La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification". Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.**
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED? La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments). Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**



Note: Last page of SRCL will be provided at Contract Award



ANNEX “D” – FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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

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

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

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



ANNEX “E” – IT SECURITY REQUIREMENTS FOR THE PROCESSING, STORAGE AND TRANSMISSION OF PROTECTED B INFORMATION

IT Security Requirements for the Processing, Storage and Transmittal of Protected B Information

Contract #:	
Department:	Natural Resources Canada
Contractor/Supplier:	



- 1. INTRODUCTION.....74**
- 2. MANDATORY PREREQUISITES.....74**
 - 2.1. PWGSC Validation for Physical Security.....74
 - 2.2. Personnel Security74
 - 2.3. Information Security74
 - 2.4. Security Policy Compliance Monitoring75
- 3. MINIMUM IT SECURITY REQUIREMENTS.....75**
 - 3.1. IT Security Policy Compliance and Monitoring75
 - 3.1.....75
 - 3.2. Prevention.....75
 - 3.2.1 Physical Security within the IT Security Environment75
 - 3.2.2 Storage, Disposal and Destruction of IT Media76
 - 3.2.3 Authorization and Access Control.....76
 - 3.2.4 Cryptography, Network Security and Perimeter Defence76
 - 3.2.5 Mobile Computing and Teleworking77
 - 3.2.6 Software Integrity and Security Configuration77
 - 3.2.7 Malicious Code.....77
 - 3.3. Detection.....77
 - 3.4. Response and Recovery78
 - 3.4.1 Incident Response.....78
 - 3.4.2 Incident Reporting78
 - 3.4.3 Recovery78
- 4. CONCLUSION78**



1. INTRODUCTION

This document outlines the Department's IT Security requirements, in conjunction with any other Canadian Industrial Security Directorate (CISD) requirements, in support of the Contractor/Supplier obtaining an official CISD written approval to use their IT system to process and store Protected B information.

In absence of a formal Threat-Risk Assessment (TRA) and due to the IT portion of the Security clearance being contract specific, the intent of this document is to state the minimum safeguards required in order that the processing and storage of Protected B information be approved by the Department's IT Security Coordinator (ITSC).

Security is based upon layers of protection; that is, in order for the requirements of the IT Security (ITS) to effectively safeguard the information, they must be preceded and supported by other aspects of security and the associated policies. The physical, personnel and information security safeguards in accordance with the Policy on Government Security and ITS related Standards must exist prior to the implementation of ITS safeguards.

2. MANDATORY PREREQUISITES

2.1. PWGSC Validation for Physical Security

The application of the security safeguards listed in this document are based on the *mandatory requirement* that the physical premises of the Contractor/Supplier have been inspected, certified and accredited to process and store Protected B information by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services. Hence, for the duration of this contract, the Contractor/Supplier must hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of Protected B issued by the CISD.

2.2. Personnel Security

All Contractor/Supplier personnel who have access to the material being processed and stored must hold a valid Government of Canada (GC) Reliability Check and Status or a Security Clearance and have the "*need to know*".

All of the Contractor/Supplier personnel handling Protected B information, in relation to this contract, must attend a mandatory security training/briefing session coordinated and delivered by the Contractor's/Supplier's appointed Company Security Officer or alternates.

2.3. Information Security

All hard copy documents and other media formats must be handled and transported in accordance with GC guidelines. All hard copy documents and other media will be marked with the appropriate security classification. Any covering letter, transmittal form or circulation slip will be marked to indicate the highest level of classification of the documents.



Transportation of information associated with this contract into or out of the physical premises must adhere to RCMP G1-009 “*Transport and Transmittal of Protected and Classified Information*”. All processing and storage of Protected B information must be performed within the confines of CISD approved physical locations for this contract.

2.4. Security Policy Compliance Monitoring

The Department retains the right to conduct inspections of the Contractor/Supplier facility to ensure compliance with GC standards and policies with respect to the handling, storage and processing of information relevant to this contract.

3. MINIMUM IT SECURITY REQUIREMENTS

In conjunction with any other requirements established by the CISD, the Contractor/Supplier must meet the following IT Security requirements established by the Department.

Furthermore, the Contractor/Supplier must ensure that effective security controls are in place to protect medium level Confidentiality and Integrity and, at minimum, medium level Availability. Communications Security Establishment Canada’s (CSEC’s) recommendations and guidelines must be followed. Their published ITSG-33 documentation will provide further details.

3.1. IT Security Policy Compliance and Monitoring

All information technology related operations must adhere to the overall requirements outlined in the GC’s Operational Security Standard: Management of Information Technology Security (MITS). All IT Security requirements addressed to the Department are applicable to the Contractor/Supplier.

The Department retains the right to conduct inspections of the Contractor/Supplier facility to ensure compliance with GC policies and standards with respect to requirements in the Operational Security Standard: Management of Information Technology Security.

3.2. Prevention

As per MITS section 16, the Contractor/Supplier must have all the prevention safeguards in place for the protection of confidentiality, integrity, and availability of the information and IT assets relative to this contract.

3.2.1 Physical Security within the IT Security Environment

Along with providing official assurance that the CISD has approved its facilities to process and store Protected B information, the Contractor/Supplier must ensure that all equipment used for the fulfilment of this contract reside within the CISD approved physical locations.

The Contractor/Supplier must protect all equipment being used for this contract. The use of wireless technology must be approved by the Communications Security Establishment of Canada (CSEC) for the information’s level of sensitivity.



3.2.2 Storage, Disposal and Destruction of IT Media

All material such as CD/DVDs, flash/thumb drives, workstation hard disks, server hard disks, backup tapes and any other devices used to process or store Protected B information relative to this contract must be identified and labelled accordingly.

In the event of failure and replacement of the equipment or upon termination of the contract, all devices or material must be returned or disposed of according to CSEC recommendations. The Contactor/Supplier is also responsible for clearing and sanitizing all electronic data storage devices used for this contract according to CSEC's ITSG-06 guideline.

In the event that equipment requires maintenance, support or replacement, no hardware associated with the processing or storage of protected information may be given to an outside vendor unless it has been cleared or sanitized according to CSEC recommendations found in the ITSG-06 guideline.

All media, when not in use, must be stored in a storage container which is RCMP-approved for the storage of Protected B information (G1-001 "Security Equipment Guide"). The storage container must be verified by the CISD.

3.2.3 Authorization and Access Control

The Contractor/Supplier must restrict IT and information access relative to this contract only to its individuals who have been screened and authorized, have been identified and authenticated, and have a "need to know".

In following the 'principle of least-privilege', the Contractor/Supplier must provide only the minimum access required for individuals to perform their duties.

The Contractor/Supplier must withdraw all access privileges relative to this contract from individuals no longer involved.

3.2.4 Cryptography, Network Security and Perimeter Defence

The electronic storage of Protected B information associated with this contract must be within a CISD approved IT environment.

Electronic transmission of Protected B information must be encrypted using CSEC approved technology such as Entrust Security Provider and the GC Public Key Infrastructure.

The Contractor/Supplier must segregate its networks into IT security zones and implement perimeter defence and network security safeguards. CSEC provides the ITSG-38 and ITSG-22 guidelines on this specific subject. As well, the Contractor/Supplier must apply strict control of all access to the protected zone where the information associated with this contract resides. Network perimeter defence safeguards (e.g. firewalls, routers) must be used to mediate all traffic and to protect servers that are accessible from the internet. The Contractor/Supplier must use CSEC approved encryption technology to ensure confidentiality, integrity, authentication and non-repudiation.



The Need-to-Know principle must be applied and transmission must be restricted only to CISD approved recipients.

3.2.5 *Mobile Computing and Teleworking*

All processing and storage of Protected B information must be performed within the confines of the CISD approved physical locations for this contract.

3.2.6 *Software Integrity and Security Configuration*

The Contractor/Supplier should configure the security of their operating systems and application software being used to process Protected B information in accordance with security best practices (such as the Microsoft Security Compliance Toolkits for servers and clients). Safeguards must be implemented to "harden" servers and workstations processing Protected B information. For more information on software hardening and configuration best practices, refer to the best practices issued by CSEC, by the National Institute for Standards and Technology (NIST) and by the Center for Internet Security.

3.2.7 *Malicious Code*

The Contractor/Supplier must install, use and regularly update antivirus software and conduct scans on all electronic files from external systems.

Detection

It is important to have the ability to detect security related issues within the operating environment. The rigor and extent of detection must be based on a medium level of risk. To protect the information associated with this contract and ensure service delivery, the Contractor/Supplier must continuously monitor system performance to rapidly detect:

- Attempts (failed or successful) to gain unauthorized access to a system, or to bypass security mechanisms.
- Unauthorized probes or scans to identify system vulnerabilities.
- Unplanned disruption of systems or services.
- Denial-of-service attacks
- Unauthorized changes to system hardware, firmware, or software.
- System performance anomalies, and
- Known attack signatures.

At minimum, the Contractor/Supplier must include a security audit log function in all IT systems.



3.4. Response and Recovery

3.4.1 Incident Response

The Contractor/Supplier must establish mechanisms to respond effectively to IT incidents and exchange incident-related information with the Department immediately. The Contractor/Supplier must have a documented incident response process.

3.4.2 Incident Reporting

It is paramount that the Department is made aware of any security-related incidents with respect to the facilities and equipment used to process and store Protected B information associated with this contract.

The Contractor/Supplier must report any security-related incidents to the Department within *two hours* of an incident being detected or reported.

3.4.3 Recovery

Before reconnecting or restoring services, the Contractor/Supplier must ensure that all malicious software has been removed and that there is no potential for recurrence or spread.

With regards to the information associated with this contract, the Contractor/Supplier must:

- Back up the data regularly
- Test backups regularly to ensure that they can be used for recovery
- Back up all software and configuration data
- Facilitate the restoration of data and services by allowing systems to undo operations and return to an earlier state.
- Test restoration procedures regularly to ensure that they are effective and that they can be completed within the time allotted for recovery.
- Determine retention periods for essential business information and archived backups, and
- Ensure that off-site backup storage is within a CISC approved location if no CSEC approved encryption is being used.

Note that system recovery should be conducted in a manner that preserves the integrity of evidence, in the event of a criminal investigation of a security breach, for example.

CONCLUSION

In absence of a formal TRA, this document has established the Department's basic IT Security requirements for the processing and storage of up to and including Protected B information.

Through the Canadian Industrial Security Directorate's invaluable input and expertise at certifying that the Contractor/Supplier has met all IT Security requirements, the Department will be reassured that risks have, most likely, been mitigated to acceptable levels.



ANNEX “F” – IT SECURITY ASSESSMENT GRID

Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
ACCESS CONTROL (AC):						
AC-2	Account Management	Technical	Account Management	<p>(A) The organization identifies and selects the following types of information system accounts to support organizational missions/business functions: [Assignment: organization-defined information system account types].</p> <p>(B) The organization assigns account managers for information system accounts.</p> <p>(C) The organization establishes conditions for group and role membership.</p> <p>(D) The organization specifies authorized users of the information system, group and role membership, and access authorizations (i.e., privileges) and other attributes (as required) for each account.</p> <p>(E) The organization requires approvals by [Assignment: organization-defined personnel or roles] for requests to create information system accounts.</p> <p>(F) The organization creates, enables, modifies, disables, and removes information system accounts in accordance with [Assignment: organization-defined procedures or conditions].</p> <p>(G) The organization monitors the use of information system accounts.</p> <p>(H) The organization notifies account managers:</p> <ul style="list-style-type: none"> (a) When accounts are no longer required; (b) When users are terminated or transferred; and (c) When individual information system usage or need-to-know changes. <p>(I) The organization authorizes access to the information system based on:</p> <ul style="list-style-type: none"> (a) A valid access authorization; (b) Intended system usage; and (c) Other attributes as required by the organization or associated missions/business functions. <p>(J) The organization reviews accounts for compliance with account management requirements [Assignment: organization-defined frequency].</p> <p>(K) The organization establishes a process for reissuing shared/group account credentials (if deployed) when individuals are removed from the group.</p>	Types of accounts for what roles who approves requests to join	
AC-3	Access Enforcement	Technical	Access Enforcement	<p>(A) The information system enforces approved authorizations for logical access to information and system resources in accordance with applicable access control policies.</p>	Access is provided as a result of an authorization, not by default.	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
AC-7	Unsuccessful Login Attempts	Technical	Unsuccessful Logon Attempts	(A) The information system enforces a limit of [Assignment: organization-defined number] consecutive invalid logon attempts by a user during a [Assignment: organization-defined time period]. (B) The information system automatically [Selection: locks the account/node for an [Assignment: organization-defined time period]]; locks the account/node until released by an administrator; delays next logon prompt according to [Assignment: organization-defined delay algorithm]] when the maximum number of unsuccessful attempts is exceeded.	limits on unsuccessful login attempts Does the system lock the account for a period of time? Until reset by an admin?	
AC-8	System Use Notification	Technical	System Use Notification	(A) The information system displays to users [Assignment: organization-defined system use notification message or banner] before granting access to the system that provides privacy and security notices in accordance with the TBS Policy on the Use of Electronic Networks [Reference 5]. (B) The information system retains the notification message or banner on the screen until users acknowledge the usage conditions and take explicit actions to log on to or further access the information system. (C) The information system for publicly accessible systems: (a) Displays system use information [Assignment: organization-defined conditions], before granting further access; (b) Displays references, if any, to monitoring, recording, or auditing that are consistent with privacy accommodations for such systems that generally prohibit those activities; and (c) Includes a description of the authorized uses of the system.	Is there a banner displayed when user log-in?	
AC-14	Permitted Actions Without Identification or Authentication	Technical	Permitted Actions without Identification or Authentication	(A) The organization identifies [Assignment: organization-defined user actions] that can be performed on the information system without identification or authentication consistent with organizational missions/business functions. (B) The organization documents and provides supporting rationale in the security plan for the information system, user actions not requiring identification or authentication.	Are there certain actions that are permitted BEFORE the use is required to log-in?	
AC-20	Use of External Information Systems	Technical	Use of External Information Systems	(A) The organization establishes terms and conditions, consistent with any trust relationships established with other organizations owning, operating, and/or maintaining external information systems, allowing authorized individuals to access the information system from external information systems. (B) The organization establishes terms and conditions, consistent with any trust relationships established with other organizations owning, operating, and/or maintaining external information systems, allowing authorized individuals to process, store, or transmit organization-controlled information using external information systems.	If the system leverages external systems, then the terms and conditions must be consistent with the security provisions on your IT system.	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
AUDIT & ACCOUNTABILITY (AU):						
AU-2	Auditable Events	Technical	Audit Events	(A) The organization determines that the information system is capable of auditing the following events: [Assignment: organization-defined auditable events]. (B) The organization coordinates the security audit function with other organizational entities requiring audit-related information to enhance mutual support and to help guide the selection of auditable events. (C) The organization provides a rationale for why the auditable events are deemed to be adequate to support after-the-fact investigations of security incidents. (D) The organization determines that the following events are to be audited within the information system: [Assignment: organization-defined audited events (the subset of the auditable events defined in AU-2 a.) along with the frequency of (or situation requiring) auditing for each identified event].	your system must be capable of auditing events that are pertinent to your business AND that support user accountability. Furthermore, you should leverage departmental audit processing capabilities.	
AU-3	Content of Audit Records	Technical	Content of Audit Records	(A) The information system generates audit records containing information that establishes what type of event occurred, when the event occurred, where the event occurred, the source of the event, the outcome of the event, and the identity of any individuals or subjects associated with the event.	audit records for the system contain sufficient information as described	
AU-5	Response To Audit Processing Failures	Technical	Response to Audit Processing Failures	(A) The information system alerts [Assignment: organization-defined personnel or roles] in the event of an audit processing failure; and (B) The information system takes the following additional actions: [Assignment: organization-defined actions to be taken (e.g., shut down information system, overwrite oldest audit records, stop generating audit records)].	What happens when the audit log is full?	
AU-8	Time Stamps	Technical	Time Stamps	(A) The information system uses internal system clocks to generate time stamps for audit records. (B) The information system records time stamps for audit records that can be mapped to Coordinated Universal Time (UTC) or Greenwich Mean Time (GMT) and meets [Assignment: organization-defined granularity of time measurement].	how are you obtaining time source for the system? Is it used by the audit function?	
AU-9	Protection of Audit Information	Technical	Protection of Audit Information	(A) The information system protects audit information and audit tools from unauthorized access, modification, and deletion.	self-explanatory	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
AU-12	Audit Generation	Technical	Audit Generation	(A) The information system provides audit record generation capability for the auditable events defined in AU-2 a. at [Assignment: organization-defined information system components]. (B) The information system allows [Assignment: organization-defined personnel or roles] to select which auditable events are to be audited by specific components of the information system. (C) The information system generates audit records for the events defined in AU-2 d. with the content defined in AU-3.	the system is capable of creating the audit events required. Also have the ability to select the relevant audit events?	
IDENTIFICATION & AUTHENTICATION (IA):						
IA-2	Identification and Authentication (Organizational Users)	Technical	Identification and Authentication (Organizational Users)	(A) The information system uniquely identifies and authenticates organizational users (or processes acting on behalf of organizational users).	user identification must be unique	
IA-2(10)	Identification and Authentication (Organizational Users)	Technical	Identification and Authentication (Organizational Users) Single Sign-On	IDENTIFICATION AND AUTHENTICATION SINGLE SIGN-ON The information system provides a single sign-on capability for [Assignment: organization-defined list of information system accounts and services].	are you implementing a single sign-on capability or perhaps leveraging one?	
IA-4	Identifier Management	Technical	Identifier Management	(A) The organization manages information system identifiers by receiving authorization from [Assignment: organization-defined personnel or roles] to assign an individual, group, role, or device identifier. (B) The organization manages information system identifiers by selecting an identifier that identifies an individual, group, role, or device. (C) The organization manages information system identifiers by assigning the identifier to the intended individual, group, role, or device. (D) The organization manages information system identifiers by preventing reuse of identifiers for [Assignment: organization-defined time period]. (E) The organization manages information system identifiers by disabling the identifier after [Assignment: organization-defined time period of inactivity].	how are users obtaining their ID?	
IA-5	Authenticator Management	Technical	Authenticator Management	(A) The organization manages information system authenticators by verifying, as part of the initial authenticator distribution, the identity of the individual, group, role, or device receiving the authenticator. (B) The organization manages information system authenticators by establishing initial authenticator content for authenticators defined by the organization. (C) The organization manages information system authenticators by ensuring that authenticators have	user authentication (i.e. passwords)	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
				<p>sufficient strength of mechanism for their intended use.</p> <p>(D) The organization manages information system authenticators by establishing and implementing administrative procedures for initial authenticator distribution, for lost/compromised or damaged authenticators, and for revoking authenticators.</p> <p>(E) The organization manages information system authenticators by changing the default content of authenticators prior to information system installation.</p> <p>(F) The organization manages information system authenticators by establishing minimum and maximum lifetime restrictions and reuse conditions for authenticators.</p> <p>(G) The organization manages information system authenticators by changing/refreshing authenticators [Assignment: organization-defined time period by authenticator type].</p> <p>(H) The organization manages information system authenticators by protecting authenticator content from unauthorized disclosure and modification.</p> <p>(I) The organization manages information system authenticators by requiring individuals to take, and having devices implement, specific security safeguards to protect authenticators.</p> <p>(J) The organization manages information system authenticators by changing authenticators for group/role accounts when membership to those accounts changes.</p>		
IA-5(1)	Authenticator Management	Technical	Authenticator Management Password-Based Authentication	<p>AUTHENTICATOR MANAGEMENT PASSWORD-BASED AUTHENTICATION</p> <p>(a) The information system, for password-based authentication, enforces minimum password complexity of [Assignment: organization-defined requirements for case sensitivity, number of characters, mix of upper-case letters, lower-case letters, numbers, and special characters, including minimum requirements for each type];</p> <p>(b) The information system, for password-based authentication, enforces at least the following number of changed characters when new passwords are created: [Assignment: organization-defined number];</p> <p>(c) The information system, for password-based authentication, stores and transmits only cryptographically-protected passwords;</p> <p>(d) The information system, for password-based authentication, enforces password minimum and maximum lifetime restrictions of [Assignment: organization-defined numbers for lifetime minimum, lifetime maximum];</p> <p>(e) The information system, for password-based authentication prohibits password reuse for [Assignment: organization-defined number] generations; and</p> <p>(f) The information system, for password-based authentication allows the use of a temporary password for system logons with an immediate change to a permanent password.</p>	see departmental password policy	
IA-6	Authenticator Feedback	Technical	Authenticator Feedback	<p>(A) The information system obscures feedback of authentication information during the authentication process to protect the information from possible exploitation/use by unauthorized individuals.</p>	how are passwords (or other authenticators) protected during use?	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
IA-7	Cryptographic Module Authentication	Technical	Cryptographic Module Authentication	(A) The information system implements mechanisms for authentication to a cryptographic module that meet the requirements of applicable GC legislation and TBS policies, directives, and standards for such authentication.	Authentication that implements cryptography must comply with cryptography guidance	
IA-8	Identification and Authentication (Non-Organizational Users)	Technical	Identification and Authentication (Non-Organizational Users)	(A) The information system uniquely identifies and authenticates non-organizational users (or processes acting on behalf of non-organizational users).	external users must also be uniquely identified.	
SYSTEM & COMMUNICATIONS PROTECTION (SC):						
SC-2(1)	Application Partitioning	Technical	Application Partitioning Interfaces for Non-Privileged Users	APPLICATION PARTITIONING INTERFACES FOR NON-PRIVILEGED USERS The information system prevents the presentation of information system management-related functionality at an interface for non-privileged users.	admin functions are not presented to users	
SC-5	Denial of Service Protection	Technical	Denial of Service Protection	(A) The information system protects against or limits the effects of the following types of denial of service attacks: [Assignment: organization-defined types of denial of service attacks or reference to source for such information] by employing [Assignment: organization-defined security safeguards].	what safeguards are in place to protect against Denial of Service attacks?	
SC-13	Cryptographic Protection	Technical	Cryptographic Protection	(A) The information system implements [Assignment: organization-defined cryptographic uses and type of cryptography required for each use] in accordance with applicable GC legislation and TBS policies, directives and standards.	when cryptography is involved it must be in accordance with GC rules	
CONFIGURATION MANAGEMENT (CM):						
CM-2	Baseline Configuration	Operational	Baseline Configuration	(A) The organization develops, documents, and maintains under configuration control, a current baseline configuration of the information system.	Do you have a baseline for your system? Is it maintained in	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
					configuration control?	
CM-4	Security Impact Analysis	Operational	Security Impact Analysis	(A) The organization analyzes changes to the information system to determine potential security impacts prior to change implementation.	Following the departmental Change Management Process. 1. Request for Change 2. Change request analysis 3. Security Impact Assessment.	
CONTINGENCY PLAN (CP):						
CP-2	Contingency Plan	Operational	Contingency Plan	<p>A) The organization develops a contingency plan for the information system that:</p> <ul style="list-style-type: none"> (a) Identifies essential missions and business functions and associated contingency requirements; (b) Provides recovery objectives, restoration priorities, and metrics; (c) Addresses contingency roles, responsibilities, and assigned individuals with contact information; (d) Addresses maintaining essential missions and business functions despite an information system disruption, compromise, or failure; (e) Addresses eventual, full information system restoration without deterioration of the security safeguards originally planned and implemented; and (f) Is reviewed and approved by [Assignment: organization-defined personnel or roles]. <p>(B) The organization distributes copies of the contingency plan to [Assignment: organization-defined key contingency personnel (identified by name and/or by role) and organizational elements].</p> <p>(C) The organization coordinates contingency planning activities with incident handling activities.</p> <p>(D) The organization reviews the contingency plan for the information system [Assignment: organization-defined frequency].</p>	Contingency planning requirements include a variety of sub-elements. This control contains most topics that should be covered.	
				<p>(E) The organization updates the contingency plan to address changes to the organization, information system, or environment of operation and problems encountered during contingency plan implementation, execution, or testing.</p> <p>(F) The organization communicates contingency plan changes to [Assignment: organization-defined key contingency personnel (identified by name and/or by role) and organizational elements].</p> <p>(G) The organization protects the contingency plan from unauthorized disclosure and modification.</p>		



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
CP-3	Contingency Training	Operational	Contingency Training	(A) The organization provides contingency training to information system users consistent with assigned roles and responsibilities within [Assignment: organization-defined time period] of assuming a contingency role or responsibility. (B) The organization provides contingency training to information system users consistent with assigned roles and responsibilities when required by information system changes. (C) The organization provides contingency training to information system users consistent with assigned roles and responsibilities [Assignment: organization-defined frequency] thereafter.	If your system requires Contingency planning, this must include training the appropriate resources that play a role in the contingency procedures.	
CP-4	Contingency Plan Testing and Exercises	Operational	Contingency Plan Testing	(A) The organization tests the contingency plan for the information system [Assignment: organization-defined frequency] using [Assignment: organization-defined tests] to determine the effectiveness of the plan and the organizational readiness to execute the plan. (B) The organization reviews the contingency plan test results. (C) The organization initiates corrective actions, if needed.	Is there a contingency plan for the system? Are you testing it?	
CP-9	Information System Backup	Operational	Information System Backup	(A) The organization conducts backups of user-level information contained in the information system [Assignment: organization-defined frequency consistent with recovery time and recovery point objectives]. (B) The organization conducts backups of system-level information contained in the information system [Assignment: organization-defined frequency consistent with recovery time and recovery point objectives]. (C) The organization conducts backups of information system documentation including security-related documentation [Assignment: organization-defined frequency consistent with recovery time and recovery point objectives]. (D) The organization protects the confidentiality, integrity, and availability of backup information at storage locations. (AA) The organization determines retention periods for essential business information and archived backups.	backup includes user information and system information Retention period for these backups is defined.	
CP-10	Information System Recovery and Reconstitution	Operational	Information System Recovery and Reconstitution	(A) The organization provides for the recovery and reconstitution of the information system to a known state after a disruption, compromise, or failure.	considerations for the testing phase	
INCIDENT RESPONSE (IR):						
IR-4	Incident Handling	Operational	Incident Handling	(A) The organization implements an incident handling capability for security incidents that includes preparation, detection and analysis, containment, eradication, and recovery. (B) The organization coordinates incident handling activities with contingency planning activities.	IT security related incidents are handled	



Control ID	Name	Class	Title	Definition	High-Level interpretation (simplified wording)	Control implemented? YES or NO
				(C) The organization incorporates lessons learned from ongoing incident handling activities into incident response procedures, training, and testing/exercises, and implements the resulting changes accordingly.	as expected for business continuity.	
SYSTEM & INFORMATION INTEGRITY (SI):						
SI-3	Malicious Code Protection	Operational	Malicious Code Protection	(A) The organization employs malicious code protection mechanisms at information system entry and exit points to detect and eradicate malicious code. (B) The organization updates malicious code protection mechanisms whenever new releases are available in accordance with organizational configuration management policy and procedures.	Monitoring against potential vulnerabilities is in place with security patches applied in a timely manner.	
SI-4(5)	Information System Monitoring	Operational	Information System Monitoring System-Generated Alerts	INFORMATION SYSTEM MONITORING SYSTEM-GENERATED ALERTS The information system alerts [Assignment: organization-defined personnel or roles] when the following indications of compromise or potential compromise occur: [Assignment: organization-defined compromise indicators].	IT system can send an alert to appropriate personnel in case of suspected compromise	