



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

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**  
Place du Portage, Phase III  
Core 0B2 / Noyau 0B2  
11 Laurier St., 11, rue Laurier  
Gatineau  
K1A 0S5  
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

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

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

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

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

**Comments - Commentaires**

<b>Title - Sujet</b> HRP-RHP - RPA Sustainment Phase	
<b>Solicitation No. - N° de l'invitation</b> E60ZM-211209/A	<b>Date</b> 2020-10-09
<b>Client Reference No. - N° de référence du client</b> 20211209	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XE-685-38526	
<b>File No. - N° de dossier</b> 685xe.E60ZM-211209	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-10-30</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Dooley, Ian	<b>Buyer Id - Id de l'acheteur</b> 685xe
<b>Telephone No. - N° de téléphone</b> (613) 482-9536 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

Business Transformation and Systems Integration  
Service/Division de transformation des opérations et  
d'intégrat  
Special Procurement Initiative Dir  
Dir. des initiatives spéciales  
d'approvisionnement  
Terrasses de la Chaudière 4th Floo  
10 Wellington Street  
Gatineau  
Québec

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

Solicitation No. - N° de l'offre  
E60ZM-211209/A  
N° de réf. du client - Client Ref. No.  
E60ZM-211209

N° de la modif - Amd. No.  
File No. - N° du dossier  
685xe.E60ZM-211209/A

Id de l'acheteur - Buyer ID  
685xe  
N° CCC / CCC No./ N° VME - FMS

# REQUEST FOR PROPOSAL (RFP)

## E60ZM-211209/A

### STREAM 1:

## HRP-RHP - ROBOTIC PROCESS AUTOMATION (RPA) SUSTAINMENT PHASE

## PHOENIX PAY STABILIZATION CHALLENGE

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Annex A - Statement of Work

- Appendix A to Annex A - Tasking Assessment Procedure;
- Appendix B to Annex A - Task Authorization (TA) Form;
- Appendix C to Annex A - Resource Assessment Criteria and Response Table;
- Appendix D to Annex A - Certifications at the TA stage;

Annex B - Basis of Payment

Annex C - Security Requirements Check List

**List of Attachments to the RFP:**

Attachment 1 Technical Evaluation Criteria

Attachment 2 Financial Evaluation Table

**Bidder Forms:**

Form 1 - Bid Submission Form

Form 2 - Declaration Form

Form 3 - List of Names Form

## REQUEST FOR PROPOSAL

### HRP-RHP - ROBOTIC PROCESS AUTOMATION (RPA) SUSTAINMENT PHASE

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ

#### 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, if applicable, and the basis of selection;
- Part 5** Certifications: includes the certifications to be provided;
- Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

##### 1.2 Summary

- (a) This RFP is being issued to firms who qualified by submitting a response to the Invitation to Qualify (ITQ) **EN920-190988/G**, under Stream 1, Request Automation. Only those firms who were deemed Qualified Respondents under the corresponding stream as a result of the ITQ process, will be eligible to submit a bid and participate in this RFP. This RFP is not open to bidders, other than those who were deemed compliant, Qualified Bidders, under the ITQ process.
- (b) This bid solicitation is being issued to satisfy the requirement of Public Services and Procurement Canada (PSPC) (the "**Client**") for IT professional services to support the Sustainment Phase of the Robotic Process Automation project. From a definition perspective, sustainment is defined as post implementation support of the project. It is intended to result in the award of one Task Authorization-based contract, for a period of one year, with the options to extend the period of performance by up to two additional one-year periods.
- (c) The Resource Categories and estimated number of resources described below are required on an as and when requested basis in accordance with the Annex A: Statement of Work:

RPA RESOURCE CATEGORY	ESTIMATED NUMBER OF RESOURCES REQUIRED
Software Developer	1
Quality Assurance (QA) Tester	1
Project Manager	1
Enterprise Architect	1
Trainer	1
Release Manager	1
Security Analyst	1
Analyst	1
Controller	1

(d) 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 organizational security screening or security clauses, Bidders should refer to the Industrial and Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

(e) The requirement is subject to the provisions of the following:

- Canada-Colombia Free Trade Agreement (CCoFTA)
- Canada-Peru Free Trade Agreement (CPFTA)
- Canada-Chile Free Trade Agreement (CCFTA)
- World Trade Organization-Agreement on Government Procurement (WTO-AGP)
- Canada-Panama Free Trade Agreement (CPaFTA)
- Canada-Korea Free Trade Agreement (CKFTA)
- Canadian Free Trade Agreement (CFTA)
- Canada – EU Comprehensive Economic and Trade Agreement (CETA)
- Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP)

The Comprehensive Land Claims Agreements (CLCAs) do not apply.

### 1.3 Debriefings

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

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 3 of Section 01, Integrity Provisions - Bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:

#### 3. List of Names

- a) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA).
- b) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
- (e) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: 60 days  
Insert: 240 days

### 2.2 Submission of Bids

- (a) Bids must be submitted to Public Works and Government Services Canada PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation;
- (b) Submission of Response: Respondents must use the epost Connect service provided by Canada Post Corporation to transmit their response electronically, in accordance with the Standard Instructions 2003 08 (2018-05-22) paragraph 2.
- (c) [epost Connect](#)
  - i) Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect](#) service provided by Canada Post Corporation.
    - 1. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is: [tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidReceiving.pwgsc@tpsgc-pwgsc.gc.ca) or, if applicable, the email address identified in the bid solicitation.

- ii) To submit a bid using [epost Connect](#) service, the Bidder must either:
  - 1. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
  - 2. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- iii) If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
- iv) If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
- v) The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
- vi) It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
- vii) For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
  - 1. receipt of a garbled, corrupted or incomplete bid;
  - 2. availability or condition of the epost Connect service;
  - 3. incompatibility between the sending and receiving equipment;
  - 4. delay in transmission or receipt of the bid;
  - 5. failure of the Bidder to properly identify the bid;
  - 6. illegibility of the bid;
  - 7. security of bid data; or,
  - 8. inability to create an electronic conversation through the epost Connect service.
- viii) The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- ix) Bidders must ensure that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with

the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.

- x) A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

### 2.3 Former Public Servant

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

- (b) **Definitions**

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

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

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

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

- (c) **Former Public Servant in Receipt of a Pension**

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

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

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

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

(d) **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

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

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

## 2.4 Enquiries - Bid Solicitation

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

## 2.5 Applicable Laws

- (a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.
- (b) Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. (*Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.*)

## 2.6 Volumetric Data

The Appendices to the SOW include data that have been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future resourcing needs will be consistent with this data. It is provided purely for information purposes.

## 2.7 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
  - Office of the Procurement Ombudsman (OPO)
  - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are strict deadlines for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

(a) Epost Connect Bid Submission

Canada requires that the Bidder submits its bid in accordance with section 08 of the 2003 Standard Instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

(b) Canada requests that Bidders provide their bid in separate sections as follows:

- (i) Section I: Technical Bid
- (ii) Section II: Financial Bid
- (iii) Section III: Certifications

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

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

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

### 3.2 Section I: Technical Bid

(a) The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form – Form 1 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Substantiation of Technical Compliance:**
  - (A) **Mandatory Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment 1, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 1, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
  - (B) **Point-Rated Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment 1, which is the requested

format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be rated accordingly. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 1, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

- (iii) **Previous Projects:** Where the bid must include a description of previous projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been commenced by the bid closing date; (iii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if more projects are provided than requested, Canada will decide in its discretion which projects will be evaluated.
- (iv) **For Proposed Resources:** The technical bid must include one résumé per Resource Category, as identified in Attachment 1. The same individual must not be proposed for more than one Resource Category. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
  - (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
  - (B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programs that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC). If the Bidder has not included the copy of the results in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit it during the evaluation period. If the Bidder has not submitted the copy of the results within 2 working days of the request by the Contracting Authority, its bid will be declared non-responsive, or rated accordingly.
  - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized

by the Canadian Information Centre for International Credentials (CICIC). If the Bidder has not included the copy of the results in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit it during the evaluation period. If the Bidder has not submitted the copy of the results within 2 working days of the request by the Contracting Authority, its bid will be declared non-responsive, or rated accordingly.

- (D) For work experience, PWGSC will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
- (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
- (F) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the qualification requirements, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
- (v) **Customer Reference Contact Information:**
- (A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC, the facts identified in the Bidder's bid, as required by Attachment 1.
- (B) The form of question to be used to request confirmation from customer references is as follows:
- Sample Question to Customer Reference: "Has [the Bidder] provided your organization with [describe the services and, if applicable, describe any required time frame within which those services must have been provided]?"*
- Yes, the Bidder has provided my organization with the services described above.
- No, the Bidder has not provided my organization with the services described above.
- I am unwilling or unable to provide any information about the services described above.
- (C) For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedule provided in Attachment 2. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive per diem rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
  - i. the rate bid must not increase by more than 5% from one time period to the next, and
  - ii. the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option to extend the Contract Period. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder. The identification and inclusion of all travel and training, as per the SOW, and all associated costs must be included.

### 3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required under any portion of this solicitation as a part of their bid.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of the Client and PSPC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
    - (A) verify any or all information provided by the Bidder in its bid; or
    - (B) contact any or all references supplied by the Bidder (e.g. references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder;the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.
  - (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Evaluation

- (a) **Mandatory Technical Criteria:**
  - (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
  - (ii) The mandatory technical criteria are described in Attachment 1.
- (b) **Point-Rated Technical Criteria:**
  - (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
  - (ii) The rated requirements are described in Attachment 1.
- (c) **Number of Resources Evaluated:**

Only a certain number of resources per Resource Category will be evaluated as part of this bid solicitation as identified in Attachment 1. Additional Resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 – Resulting Contract Clauses, the Article titled “Task Authorization”. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form’s Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract’s Statement of Work in accordance with Appendix C of Annex A.

(d) **Reference Checks:**

- (i) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for the bidder to be recommended for contract award.
- (ii) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by the Bidder using the email address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's email was sent.
- (iii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). *The Bidder will have 1 working day to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.*
- (iv) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (v) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

**4.3 Financial Evaluation- Highest Responsive Combined Rating of Technical Merit and Price**

- (a) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (b) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (c) Financial Evaluation - Method B below).
- (b) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
  - (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by adding its

firm per diem rates, or Median Rate(s) if applicable, for the Initial Contract Period and the option periods, for all the Resource Categories stated in Attachment 2 – Financial Evaluation Table. The sum of such rates will constitute the Total Bid Price for that Bidder.

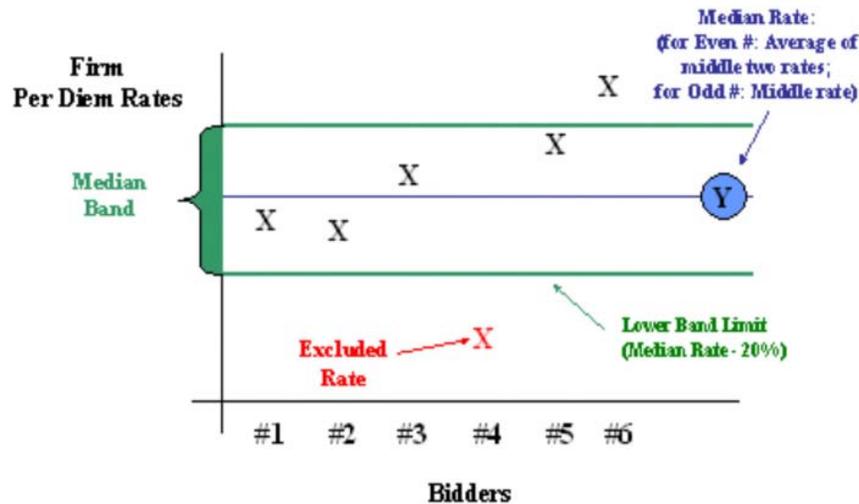
**(ii) Firm Per Diem Median Rate Evaluation**

**(A) Use:** The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

**(B) Calculation for both the Initial Contract Period and the Option Period medians:** Using the per diem rate proposed for each individual Resource Category a Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each Resource Category and will represent a range that encompasses the Median Rate to a value of minus (-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category.

For example, if the Median Rate (Y) is determined to be \$500 for a Resource Category, the Lower Band Limit would be minus (-) 20% of \$500, or \$400. If a Bidder proposes a firm per diem rate that is lower than \$400, the Median Rate of \$500 will be used in the Bidder's financial evaluation for that Resource Category.

**Resource Category Median Band Determination  
 (Even Number of Bidders)**



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

- (i) **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by adding its firm per diem rates for the Initial Contract Period and the option period(s), for all the Resource Categories stated in Attachment 2 – Financial Evaluation Table. The sum of such rates will constitute the Total Bid Price for that Bidder.

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

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the eighteen months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation; and
- (iii) in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

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

**(e) Formulae in Pricing Tables**

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

#### 4.4 Basis of Selection

- (a) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain at least 60% of the technical points for the point rated criteria identified in this bid solicitation to be declared responsive.
- (b) The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 60 while the greatest possible Total Financial Score is 40.
- (i) Calculation of Total Technical Score: The Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:
- $$\frac{\text{Technical Score}}{\text{Maximum Technical Points (bidders, please refer to the maximum technical points in Attachment 1)}} \times 60 = \text{Total Technical Score}$$
- (ii) Calculation of Total Financial Score: The Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:
- $$\frac{\text{Lowest Financial Evaluated Price}}{\text{The Bidder's Financial Evaluated Price}} \times 40 = \text{Total Financial Score}$$
- (iii) Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each responsive bid in accordance with the following formula:
- $$\text{Total Technical Score} + \text{Total Financial Score} = \text{Total Bidder Score}$$
- (c) In the event of identical Total Bidder Scores occurring, then the bid with the highest Total Technical Score will become the top-ranked bidder.
- (d) One contract may be awarded in total as a result of this bid solicitation.
- (e) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

## **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 Bid**

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

#### **(a) Declaration of Convicted Offences**

As applicable, pursuant to subsection Declaration of Convicted Offences of Section 01 of the Standard Instructions 2003, the Bidder must provide with its bid, the completed Declaration Form, included at Form 2, to be given further consideration in the procurement process.

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

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

#### **(a) Integrity Provisions – List of Names**

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, by including a completed Form 3.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

#### **(b) 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from [Employment and Social Development Canada \(ESDC\)](http://www.esdc.gc.ca/eng/employment-social-development) - 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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.

(c) **Professional Services Resources**

- (i) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (ii) If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

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

### **6.1 Security Requirement**

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

## PART 7 - RESULTING CONTRACT CLAUSES

### THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT / CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ

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

#### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the goods and services, described in the Contract, including the Statement of Work in accordance with, and at the prices set out in, the Contract.

This includes:

- (i) providing professional services, as and when requested by Canada; and
- (ii) providing training, as and when requested by Canada;

to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

- (b) **Client:** The initial Client is the Department of Public Works and Government Services Canada. However, the Contracting Authority can add additional Clients from time to time, which may include any department or Crown corporation as described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Project Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

#### 7.2 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (c) **Form and Content of draft Task Authorization:**

- (i) The Project Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Annex A.
- (ii) The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information:
  - (A) the contract number;
  - (B) the task number;
  - (C) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
  - (D) the categories of resources and the number required;
  - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
  - (F) the start and completion dates;
  - (G) any option(s) to extend initial end date (if applicable);
  - (H) milestone dates for deliverables and payments (if applicable);
  - (I) the number of person-days of effort required;
  - (J) whether the work requires on-site activities and the location;
  - (K) the language profile of the resources required;
  - (L) the level of security clearance required of resources;
  - (M) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
  - (N) any other constraints that might affect the completion of the task.
- (d) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Project Authority, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), a quotation with the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract, as well as its corresponding proposed resource(s) in accordance with Appendix A to Annex A of the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- (e) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
  - (i) To be validly issued, a TA must include the following signatures:
    - (A) for any TA, inclusive of revisions, with a value less than or equal to \$50,000.00 (excluding Applicable Taxes), the TA must be signed by:
      - (1) the Project Authority; and
      - (2) a representative from the Pay Solutions Branch (PSB); and
      - (3) the Contractor.

(B) for any TA, inclusive of revisions, with a value greater than this amount, a TA must include the following signatures:

- (1) the Project Authority; and
- (2) a representative from the Pay Solutions Branch (PSB);
- (3) the Contractor; and
- (4) the Contracting Authority.

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

(f) **Periodic Usage Reports:**

(i) The Contractor must compile and maintain records on its provision of services to the federal government under Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

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

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

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

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

- (iv) Each report must also contain the following cumulative information for all the validly issued TA's (as amended):
  - (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and
  - (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.
- (g) **Consolidation of TA's for Administrative Purposes:** The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TA's for administrative purposes.

### 7.3 Minimum Work Guarantee

- (a) In this clause,
  - (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract; and
  - (ii) **"Minimum Contract Value"** means 3% of the Maximum Contract Value on the date the contract is first issued.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
  - (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within ten business days of Contract award.

### 7.4 Inspection and Acceptance

- (a) The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

### 7.5 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.

- (a) **General Conditions:**

- (i) 2035 (2018-06-21), General Conditions - Higher Complexity - Services, apply to and form part of the Contract with the following replacements:

**Section 17 - Interest on Overdue Accounts**, of 2035 (2018-06-21) General Conditions - Higher Complexity - Services - will not apply to payments made by credit cards.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information; and
- (ii) 4008 (2008-12-12), Supplemental General Conditions - Personal Information;

apply to and form part of the Contract.

## 7.6 Security Requirement

The following security requirements apply and forms part of the Contract.

### **SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. E60ZM-211209**

1. The Contractor/Offeror must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, 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 sensitive site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CSP, PWGSC.
3. The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of 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).

## 7.7 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends one year later; and
  - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

**(b) Option to Extend the Contract:**

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

**7.8 Authorities**

**(a) Contracting Authority**

The Contracting Authority for the Contract is:

Name: Ian Dooley  
Title: Supply Team Leader  
Public Works and Government Services Canada  
Acquisitions Program  
Services and Technology Acquisition Management Directorate (STAMS)  
Address: 10 Wellington Street, 4<sup>th</sup> floor  
Gatineau, Quebec K1A 0S5  
Telephone: (613) 482-9536  
E-mail address: [ian.dooley@tpsgc-pwgsc.gc.ca](mailto:ian.dooley@tpsgc-pwgsc.gc.ca)

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

**(b) Project Authority**

The Project Authority for the Contract is: *(to be provided at contract award)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

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

**(c) Contractor's Representative**

The Contractor Representative for this contract is: **(Contractor to provide this information)**

Name: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

## 7.9 Proactive Disclosure of Contracts with Former Public Servants

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

## 7.10 Sharing of Contractor's Resources within PWGSC

For the duration of the contract, the Contractor must not assign resources to this project who are otherwise being assigned to other projects within PWGSC.

## 7.11 Payment

### (a) Basis of Payment

- (i) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (ii) **Professional Services provided under a Task Authorization with a Firm Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B), Applicable Taxes extra.
- (iii) **Travel and Living Expenses – National Joint Council Travel Directive** The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle expenses provided in Appendices B, C and D of the [National Joint Council Travel Directive](#) and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". All travel must have the prior authorization of the Project Authority. Travel requests will only be considered for a work location which is located more than 100 kilometers from the National Capital Region. All payments are subject to government audit.
- (iv) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (v) **Contractor's Firm Per Diem Rates:** The Contractor agrees that the rates set out in Annex B remain firm throughout the Contract Period, except as may be provided for in the express terms of the contract. In reference to Article 18(1) of SACC General Conditions 2035, the Contractor acknowledges that its obligation to provide services in accordance with the firm rates set out in Annex B is unaffected by the application

of any existing law or any new law which may come into effect during the Contract Period.

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

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

- (i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included.
- (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- (A) when it is 75 percent committed, or
  - (B) 4 months before the contract expiry date, or
  - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,
- whichever comes first.
- (iv) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) **Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly issued under the Contract that contains a maximum price:

- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

- (d) **Method of Payment for Task Authorizations with a Firm Price – Milestone Payments:** Canada will make milestone payments in accordance with the Schedule of Milestones detailed in the Task Authorisation and the payment provision of the Contract if:
- (i) an accurate and complete claim for payment using PWGSC-TPSGC 1111, Claim for Progress Payment, and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
  - (ii) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
  - (iii) all the Work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.
- (e) **Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion:** Canada will pay the Contractor upon completion and delivery of all the Work associated with the validly issued Task Authorization in accordance with the payment provisions of the Contract if:
- (i) 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;
  - (ii) all such documents have been verified by Canada; and
  - (iii) the Work delivered has been accepted by Canada.
- (f) **Discretionary Audit**
- (i) C0705C (2010-01-11), Discretionary Audit.
- (g) **No Responsibility to Pay for Work not Performed due to Closure of Government Offices**
- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
  - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

## 7.12 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (c) The Contractor must provide the original and two copies of each invoice to the Project Authority, and a copy to the Contracting Authority.

### 7.13 Certifications

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, or 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.

### 7.14 Federal Contractors Program for Employment Equity - Default by Contractor

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

### 7.15 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_. **(To be completed by the Contractor)**

### 7.16 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
  - (i) 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information;
  - (ii) 4008 (2008-12-12), Supplemental General Conditions - Personal Information;
- (c) General Conditions 2035 (2018-06-21);
- (d) Annex A, Statement of Work including its Appendices as follows:
  - (i) Appendix A to Annex A - Tasking Assessment Procedure;
  - (ii) Appendix B to Annex A - Task Authorization (TA) Form;
  - (iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;
  - (iv) Appendix D to Annex A - Certifications at the TA stage;
- (e) Annex B, Basis of Payment
- (f) Annex C, Security Requirements Check List;

- (g) the validly issued Task Authorizations and any required certifications (including all of their annexes, if any); and
- (h) the Contractor's bid dated \_\_\_\_\_, (as clarified on \_\_\_\_\_ "or" as amended on \_\_\_\_\_), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

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

- (a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

#### **7.18 Insurance Requirements**

- (a) SACC Manual Clause G1005C (2016-01-28) Insurance - No Specific Requirement

#### **7.19 Limitation of Liability - Information Management/Information Technology**

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
  - (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
    - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
    - (B) physical injury, including death.
  - (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
  - (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
  - (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any

payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.

- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
- (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

**(c) Third Party Claims:**

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

- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

## 7.20 Professional Service – General

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

### Replacement of Specific Individuals

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

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

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

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

- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or

replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order a resource to stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

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

## 7.21 Professional Services for Pre-Existing Software

- (a) **Pre-Existing Software:** The "**Pre-Existing Software**" consists of the computer programs listed in Annex A, which are either proprietary to Canada or licensed to Canada by a third party, in respect of which Canada requires certain professional services.
- (b) **Software Services:** During the Contract Period, the Contractor must provide the Client with the following "**Services for Pre-Existing Software**" as and when requested by Canada through a Task Authorization:
  - (i) accessing, downloading, storing, installing, loading, processing, configuring and implementing any additional software code related to the Pre-Existing Software (such as new releases, versions, patches, and bug fixes), as soon as it becomes available;
  - (ii) keeping track of the software publisher's software releases for the purpose of configuration control;
  - (iii) manage the operations of the Robotic Process Automation Sustainment Phase; and
  - (iv) any other services described in a validly issued Task Authorization.
- (c) **No Software Development:** The Contractor is not required to develop, program or provide additional software code related to the Pre-Existing Software as part of the Work performed under the Contract.
- (d) **Providing Training related to Pre-Existing Software:**
  - (i) The Contractor must provide training in the use of the Pre-Existing Software on an "as-and-when-requested" basis during the Contract Period when a Task Authorization for training is validly issued in accordance with the Contract.
  - (ii) The training must be provided at various locations across Canada, as requested in the Task Authorization.
  - (iii) The training must be available within 15 working days of the Task Authorization being issued.
  - (iv) The training, including both the instruction and the course materials, must be provided in the language specified in the Task Authorization.
  - (v) Before providing any training, at least 10 working days in advance of the first training session, the Contractor must submit the course syllabus and schedule, the training materials, and the names and qualifications of the instructors to the Project Authority for approval.
- (e) **Title:** Except as otherwise specifically provided in these Articles of Agreement, title to the Pre-Existing Software will be unaffected by the performance of the Services for Pre-Existing Software and, to the extent that the Pre-Existing Software is subject to a license for use from a third party, its use will remain subject to the conditions of Canada's license.
- (f) **Access:** Canada will provide to the Contractor any information regarding any passwords, authorization codes or similar information that might be necessary to perform the Software Services, provided that in doing so Canada is not in default of any obligations regarding the use of the Pre-Existing Software. The Contractor agrees that it is a term of the Contract that it will not

disclose or distribute any part of the Pre-Existing Software to any other person or entity or otherwise violate the proprietary rights of the owner of the Pre-Existing Software.

#### **7.22 Safeguarding Electronic Media**

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

#### **7.23 Reporting Requirements**

The Contractor must provide reports to the Project Authority or the Contracting Authority, upon request, per the SOW.

#### **7.24 Representations and Warranties**

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

#### **7.25 Access to Canada's Property and Facilities**

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

#### **7.26 Government Property**

Canada agrees to supply the Contractor with the items required to perform the work, as indicated in the SOW. The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

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

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

#### **7.28 Termination for Convenience**

With respect to Section 30 of General Conditions 2035, if applicable, subsection 4 is deleted and replaced with the following subsections 4, 5 and 6:

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

#### **7.29 Identification Protocol Responsibilities**

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

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

## **ANNEX A**

### **STATEMENT OF WORK**

#### **1.0 Background**

In August 2010, the Government of Canada embarked on a multi-year initiative to replace the aging payroll system used to pay approximately 300,000 Government of Canada employees. This initiative, called the Transformation of Pay Administration Initiative, consisted of two separate but equally important, related projects: the Pay Modernization Project and the Pay Consolidation Project.

The Pay Modernization Project replaced the 40 year old Regional Pay System with a PeopleSoft based modern payroll system, an application that eventually came to be called Phoenix. Phoenix went live in February 2016.

Public Services and Procurement Canada (PSPC) Pay Solution Branch (PSB) has embarked upon continuing its Robotic Process Automation (RPA) program through the Sustainment Phase. The Pay Solution Branch RPA team will focus on the following four guiding principles:

- Building a Culture of Competence
- Foster a Culture of Project Management
- Leverage and Develop Quality Standards
- Ensure client requirements are met
- Establishing the key principles of the PSB's RPA Sustainment Phase ensures project stability and consistency in delivery and guidance for thought leadership.

The overall objective of the RPA Sustainment Phase is to manage the operations of RPA, including to expand on automating the pay processes.

#### **2.0 Objective**

PSPC, PSB has the requirement for a contractor to provide IT professional services to support the Sustainment Phase of the Robotic Process Automation project. From a definition perspective, sustainment is defined as post implementation support of the project.

PSPC requires RPA expertise and experience in the form of a team of resources from a number of resource categories, to assist in resolving key issues within PSB and contribute to stabilizing the current pay operations. While not precluding additional specific tasks, the main component of this work is for the resources to analyze and provide solutions to specific problems currently faced within the HR-to-Pay process in an effort to bring a positive impact on the queue, in the context of supporting the sustainment of the RPA project.

#### **3.0 Scope of Work**

The requirement is to provide sustainment support services to address the outstanding queue by undertaking specific work actions that will improve the efficiency of our current operations.

The software currently utilized for Robotics Processing Automation is Blue Prism – as a technology, Blue Prism's RPA Platform is an intelligent automation ecosystem comprised of advanced technologies, and a community of experts, researchers and providers that enables your people to create and customize innovative automations for unique tasks.

During the Sustainment Phase, the Contractor must ensure that the release management process is fully documented, validated and authorized for release, including transitioned successfully to the Operations team.

The Contractor, through its team of resources, must provide the following as related to RPA Sustainment Phase support activities, as and when requested by Canada:

- a) Database and data administration and management;
- b) Release and change management for Information Technology (IT) applications and infrastructure;
- c) Client desktop support;
- d) Production support;
- e) Maintenance and system enhancement;
- f) Application and system testing;
- g) Business Intelligence (BI) program initiatives;
- h) Design and implementation of solutions;
- i) Systems integration, development, maintenance and implementation;
- j) Business integration and e-portal solutions;
- k) Enterprise, business, solutions, information and security architecture;
- l) Information and records management;
- m) Quality management;
- n) Infrastructure change and management;
- o) Configuration management;
- p) Deployment and site management;
- q) Legacy systems management;
- r) Managing and delivering projects;
- s) Capacity management;
- t) Enterprise-wide capability initiative;
- u) Business analysis; and
- v) Other related services.

In supplying resources, the Contractor may be requested to provide the following:

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

#### **4.0 Resource Categories, Tasks, and Deliverables:**

The Contractor must prepare dashboard reports to inform senior management officials;

The Contractor will be required to provide, at minimum frequency, progress reports to the Project Authority for each of their resources. Additional Contractor reporting requirements and obligations will be identified by PSPC, as required, within each Task Authorization and may include, but not necessarily be limited to, any of the following:

- a) Status reports, describing the state of ongoing project work and covering specific issues, risks, dependencies, and constraints, as requested by the Project Authority. Status updates must be delivered as required, with monthly status updates at a minimum;
- b) Milestone Reports, describing the completion of a significant piece of work or as described in a TA, delivered as required;
- c) Quarterly performance reports; and
- d) Other reports, as required.

Reports must be in MS Word format, unless otherwise specified by the Project Authority. The Contractor must immediately notify the Project Authority of any issues, problems, or areas of concern that could adversely affect the ability of the Contractor to complete the work specified under any TA.

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

- a) project plans;
- b) Analysis documents;
- c) requirements studies;
- d) use cases;
- e) test plans and scripts;
- f) architecture variance document;
- g) business context models such as business use case (BUC) Models;
- h) preliminary options analysis (POA);
- i) conceptual system design (CSD);
- j) technical design document (TDD);
- k) consultation documentation;
- l) initial project plans (IPP) technical content;
- m) development strategy;
- n) context models;
- o) usability value and risk assessment;
- p) business user model;
- q) identification of critical success factors document;
- r) documentation according to HC and PHAC's set of best practices, standards and methodologies;
- s) development of technical documentation and procedures;
- t) complete analysis of current environments and recommendations for increasing and optimizing performance;
- u) communication material – Plans, presentations;
- v) Perform monitoring of query usage and recommend ways to modify tables for increased performance (e.g., adding indices, joining tables, adding foreign keys, etc.); and
- w) Costing/Financial reports.

PSPC will require, on an as and when requested basis, the services of one or all of the following resource categories to provide the required sustainment support services.

**Table 1: Resource Categories Tasks and Deliverables**

Robotics Process Automation Role	Tasks	Deliverables and Description
<b>Software Developer</b>	<ul style="list-style-type: none"> <li>• Analyses, defines and documents client requirements and recommends solutions; conducts impact analysis studies under supervision.</li> <li>• Participates in quality assurance activities.</li> <li>• Handles prioritized requests on a daily basis following a standardized software development lifecycle.</li> <li>• Testing and resolving defects in test and production environments.</li> </ul>	<ul style="list-style-type: none"> <li>• Produces programming specifications, writes new or modifies existing code and produces technical documentation such as user guides and related documentation.</li> </ul>

Robotics Process Automation Role	Tasks	Deliverables and Description
<b>Quality Assurance (QA) Tester</b>	<ul style="list-style-type: none"> <li>Leads consultations to determine information requirements and incorporates these requirements into the design, development and implementation of QA methodologies and data collection tools.</li> <li>Leads the development and customization of the test strategy as well as QA manuals, methodologies, training and other documents/work instruments and ensures that these are in line with Government-wide directives.</li> </ul>	<ul style="list-style-type: none"> <li>Creates and submits operational plans for the delivery of QA, ensuring that these plans are in accordance with strategic and operational business plans set out by the Manager.</li> </ul>
<b>Project Manager</b>	<ul style="list-style-type: none"> <li>Manages team members and activities of the unit comprised of multi-disciplinary teams engaged in the delivery of IT application development and maintenance services; manages the review and evaluation of technology proposals and the review and approval of technical reports.</li> </ul>	<ul style="list-style-type: none"> <li>Provides and manages the provision of expert technical advice to clients on the manner in which IT business application could assist in the achievement of policy or program objectives; assigns and develops individuals and groups. Develops and implements IT standards and plans.</li> <li>The project manager will also be responsible for the delivery of the bi-weekly and monthly reports, including the Key Performance Indicators analysis and subsequent reporting.</li> <li>Prepare and submit a detailed plan with deliverables and dates that identify how each role will proceed within the sustainment phase of the project and to provide a bi-weekly dashboard, detailing progression towards implementing changes</li> </ul>

Robotics Process Automation Role	Tasks	Deliverables and Description
		that have a measurable, positive impact on the automation of various processes.
<b>Enterprise Architect</b>	<ul style="list-style-type: none"> <li>Provides technical advice and guidance to clients to improve organizational and environmental awareness on technological issues affecting IT architecture within the Department and to ensure interoperability with clients and partner organizations.</li> <li>Networks and partners with program, administrative and technical staff to obtain agreement on requirements for IT architectural services and to resolve architectural issues.</li> </ul>	<ul style="list-style-type: none"> <li>Develops and submits information, data and metadata model documents; including an architectural framework document.</li> </ul>
<b>Trainer</b>	<ul style="list-style-type: none"> <li>Develops strategic partnerships with the vendor, client departments and service providers.</li> <li>Reviews and analyzes various departmental policies and directives relative to Robotic Processing Automation program.</li> <li>Trains and leads the design, development, implementation and evaluation of all Robotic Processing Automation training program activities and services for all learning streams.</li> </ul>	<ul style="list-style-type: none"> <li>The trainer must train, provide a training plan, and a knowledge transfer plan to the Project Authority resources on all aspects of Robotic Process Automation tools and delivery methodology.</li> </ul>
<b>Release Manager</b>	<ul style="list-style-type: none"> <li>To advise and assess the impact of transformation projects on Service Delivery.</li> </ul>	<ul style="list-style-type: none"> <li>To plan and lead Robotic Processing Automation deployments by way of</li> </ul>

Robotics Process Automation Role	Tasks	Deliverables and Description
	<ul style="list-style-type: none"> <li>Accountable for maintaining the integrity of all IT system environments by ensuring strict release and change processes are followed by development and support teams throughout the release cycle.</li> </ul>	<p>systematic and well defined planning in order to ensure consistency of approach.</p> <ul style="list-style-type: none"> <li>Provides a documented plan to ensure all RPA Phase 2 projects adhere to a strict change control process to minimize any adverse effects to the working environment and its end users.</li> </ul>
<b>Security Analyst</b>	<ul style="list-style-type: none"> <li>It is expected the security analyst provides guidance, assistance and drives security assessments on behalf of the Project Authority, based on approved IT security standards and procedures and acts as a subject matter expert on security policies, guidelines and best practices.</li> <li>In addition the security analyst will investigate security incidents, oversee proactive measures and implement corrective action, conduct technical research, and participate in forensic analysis when applicable.</li> </ul>	<ul style="list-style-type: none"> <li>The security analyst will define and submit a security baseline and conduct security impact assessment against technical changes</li> <li>The security analyst will conduct proactive or responsive log and event analysis and provide response when applicable based on a recommendation document.</li> <li>The security analyst will develop and submit a security controls strategy document and will contribute to the development of technical documentation that will demonstrate security controls have been implemented.</li> </ul>
<b>Analyst</b>	<ul style="list-style-type: none"> <li>Working closely with the RPA team and the Project Manager to define and execute agreed upon Analyst deliverables and scope for assigned projects.</li> <li>Liaising with business and technology clients to facilitate the development of the business requirements into solutions,</li> <li>Organizing and facilitating Robotic</li> </ul>	<ul style="list-style-type: none"> <li>Conducts and submits analysis and research to determine the integration of the evolving Robotic Processing Automation requirements that will fulfil user needs and increase the efficiency and efficacy of the programs.</li> <li>Develops and provides business requirements documentation such as</li> </ul>

Robotics Process Automation Role	Tasks	Deliverables and Description
	<p>Processing Automation requirements gathering sessions with project stakeholders, team members, and end users.</p>	<p>User Stories and Use Cases.</p> <ul style="list-style-type: none"> <li>Provides and documents Robotic Processing Automation requirements review walkthrough sessions.</li> </ul>
<p><b>Controller</b></p>	<ul style="list-style-type: none"> <li>Expert knowledge in the design and configuration of the RPA Controller</li> <li>Analyses, defines and documents client requirements and recommends solutions; conducts impact analysis studies under supervision.</li> <li>Participates in quality assurance activities.</li> <li>Designs, develops, tests, implements and maintains application systems on various technology platforms.</li> </ul>	<ul style="list-style-type: none"> <li>Produces programming specifications, writes new or modifies existing code and produces technical documentation such as user guides.</li> </ul>

## 5.0 Constraints

The Contractor must produce the Deliverables in various formats. These include, but are not limited to:

- i. Microsoft Word
- ii. Microsoft Excel
- iii. Microsoft PowerPoint
- iv. Adobe Acrobat PDF

The Contractor must submit all Deliverables to the Project Authority in accordance with the timing as set out in each TA. All Deliverables must be accurate, truthful and in accordance with the specifications required by the Contract.

## 6.0 Support Provided by Canada:

PSPC PSB will provide the Contractor's personnel with access to all necessary documentation, information systems, office accommodations and government networked laptops, as required. PSPC will also coordinate Testing with technical guidance and assistance from the Contractor's resources.

Reference documents will be provided to the Contractor when required for the completion of work in the related Task Authorization (TA).

## 6.1 PSPC Obligations

PSPC is responsible for the day-to-day management of the project and the project work schedule. All work will be carried out in close consultation with the Project Authority and/or their technical staff.

The Project Authority will make best efforts to:

- i. Inform the Contractor of any activity that may affect the project deliverables or deadlines;
- ii. Provide access to Departmental networks;
- iii. Provide regular feedback to the Contractor on emerging issues or concerns;
- iv. Ensure availability of staff with whom the Contractor may need to consult;
- v. Access to appropriate guidelines (PSPC guidelines and templates, if applicable);
- vi. Provide comments on draft reports within 5 working days from receipt of the report;
- vii. Schedule teleconferences, if required;
- viii. Provide applicable documentation; and
- ix. Provide other assistance or support.

## 7.0 High Level Roles & Responsibilities for the Sustainment Phase

The following RACI demonstrates the high level roles and responsibilities for the RPA Project Sustainment Phase.

Definitions:

R – Responsible (Who is responsible for the execution of the task/activity?)

A – Accountable (Who is accountable for the task/activity and signs off on the work?)

C – Consulted (Who are the subject matter experts who need to be consulted?)

I – Informed (Who are the people who need to be updated on the progress?)

**Table 2: Sustainment Phase RACI**

Stage	Responsibilities	Vendor Management	Business Client	Infrastructure	Other Branches	Other Departments	Contractor
<b>Stage-1: Requirements Gathering/ Estimation</b>	Business Requirements Gathering	R	A	C	A	A	I
	Business Requirements Analysis	A	R	R	R	R	I, C
	RPA Assessment - Budget & Complexity	R	A	A	A	A	I
	Performance, Benefits Management & Reporting analyses	R	A	C	A	A	I
	Gather vendor assessments/RFPs/SOWs/MSAs	A, R	C	C	C	C	I
	Document Impact Assessment	A, R	C	C	C	C	I
	Pipeline Assessment analyses	A, R	C	C	C	C	I
	Change Request Review	A, R	C	C	C	C	I
	Project/ Program Plan Assessment	A, R	C	C	C	C	I

Stage	Responsibilities	Vendor Management	Business Client	Infrastructure	Other Branches	Other Departments	Contractor
<b>Stage-2: High-Level Design</b>	Build Automation Strategy	A, R	I	C	I	I	R
	Draft Security BNS Artefact	A,R	I	I	I	I	C
	Simple BOT design & Consult	A,R	I	I	I	I	C
	Complex BOT design & Consult	A,R	I	I	I	I	C
	Design Data Model - dependencies/constraints	A	I	R	I	I	C
	Design & Document Platform Architecture	A,R	I	R	I	I	C
	Design Application Program Interface for Solution	A,R	I	R	I	I	C
<b>Stage-3: Configuration</b>	Configure BOT - simple design	A	I	C	I	I	R
	Configure BOT - complex design	A	I	C	I	I	R
	Build Data Model	A	I	C	I	I	R
	Build Unit USE cases	A	C	I	C	C	R
	Configure BOT Run & Monitoring	A	I	C	I	I	R
	Configure Target Application Components	A	I	C	I	I	R
<b>Stage-4: Systems Integration &amp; UAT Testing</b>	Engage System Integration Strategy	A,R	C,I	I	C,I	C,I	R
	Build USE cases for SIT & UAT	A	R	I	R	R	C
	Engage User Acceptance Testing Strategy	A,R	C,I	I	C,I	C,I	R
	Build Process Model Testing Strategy	A,R	C,I	I	C,I	C,I	R
	Testing Approval & Validations	A,R	C	C	C	C	I
<b>Stage-5: Monitor Communication &amp; Progress</b>	Monitor Change Management Procedures	A,R	C	I	C	C	I
	Manage PRODUCTION Communication Procedures	A,R	I	I	I	I	C
	Manage GO-Live Activities	A,R	C	C	C	C	I
	Manage Go-Live Decision	A,R	C	C	C	C	I
<b>Stage-6: Deploy &amp; Monitor</b>	Execute Go-Live Activities	A	C	I	C	C	R
	Business Continuity	A	C	C	C	C	R
	Release Management	A,R	C	C	C	C	I

Stage	Responsibilities	Vendor Management	Business Client	Infrastructure	Other Branches	Other Departments	Contractor
	Manage Release to Production Activities	A,R	C	I	C	C	R
	Manage Post-Deployment Testing	A,R	C	I	C	C	R

### 8.0 Location of Work

The work will be conducted on-site at PSPC designated facilities in the National Capital Region (NCR). In case of closure of the designated facilities the Project Authority will work with Corporate Security to risk mitigate the work location until the PSPC location is open, the Contractor will be given (2) weeks' notice, of any requirement to move to an on-site PSPC designated facility.

Resources may be required to travel between PSPC and client department offices within the NCR. Canada will not reimburse the Contractor for any travel and living expenses associated with resources who must commute between the NCR and their place of residence (i.e. outside the NCR), or for any expenses associated with commuting within the NCR.

If the Task Authorization stipulates that travel outside the NCR is required to support the delivery of the work under the Task Authorization, travel must be pre-authorized by the Project Authority and will be reimbursed in accordance with the contract terms.

### 9.0 Language Requirements

All services and deliverables must be submitted in English and, when ready for production, they must be in both official languages of English and French.

## **APPENDIX A TO ANNEX A**

### **TASKING ASSESSMENT PROCEDURE**

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor. Once a draft TA Form is received, the Contractor must submit to the Project Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 2 working days (or any longer time period specified in the draft TA) turnaround time to submit a quotation.
2. With each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
  - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
  - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
  - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
  - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
  - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should

provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.
4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.
5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

## APPENDIX B TO ANNEX A TASK AUTHORIZATION FORM

<b>Contract No.:</b>					
<b>Task Authorization (TA) No.:</b>					
<b>Task Authorization (TA) Name:</b>					
<b>Contractor's Name and Address:</b>					
<b>Original TA Authorization</b>					
	Total Estimated Cost of Task (GST/HST, QST, Travel extra)	GST/HST	QST	Travel	Total Estimated Cost of Task (GST/HST, QST, Travel Included)
	\$	\$	\$	\$	\$
<b>TA Revisions Previously Authorized (as applicable)</b>					
TA Revision No.	Authorized Increase or Decrease (GST/HST, Travel extra)	GST/HST	QST	Travel	Total Authorized Increase or Decrease (GST/HST, QST, Travel Included)
1	\$	\$	\$	\$	\$
2	\$	\$	\$	\$	\$
3	\$	\$	\$	\$	\$
<b>New TA Revision (as applicable)</b>					
TA Revision No.	Authorized Increase or Decrease (GST/HST, Travel extra)	GST/HST	QST	Travel	Total Authorized Increase or Decrease (GST/HST, QST, Travel Included)
4	\$	\$	\$		\$
<b>Total Estimated Cost of Task after this Revision</b>					
	Total Estimated Cost (GST/HST, QST, Travel extra)	GST/HST	QST	Travel	Total Estimated Cost (GST/HST, QST, Travel Included)
	\$	\$	\$	\$	\$
Period of Services From: _____ To: _____					
Period of Services Amendment 1 From: _____ To: _____					
Work Location:					
Travel Requirements:					
Contract Security Requirements:		This TASK includes Security Requirements: No			

Yes

<b>Required Work</b>					
SECTION A - Task Description of the Work required - SOW					
SECTION B - Applicable Basis of Payment					
<input type="checkbox"/> Maximum Price of \$_____ for the professional fees identified in Section C below <input type="checkbox"/> Firm Lot Price of \$_____ for the professional fees identified in Section C below <input type="checkbox"/> Limitation of Expenditure of \$_____ for the authorized travel and living expenses identified in Section C below					
SECTION C - Cost Breakdown of Task					
Professional Fees					
Resource Categories/Level/Name	Level of Security / PWGSC Security File Number	Language Requirement	Per Diem Rate	Level of Effort (Estimated # of days required to perform the Work)	Total Estimated Cost
Estimated cost					
Total Estimated Travel and Living Cost (if applicable)					
Applicable Taxes (_____%)					
Total Estimated Cost					
SECTION D - Applicable Method of Payment					
<input type="checkbox"/> Monthly payments for professional fees only <input type="checkbox"/> Milestone Payments for professional fees only <input type="checkbox"/> Schedule of Milestone: The schedule of milestones for which payments will be made in accordance with the Contract is as follows:					
MILESTONE	ACTIVITY(IES) TO BE PERFORMED / DELIVERABLE(S) TO SUBMIT	COMPLETION /DELIVERY DATE	FIRM AMOUNT		
1					
2					
3					
4					

Monthly payments for authorized travel and living expenses only

**SECTION E – Task Amendment Information**

**1.0 Description of the Amendment**

*Identify the changes required, additional work to be provided or briefly describe the decrease in scope.*

**2.0 Additional Professional Fees or Professional Fees Decrease**

Resource Categories/Level/Name	Level of Security / PWGSC Security File Number	Language Requirement	Per Diem Rate	Level of Effort (Estimated # of days required to perform the Work)	Total Estimated Cost

Estimated cost	
Total Estimated Travel and Living Cost (if applicable)	
Applicable Taxes (_____%)	
Total Estimated Amendment Value	

**3.0 Milestone Changes (if applicable)**

MILESTONE	ACTIVITY(IES) TO BE PERFORMED / DELIVERABLE(S) TO SUBMIT	COMPLETION /DELIVERY DATE	FIRM AMOUNT
1			\$
2			\$
3			\$

Amendment value \$

**Authorization**

A: Project Authority

NOTE: For Task Authorizations less than or equal to \$50,000.00 (including Applicable Taxes and any amendment), the Project Authority may authorize the Task Authorization. In this case, the Project Authority is required to sign the Section C below. It is to be noted that in cases where the Project Authority authorizes the Task Authorization by signing Section C, he/she cannot subsequently sign section 34 of the Financial Administration Act.

PWGSC – Project Authority

Name \_\_\_\_\_

Title and Directorate \_\_\_\_\_

Public Works and Government Services Canada

Signature \_\_\_\_\_ Date \_\_\_\_\_

**B. Representative from Pay Solutions Branch (PSB)**

Authorization: By signing this TA, the Representative certifies that he/she accepts the TA proposal Level of Effort indicated above and is requesting the PWGSC Contracting Authority acquire the services described herein.

The Representative certifies that pursuant to subsection 32(1) of the Financial Administration Act, funds are available and is requesting the PWGSC Contracting Authority acquire the services described herein.

PWGSC - PSB Representative

Name \_\_\_\_\_

Title and Directorate \_\_\_\_\_

Public Works and Government Services Canada

Signature \_\_\_\_\_ Date \_\_\_\_\_

**C: PWGSC – Contracting Authority**

Authorization: By signing this TA, the Contracting Authority certifies that the content of this TA is in accordance with the conditions of the Contract and authorizes this TA.

Name \_\_\_\_\_

Title and Directorate \_\_\_\_\_

Public Works and Government Services Canada

Signature \_\_\_\_\_ Date \_\_\_\_\_

**D: Bidder's Signature**

Authorization: Name and title of individual authorized to sign for the Bidder

Name \_\_\_\_\_

Title \_\_\_\_\_

Organization \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## APPENDIX C TO ANNEX A

### RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

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

Software Developer				
Name of Proposed Resource _____				
	Mandatory and Rated Criteria	Contractor's Response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the TA issuance date, creating and modifying software in Blue Prism.			
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the TA issuance date, creating and modifying screens and reports in a robotics process automation application (Blue Prism).			
<b>M3</b>	The Contractor must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the TA issuance date, producing forms, manuals, programs, data files, and procedures for computer systems or applications, or both.			
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A Software Developer diploma or certificate, or a diploma or certificate in Computer Science, or a university degree in any field (5 points); <b>AND</b></li> <li>2. Experience in computer technology specializing in programming (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points); <b>AND</b></li> <li>3. Experience in computer technology specializing in programming of RPA (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points)</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p>		<p>Maximum of 15 points</p> <p>Points Awarded: /15</p>	

	<p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The proposed resource must have the required designation by the time of TA issuance.</i></p>		
<b>Quality Assurance Tester</b>			
Name of Proposed Resource _____			
	<b>Mandatory and Rated Criteria</b>	<b>Contractor's Response</b>	
		INSERT PAGE # OF RESUME	Met Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the TA issuance date, in testing Robotic Processing Automation solutions (Blue Prism).		
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the TA issuance date, in establishing and creating quality assurance testing strategy and plans.		
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has a minimum of one or all of the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A Quality Assurance diploma or certificate, or a diploma or certificate in Computer Science, or a university degree in any field (5 points); <b>AND</b></li> <li>2. experience in computer technology specializing in programming (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points); <b>AND</b></li> <li>3. Experience in RPA technology specializing in programming (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p>		<p>Maximum of 15 points</p> <p>Points Awarded: /15</p>

<p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>	
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**Project Manager**

Name of Proposed Resource \_\_\_\_\_

	Mandatory and Rated Criteria	Contractor's Response	
		INSERT PAGE # OF RESUME	Met Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the TA issuance date, in managing projects specifically related to Robotic Processing Automation solutions (Blue Prism).		
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, managing projects related to information technology project implementation.		
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A project management certification like PMP or Prince2 (PMP or Prince2 = 5 points; <b>AND</b></li> <li>2. A university degree in any field, or a project management diploma or certificate, and a minimum of 3 years of experience in project management (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points); <b>AND</b></li> <li>3. Experience in computer technology specializing in project management (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results</i></p>		<p>Maximum of 15 points</p> <p>Points Awarded: /15</p>

	<p><i>of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		
<b>Enterprise Architect</b>			
Name of Proposed Resource			
	<b>Mandatory and Rated Criteria</b>	<b>Contractor's Response</b>	
		INSERT PAGE # OF RESUME	Met Not Met
<b>M1</b>	<p>The Contractor must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the TA issuance date, providing specialized Robotic Processing Automation advice on Blue Prism architectural components for departmental IT and data management needs to facilitate development of the Department's IT architectural framework, and plans or designs changes to IT standards, policies and new IT assets.</p>		
<b>M2</b>	<p>The Contractor must demonstrate that the proposed resource has a minimum of 3 years' experience, gained within the last 5 years prior to the TA issuance date, providing advice on RPA architectural components for departmental IT and data management needs to facilitate development of the Department's IT architectural framework, and plans or designs changes to IT standards, policies and new IT assets.</p>		
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. An Enterprise Architect diploma or certificate, or a diploma or certificate specializing in computer system analysis and design, or a university degree (5 points), <b>AND</b></li> <li>2. Experience in computer technology specializing in computer system analysis and design (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points ); <b>AND</b></li> <li>3. Experience in RPA technology specializing in system analysis and design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p>		<p>Maximum of 15 points</p> <p>Points Awarded: /15</p>

	<p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		
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**Trainer**  
 Name of Proposed Resource \_\_\_\_\_

Mandatory and Rated Criteria		Contractor's Response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the TA issuance date, providing specialized Robotic Processing Automation training services.			
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, providing training services, including building RPA training plans related to IT projects.			
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A training diploma, or certificate specializing in training, or a university degree in any field (5 points); <b>AND</b></li> <li>2. Experience in RPA technology specializing in computer system training (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		Maximum of 10 points  Points Awarded: /10	

**Release Manager**

Name of Proposed Resource				
	Mandatory and Rated Criteria	Contractor's Response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the TA issuance date, providing specialized Robotic Processing Automation release management services.			
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, providing advice on RPA release management, including building release management schedules, release plans, including strategy documents.			
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A diploma or certificate in Computer Science or a university degree in any field (5 points); <b>AND</b></li> <li>2. Experience in computer technology specializing in system analysis and design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		Maximum of 10 points	Points Awarded: /10

**Security Analyst**

Name of Proposed Resource				
	Mandatory and Rated Criteria	Contractor's Response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, providing specialized Robotic Processing Automation advice on IT security standards and procedures and in IT security solutions.			

<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, managing a security certification plan, verifying security safeguards implementation and developing threat assessment, risk assessment, including security assessment report.			
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A diploma or certificate in IT security or university degree in any field (5 points); <b>AND</b></li> <li>2. Experience in computer technology specializing in IT security design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		Maximum of 10 points	Points Awarded: /10
<b>Robotic Process Automation Analyst</b>				
Name of Proposed Resource _____				
<b>Mandatory and Rated Criteria</b>		<b>Contractor's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, providing specialized Robotic Processing Automation analysis to determine business requirement documentation and producing use case documentation.			
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, providing RPA analysis to determine business requirements and producing related business case documentation.			
<b>R1</b>	The Contractor should demonstrate that the proposed resource has the following qualifications:		Maximum of 10 points	

	<ol style="list-style-type: none"> <li>1. A Business Analyst diploma or certificate or a university degree in any field (5 points); <b>AND</b></li> <li>2. Experience in computer technology specializing in business analysis (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		Points Awarded: /10
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**Robotic Process Automation Controller**

Name of Proposed Resource \_\_\_\_\_

<b>Mandatory and Rated Criteria</b>		<b>Contractor's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, providing specialized Robotic Processing Automation configuration services related to RPA modules with Blue Prism.			
<b>M2</b>	The Contractor must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the TA issuance date, engaging configuration services and implementing RPA architecture, relating to RPA module governance.			
<b>R1</b>	<p>The Contractor should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>1. A diploma or certificate in Computer Science or a university degree in any field (5 points); <b>AND</b></li> <li>2. Experience in computer technology specializing in computer system analysis and design (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points); <b>AND</b></li> <li>3. Experience in RPA technology specializing in system analysis and design (a minimum of 3</li> </ol>		Maximum of 15 points	Points Awarded: /15

	<p>years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</p> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the Contractor is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of TA issuance.</i></p>		
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## **APPENDIX D TO ANNEX A CERTIFICATIONS AT THE TA STAGE**

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

### **1. CERTIFICATION OF EDUCATION AND EXPERIENCE**

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

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

\_\_\_\_\_  
Date

### **2. CERTIFICATION OF AVAILABILITY OF PERSONNEL**

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

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

\_\_\_\_\_  
Date

### **3. CERTIFICATION OF STATUS OF PERSONNEL**

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

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

\_\_\_\_\_  
Date

### **4. CERTIFICATION OF LANGUAGE**

#### **4.1 English**

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

Solicitation No. - N° de l'offre  
E60ZM-211209/A  
N° de réf. du client - Client Ref. No.  
E60ZM-211209

N° de la modif - Amd. No.  
File No. - N° du dossier  
685xe.E60ZM-211209/A

Id de l'acheteur - Buyer ID  
685xe  
N° CCC / CCC No./ N° VME - FMS

#### 4.2 Bilingual

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

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

\_\_\_\_\_  
Date

## ANNEX B BASIS OF PAYMENT

### INITIAL CONTRACT PERIOD:

<b>Initial Contract Period (Date of Contract award to 1 Year later)</b>	
<b>Resource Category</b>	<b>Firm Per Diem Rate</b>
Software Developer	
Quality Assurance (QA) Tester	
Project Manager	
Enterprise Architect	
Trainer	
Release Manager	
Security Analyst	
Robotic Process Automation Analyst	
Robotic Process Automation Controller	

### OPTION PERIODS:

<b>Option Period 1 (Year 2 of the Contract)</b>	
<b>Resource Category</b>	<b>Firm Per Diem Rate</b>
Software Developer	
Quality Assurance (QA) Tester	
Project Manager	
Enterprise Architect	
Trainer	
Release Manager	
Security Analyst	

Robotic Process Automation Analyst	
Robotic Process Automation Controller	

<b>Option Period 2 (Year 3 of the Contract)</b>	
<b>Resource Category</b>	<b>Firm Per Diem Rate</b>
Software Developer	
Quality Assurance (QA) Tester	
Project Manager	
Enterprise Architect	
Trainer	
Release Manager	
Security Analyst	
Robotic Process Automation Analyst	
Robotic Process Automation Controller	

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685xe.E60ZM-211209/A

Id de l'acheteur - Buyer ID  
685xe  
N° CCC / CCC No./ N° VME - FMS

## **ANNEX C**

### **SECURITY REQUIREMENTS CHECK LIST**



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



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



**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	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET	
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL			A	B	C	CONFIDENTIEL		TRÈS SECRET	
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).**



Contract Number / Numéro du contrat E60ZM-211209
Security Classification / Classification de sécurité UNCLASSIFIED

**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

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

Name (print) - Nom (en lettres moulées) Moreno, Daisy	Title - Titre Senior Engagement Manager	Signature <i>Daisy A. Moreno</i>
Telephone No. - N° de téléphone 819-271-7374	Facsimile No. - N° de télécopieur 000-000-0000	E-mail address - Adresse courriel daisy.moreno@tpsgc-pwgsc.gc.ca
		Date 2020/10/06

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

Name (print) - Nom (en lettres moulées) Flcury, Jean-Michel	Title - Titre SO	Signature <b>Bouchard, PierreLuc</b>	Digitally signed by Bouchard, PierreLuc Date: 2020.10.07
Telephone No. - N° de téléphone 819-639-9758	Facsimile No. - N° de télécopieur -	E-mail address - Adresse courriel jean-michel.flcury@tpsgc-pwgsc.gc.ca	Date 10:31:45 -04'00'

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?  
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

No / Non  Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature <b>Dooley, Ian</b>	Digitally signed by: Dooley, Ian DN: CN = Dooley, Ian C = CA O = GC OU = PWGSC-TPSGC Date: 2020.10.08 09:31:47 -04'00'
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date

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

Name (print) - Nom (en lettres moulées) Stephanie Tompkins Contract Security Officer <a href="mailto:Stephanie.tompkins@tpgsc-pwgsc.gc.ca">Stephanie.tompkins@tpgsc-pwgsc.gc.ca</a>	Title - Titre	Signature <b>Tompkins, Stephanie</b>	Digitally signed by Tompkins, Stephanie Date: 2020.10.08 07:49:14 -04'00'
Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date	

## ATTACHMENT 1

### TECHNICAL EVALUATION CRITERIA

A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain at least 60% of the technical points for the point rated criteria identified in this bid solicitation to be declared responsive.

#### Bidder Mandatory Technical Evaluation Criteria

Mandatory Criteria		Bidder's Response		
		INSERT PAGE #	Met	Not Met
<b>M1</b>	<p>The bidder must provide reference project descriptions for three (3) successful projects where the bidder used automation software to automate at least 200,000 tasks that otherwise would have been manually executed.</p> <p><b>Proof Required:</b> The bidder must provide the required client contact details and project descriptions that demonstrate that the bidder meets the mandatory requirements described above, for three (3) projects where they successfully implemented the robotic software automation at client sites.</p>			
<b>M2</b>	<p>The Bidder must provide one resume for each Resource Category identified in the Resource Assessment Criteria and Response Table below. The Bidder may not propose the same Resource for more than one Resource Category.</p>			

Bidders are requested to submit a completed “**Reference Project Description Template**”, for each project claimed in response to M1.

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E60ZM-211209

N° de la modif - Amd. No.  
File No. - N° du dossier  
685xe.E60ZM-211209/A

Id de l'acheteur - Buyer ID  
685xe  
N° CCC / CCC No./ N° VME - FMS

**Reference Project Description Template:**

<b>Client Reference 1</b>	
Company Name	
Contact Name	
Contact Details	
Contact Phone Number	
Contact Email Address	
<b>Project Description</b>	

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685xe  
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<b>Client Reference 2</b>	
Company Name	
Contact Name	
Contact Details	
Contact Phone Number	
Contact Email Address	
<b>Project Description</b>	

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N° CCC / CCC No./ N° VME - FMS

<b>Client Reference 3</b>	
Company Name	
Contact Name	
Contact Details	
Contact Phone Number	
Contact Email Address	
<b>Project Description</b>	

## RESOURCE ASSESSMENT CRITERIA AND RESPONSE TABLE

### Resource Mandatory and Rated Technical Evaluation Criteria

Software Developer				
Name of Proposed Resource _____				
	Mandatory and Rated Criteria	Bidder's Response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the bid closing date, creating and modifying software in Blue Prism.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the bid closing date, creating and modifying screens and reports in a robotics process automation application (Blue Prism).			
<b>M3</b>	The Bidder must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the bid closing date, producing forms, manuals, programs, data files, and procedures for computer systems or applications, or both.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>4. A Software Developer diploma or certificate, or a diploma or certificate in Computer Science, or a university degree in any field (5 points); <b>AND</b></li> <li>5. Experience in computer technology specializing in programming (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points); <b>AND</b></li> <li>6. Experience in computer technology specializing in programming of RPA (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points)</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency</i></p>		Maximum of 15 points	Points Awarded: /15

	<p><i>or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The proposed resource must have the required designation by the time of bid closing.</i></p>		
<b>Quality Assurance Tester</b>			
Name of Proposed Resource _____			
	<b>Mandatory and Rated Criteria</b>	<b>Bidder's Response</b>	
		INSERT PAGE # OF RESUME	Met Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the bid closing date, in testing Robotic Processing Automation solutions (Blue Prism).		
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 4 years' experience, gained within the last 5 years prior to the bid closing date, in establishing and creating quality assurance testing strategy and plans.		
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has a minimum of one or all of the following qualifications:</p> <ul style="list-style-type: none"> <li>4. A Quality Assurance diploma or certificate, or a diploma or certificate in Computer Science, or a university degree in any field (5 points); <b>AND</b></li> <li>5. experience in computer technology specializing in programming (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points); <b>AND</b></li> <li>6. Experience in RPA technology specializing in programming (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points).</li> </ul> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or</i></p>		<p>Maximum of 15 points</p> <p>Points Awarded: /15</p>

	<p><i>organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>			
<b>Project Manager</b>				
Name of Proposed Resource _____				
	<b>Mandatory and Rated Criteria</b>	<b>Bidder's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the bid closing date, in managing projects specifically related to Robotic Processing Automation solutions (Blue Prism).			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, managing projects related to information technology project implementation.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>4. A project management certification like PMP or Prince2 (PMP or Prince2 = 5 points; <b>AND</b></li> <li>5. A university degree in any field, or a project management diploma or certificate, and a minimum of 3 years of experience in project management (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points); <b>AND</b></li> <li>6. Experience in computer technology specializing in project management (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p>		<p>Maximum of 15 points</p> <p>Points Awarded: /15</p>	

	<i>The resource must have the required designation by the time of bid closing.</i>			
<b>Enterprise Architect</b>				
Name of Proposed Resource				
	<b>Mandatory and Rated Criteria</b>	<b>Bidder's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the bid closing date, providing specialized Robotic Processing Automation advice on Blue Prism architectural components for departmental IT and data management needs to facilitate development of the Department's IT architectural framework, and plans or designs changes to IT standards, policies and new IT assets.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 3 years' experience, gained within the last 5 years prior to the bid closing date, providing advice on RPA architectural components for departmental IT and data management needs to facilitate development of the Department's IT architectural framework, and plans or designs changes to IT standards, policies and new IT assets.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>4. An Enterprise Architect diploma or certificate, or a diploma or certificate specializing in computer system analysis and design, or a university degree (5 points), <b>AND</b></li> <li>5. Experience in computer technology specializing in computer system analysis and design (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points ); <b>AND</b></li> <li>6. Experience in RPA technology specializing in system analysis and design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points).</li> </ol> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification</i></p>		Maximum of 15 points Points Awarded: /15	

	<p><i>recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>		
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**Trainer**  
 Name of Proposed Resource \_\_\_\_\_

Mandatory and Rated Criteria		Bidder's Response		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the bid closing date, providing specialized Robotic Processing Automation training services.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, providing training services, including building RPA training plans related to IT projects.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>3. A training diploma, or certificate specializing in training, or a university degree in any field (5 points); <b>AND</b></li> <li>4. Experience in RPA technology specializing in computer system training (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, 5 years or more = 5 points).</li> </ul> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>		<p>Maximum of 10 points</p> <p>Points Awarded: /10</p>	

**Release Manager**  
 Name of Proposed Resource \_\_\_\_\_

Mandatory and Rated Criteria		Bidder's Response		
		INSERT PAGE # OF RESUME	Met	Not Met

<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 1 year experience, gained within the last 5 years prior to the bid closing date, providing specialized Robotic Processing Automation release management services.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, providing advice on RPA release management, including building release management schedules, release plans, including strategy documents.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>3. A diploma or certificate in Computer Science or a university degree in any field (5 points); <b>AND</b></li> <li>4. Experience in computer technology specializing in system analysis and design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</li> </ul> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>		Maximum of 10 points	Points Awarded: /10

**Security Analyst**  
Name of Proposed Resource \_\_\_\_\_

<b>Mandatory and Rated Criteria</b>		<b>Bidder's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, providing specialized Robotic Processing Automation advice on IT security standards and procedures and in IT security solutions.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, managing a security certification plan, verifying security safeguards implementation and			

	developing threat assessment, risk assessment, including security assessment report.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>3. A diploma or certificate in IT security or university degree in any field (5 points); <b>AND</b></li> <li>4. Experience in computer technology specializing in IT security design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</li> </ul> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>		Maximum of 10 points	Points Awarded: /10
<b>Robotic Process Automation Analyst</b>				
Name of Proposed Resource _____				
	<b>Mandatory and Rated Criteria</b>	<b>Bidder's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, providing specialized Robotic Processing Automation analysis to determine business requirement documentation and producing use case documentation.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, providing RPA analysis to determine business requirements and producing related business case documentation.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ul style="list-style-type: none"> <li>3. A Business Analyst diploma or certificate or a university degree in any field (5 points); <b>AND</b></li> <li>4. Experience in computer technology specializing in business analysis (a minimum of 3 years but less than 4 years = 3 points, a</li> </ul>		Maximum of 10 points	Points Awarded: /10

	<p>minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</p> <p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>			
<b>Robotic Process Automation Controller</b>				
Name of Proposed Resource				
	<b>Mandatory and Rated Criteria</b>	<b>Bidder's Response</b>		
		INSERT PAGE # OF RESUME	Met	Not Met
<b>M1</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, providing specialized Robotic Processing Automation configuration services related to RPA modules with Blue Prism.			
<b>M2</b>	The Bidder must demonstrate that the proposed resource has a minimum of 2 years' experience, gained within the last 5 years prior to the bid closing date, engaging configuration services and implementing RPA architecture, relating to RPA module governance.			
<b>R1</b>	<p>The Bidder should demonstrate that the proposed resource has the following qualifications:</p> <ol style="list-style-type: none"> <li>4. A diploma or certificate in Computer Science or a university degree in any field (5 points); <b>AND</b></li> <li>5. Experience in computer technology specializing in computer system analysis and design (a minimum of 7 years but less than 8 years = 2 points, a minimum of 8 years but less than 9 years = 3 points, a minimum of 9 years but less than 10 years = 4 points, 10 years or more = 5 points); <b>AND</b></li> <li>6. Experience in RPA technology specializing in system analysis and design (a minimum of 3 years but less than 4 years = 3 points, a minimum of 4 years but less than 5 years = 4 points, more than 5 years = 5 points).</li> </ol>		Maximum of 15 points	Points Awarded: /15

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 685xe  
 N° CCC / CCC No./ N° VME - FMS

	<p><i>Proof of education and, if applicable, result of academic credential assessment and qualification recognition must be provided.</i></p> <p><i>If the degree, designation or certification was issued by an educational institution outside of Canada, the bidder is requested to provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).</i></p> <p><i>The resource must have the required designation by the time of bid closing.</i></p>		
<b>Total Points Available:</b>			<b>115</b>
<b>Minimum Points Required (60%):</b>			<b>69</b>
<b>Total Points Awarded:</b>			

## ATTACHMENT 2

### FINANCIAL EVALUATION TABLE

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

#### Initial Contract Period:

<b>Initial Contract Period (Date of Contract award to 1 year later)</b>			
	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>
<b>Resource Category</b>	<b>Estimated Number of Days</b>	<b>Firm Per Diem Rate or Median Rate (if applicable)</b>	<b>Total Cost (B x C)</b>
Software Developer	230	\$	\$
Quality Assurance (QA) Tester	230	\$	\$
Project Manager	230	\$	\$
Enterprise Architect	230	\$	\$
Trainer	230	\$	\$
Release Manager	230	\$	\$
Security Analyst	230	\$	\$
Robotic Process Automation Analyst	230	\$	\$
Robotic Process Automation Controller	230	\$	\$
<b>Total Price Initial Contract Period</b>			<b>\$ &lt;TBD&gt;</b>

#### Option Periods:

<b>Option Period 1 (Year 2 of the Contract)</b>			
	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>
<b>Resource Category</b>	<b>Estimated Number of Days</b>	<b>Firm Per Diem Rate or Median Rate (if applicable)</b>	<b>Total Cost (B x C)</b>
Software Developer	230	\$	\$
Quality Assurance (QA) Tester	230	\$	\$
Project Manager	230	\$	\$
Enterprise Architect	230	\$	\$
Trainer	230	\$	\$
Release Manager	230	\$	\$
Security Analyst	230	\$	\$
Robotic Process Automation Analyst	230	\$	\$
Robotic Process Automation Controller	230	\$	\$
<b>Total Price Initial Contract Period</b>			<b>\$ &lt;TBD&gt;</b>

<b>Option Period 2 (Year 3 of the Contract)</b>			
	<b>(B)</b>	<b>(C)</b>	<b>(D)</b>
<b>Resource Category</b>	<b>Estimated Number of Days</b>	<b>Firm Per Diem Rate or Median Rate (if applicable)</b>	<b>Total Cost (B x C)</b>
Software Developer	230	\$	\$
Quality Assurance (QA) Tester	230	\$	\$
Project Manager	230	\$	\$
Enterprise Architect	230	\$	\$
Trainer	230	\$	\$
Release Manager	230	\$	\$
Security Analyst	230	\$	\$
Robotic Process Automation Analyst	230	\$	\$
Robotic Process Automation Controller	230	\$	\$
<b>Total Price Initial Contract Period</b>			<b>\$ &lt;TBD&gt;</b>

<b>Total Bid Price</b>	
<b>(Initial Contract Period + Option Period 1 + Option Period 2)</b>	<b>\$ &lt;TBD&gt;</b>

## BIDDER FORMS

### Form 1: Bid Submission Form

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

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



	Yes	No	Comments
52: False or misleading representation 53: deceptive notice of winning a prize			
<b>Corruption of Foreign Public Officials Act</b> 3: Bribing a foreign public official 4: Accounting 5: Offence committed outside Canada	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Controlled Drugs and Substance Act</b> 5: Trafficking in substance 6: Importing and exporting 7: Production of substance	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Other Acts</b> 239: False or deceptive statements of the Income Tax Act 327: False or deceptive statements of the Excise Tax Act	<input type="checkbox"/>	<input type="checkbox"/>	

Additional Comment

I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ authorise PWGSC to collect and use the information provided, in addition to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ certify that the information provided in this form is, to the best of my knowledge, true and complete. Moreover, I am aware that any erroneous or missing information could result in the cancellation of my bid as well as a determination of ineligibility/suspension.

We appreciate your interest in doing business with The Government of Canada and your understanding on the additional steps that we need to take to protect the integrity of PWGSC's procurement process.

Solicitation No. - N° de l'offre  
E60ZM-211209/A  
N° de réf. du client - Client Ref. No.  
E60ZM-211209

N° de la modif - Amd. No.  
File No. - N° du dossier  
685xe.E60ZM-211209/A

Id de l'acheteur - Buyer ID  
685xe  
N° CCC / CCC No. / N° VME - FMS

### Form 3: List of Names Form

In accordance with Part 5, Article 5.2 a) – Integrity Provision – List of Names, please complete the Form 6 below.

<b>Complete Legal Name of Company</b>	
<b>Company's address</b>	
<b>Company's Procurement Business Number (PBN)</b>	
<b>Solicitation number</b>	
<b>Board of Directors (Use Format – first name last name) Or put the list as an attachment</b>	
<b>1. Director</b>	
<b>2. Director</b>	
<b>3. Director</b>	
<b>4. Director</b>	
<b>5. Director</b>	
<b>6. Director</b>	
<b>7. Director</b>	
<b>8. Director</b>	
<b>9. Director</b>	
<b>10. Director</b>	
<b>Other members</b>	
<b>Comments</b>	