

SHARED SERVICES CANADA

Challenge-Based Solicitation (CBS)

For Automated Regression Testing Tool

Solicitation No.	R000058244	Date	2020-10-21
Amendment No.		Amendment Date	
GCDocs File No.		GETS Reference No.	

Issuing Office	Shared Services Canada 180 Kent Street, 13 th Floor Ottawa, Ontario K1P 0B5		
Contracting Authority (The Contracting Authority is the contact for all aspects of the procurement process, including questions and comments about this document)	Name	Angelina Abuba	
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	Email Address	Angelina.abuba@canada.ca	
	Postal Address	K1P 0B5	
Closing Date and Time	2:00 p.m. - November 20 th 2020		
Time Zone	Eastern Standard Time (EST)		
Destination of Goods/Services	Ottawa, Canada		

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ATTACHMENT 1 - BID SUBMISSION FORM (PROVIDED AS A DISTINCT DOCUMENT)
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ANNEX A - STATEMENT OF CHALLENGE (SOC)
ANNEX B – BASIS OF PAYMENT

PART 1 - GENERAL INFORMATION

The Centre of Expertise in Agile and Innovative Procurement (CoEAIP) is currently piloting a renewed contracting framework: Procurement Process 3.0 (PP3.0). PP3.0 proposes tools and flexible contracting mechanisms to improve the ability of Canada to move quicker and produce better results leveraging the procurement function. This challenge-based solicitation is one of CoEAIP's pilots.

This specific requirement offers a slight variance in that the procurement is being used as a discovery vehicle to determine whether or not there exists a tool on the market with the required functionality. Stage 6 - Evaluation of Written Submissions includes a decision point whereby Canada may elect either to continue to Stage 7 – Presentations or abandon the procurement process in its entirety. Bidders who choose to submit a bid at Stage 5 – Bid Closing will be notified in writing of Canada's decision.

1.1 Requirements

Shared Services Canada has been performing manual regression testing since the first implementation of the Ivalua P2P Portal in 2016. Manual regression testing is labour intensive for internal SSC resources who perform regression testing as a portion of their responsibilities. The internal resources assigned to do the testing are inconsistent, and the need to divert attention from core workload to perform manual testing greatly impacts their ability to achieve business outcomes. It takes longer to repeat the same regression testing every time there is a new Ivalua release to be tested and as multiple testers from different teams perform manual testing differently from one another, it is challenging to consistently document testing results. SSC currently averages four minor releases and one major release per year.

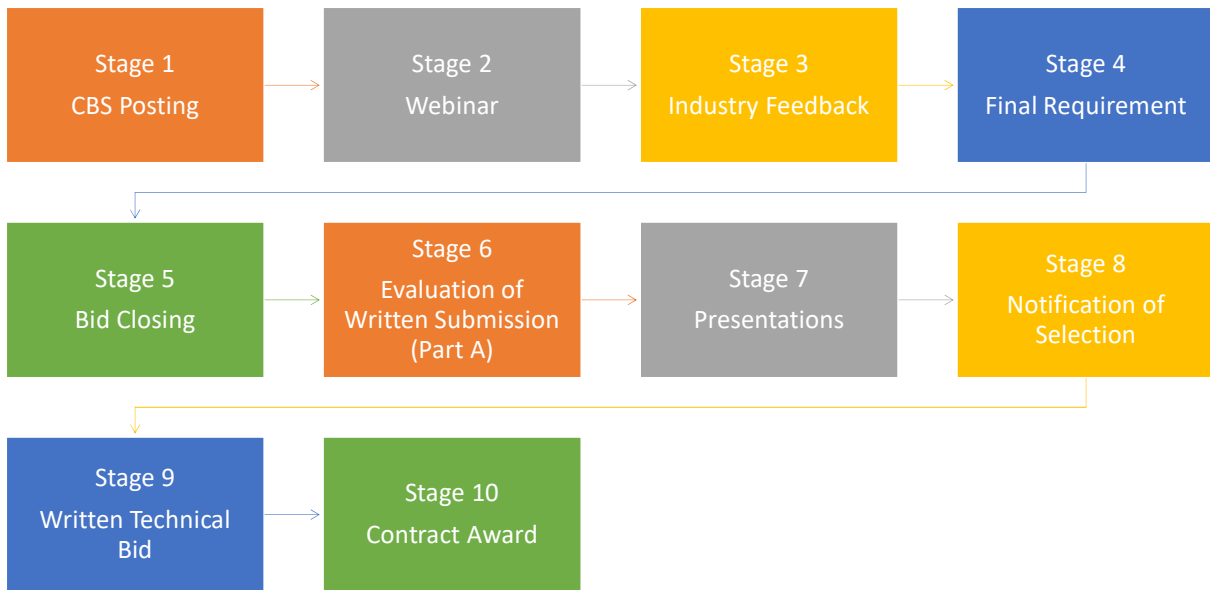
A planned major update to the Ivalua P2P solution is planned for 2021 which may include major platform changes.

SSC requires an automated testing tool (the Solution) to regression test the P2P Portal that will reduce time during creation, execution and recording results of testing.

Refer to Annex A - Statement of Challenge (SOC) for a detailed description of the Requirement.

1.2 Procurement Process

The following are the key Stages of the procurement process. Details could be found in upcoming sections.



Stage 1: CBS Posting

In comparison to a traditional procurement, where the requirement is fully defined, this solicitation discloses the requirement as problem statements, challenges, and minimal requirements and invites Bidders to propose Solution(s) to resolve them. In the Statement of Challenge (SoC), Bidders will find details about those elements.

Stage 2: Webinar

During the webinar Canada will provide an overview of the approach.

Stage 3: Industry Feedback

Bidders will be invited to provide feedback on the problems statements, challenges and minimal requirements. Participation in Stage 3 is not mandatory to submit a bid but is highly recommended.

Stage 4: Final Requirement

Based on feedback received, Canada releases an updated solicitation.

Stage 5: Bid Closing

Bidders will submit their bids. Unlike a traditional solicitation, Bidders are not asked to provide a comprehensive written technical bid at Stage 5. Refer to Instruction to Bidders, Part 2 and 3.

Stage 6: Evaluation of Written Submission

SSC will evaluate the reports submitted by the bidders to establish who will be invited to participate in Stage 7 Supplier Presentations.

This Stage will determine whether there are any products on the market that could potentially meet SSC's requirements. Regardless of the results at this stage, SSC may elect to discontinue further progress on this procurement process entirely at its own discretion. Bidders will be notified in writing should this occur.

Stage 7: Supplier Presentations

Bidders that successfully demonstrate the capacity of their solution to perform Automated Regression Testing (ART) on Supplier Interface of P2P in Stage 6 may be invited to make a presentation which will be evaluated using Stage 7 section of Attachment 3, Evaluation Grid.

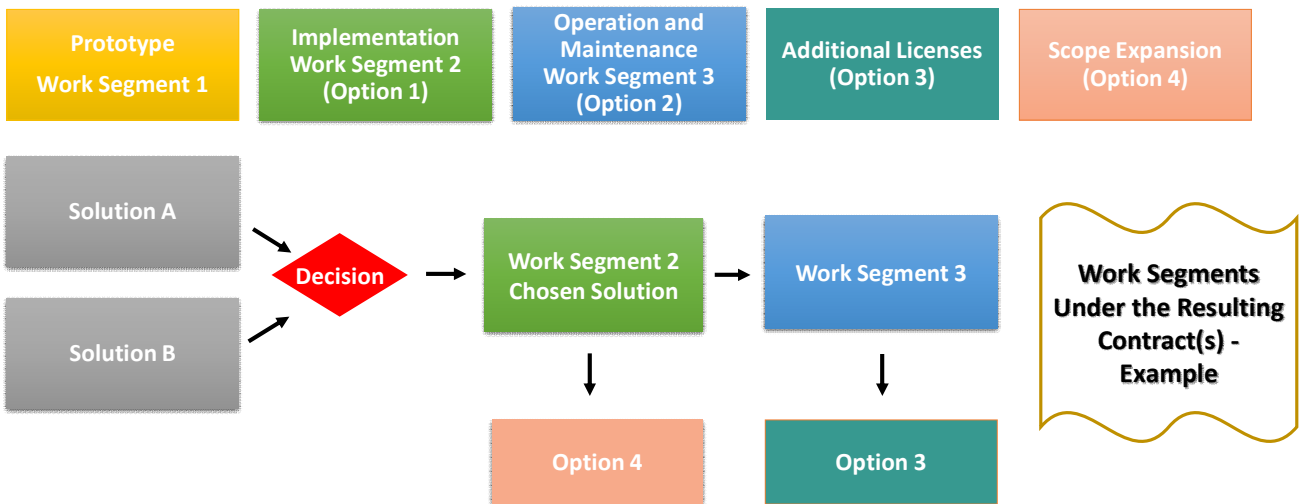
Stage 8: Notification of Selection

Based on the results of the selection process (further defined in sections 3 and 4), the highest ranked Bidders will be notified of Canada's intent to proceed with contract award(s).

Stage 9: Written Technical Bid

Bidders notified in Stage 8 will be invited to submit their technical bid describing in writing the elements demonstrated in Stage 7 as well as any additional requirements the Bidder feels are needed in order to resolve the problem(s).

Stage 10: Award of Pilot Contracts



1.3 Prototype and Testing the ART Tool Prototype

(Estimated duration of 2 months).

The selected contractors will develop their respective Solutions in accordance with any resulting contracts and will be required to configure and prototype their Solution in collaboration with Canada.

The Contractor(s) must pilot the Solution in Canada's technical environment demonstrating the solution's capacity to complete all test scripts without failure as required by the Business Systems Transformation team during their normal regression testing cycle.

Each prototype performance will be assessed in accordance with the "Decision-Making Framework for Choosing Solution to Be Implemented" described in Annex A - Statement of Challenge.

Canada may invite the contractor that has submitted the selected Solution to move to Work Segment 2 – Implementation by exercising an option under the contract of the selected contractor. It is anticipated that only 1 Contractor will be recommended to proceed to Work Segment 2.

Option 1 - Implementation

If Canada exercises option 1 of any resulting contract, the selected contractor will implement its Solution (estimated duration of 1 year).

The implemented solution may include required changes based on feedback from Canada following Work Segment 1.

Option 2 - Operations and Maintenance

If Canada exercises option 2 of any resulting contract, the Contractor will provide operational support and maintenance services for the Solution (estimated duration of 1 year).

Canada may also exercise 3 options of one year each for the provision of operational support and maintenance services for the Solution.

Option 3 – Additional Licenses

If Canada exercises option 3 of any resulting contract, the Contractor will provide additional licenses of the solution.

Option 4 – Scope Expansion

If Canada exercises option 4 of any resulting contract, the Contractor will provide additional licenses for an expanded scope that will enable the Automated Regression Testing Tool to be used for regression testing of other products.

1.4 Security Requirements

There are no Security Requirements.

PART 2 - BIDDERS' INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in the CBS 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.
- b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the CBS and accept the clauses and conditions of the resulting contract.
- c) The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of this solicitation, but are amended as follows.

Section 03, Standard instructions, clauses and conditions:

Delete: "Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16."

Section 09, Customs clearance: deleted in its entirety.

Section 13, Communications – solicitation period

Delete: To ensure the integrity of the competitive bid process, enquiries and other communications regarding the bid solicitation must be directed only to the Contracting Authority identified in the bid solicitation. Failure to comply with this requirement may result in the bid being declared non-responsive.

Insert: Single Point of Contact: To ensure the integrity of the competitive procurement process, all formal questions and other communications regarding the solicitation must be directed only to the Contracting Authority identified in the solicitation. While public servants (who may or may not be involved in this procurement) may engage in exchanges in other fora, such as social media, official information that is binding on Canada will only be made available by the Contracting Authority and Bidders relying on information found do so at their own risk.

Section 14, Price justification:

Delete: In the event that the Bidder's bid is the sole responsive bid received, the Bidders must provide, on Canada's request, one or more of the following price justification:

Insert: On Canada's request, the Bidder must provide one or more (as requested) of the following forms of price justification:

If there is a conflict between the provisions of Standard Instructions 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to Canada.

2.2 SSC Procure to Pay (P2P)

Bidders can register in the SSC P2P portal in order to:

- a) view and access solicitations from SSC;
- b) submit a response to a solicitation;
- c) receive updates and amendments regarding solicitations;
- d) be awarded contracts and receive contract amendments; and
- e) submit invoices and receive payment status updates.

To register, please go to <https://sscp2pspc.ssc-spc.gc.ca> and click “Register Now”.

2.3 Enquiries – Solicitation

Bidders who wish to be certain of receiving a reply must submit all questions through P2P to the Contracting Authority.

There will be 2 question periods, as follows:

- a) **Question Period 1:** All inquiries are requested to be submitted in writing to the Contracting Authority no later than three (3) calendar days before the Webinar’s date. Inquiries received that do not meet this condition may not be answered during the Webinars.
- b) **Question Period 2:** All enquiries are requested to be submitted in writing to the Contracting Authority no later than five (5) calendar days before the CBS closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the CBS 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 are requested to be clearly marked "proprietary" at each relevant item. Items identified as “proprietary” will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidders do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Contracting Authority

The Contracting Authority for this CBS is:

Name: Angelina Abuba
Department: Shared Services Canada
Address: 180 Kent St., Ottawa ON, K1P 0B6
Phone number: 613-799-0744
Email: angelina.abuba@canada.ca

2.5 Applicable Laws

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

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

2.6 Bidders' Webinars

The Bidders' webinars will be held on *October 28th, 2020* as follows:

- The English-language webinar will be held on 1:00 p.m EDT
- The French-language webinar will be held on 2:00 p.m EDT

The scope of the requirement outlined in this CBS solicitation will be reviewed during the webinar and questions will be answered. It is recommended that Bidders who intend to submit a bid participate. Bidders who do not attend will not be precluded from submitting a bid.

Bidders are requested to register by emailing the following information to Contracting Authority at angelina.abuba@canada.ca no later than 3:00 p.m EDT on *October 26th, 2020*.

1. Bidder's name (Organization)
2. Bidder's contact email address
3. Webinar Language

Once all responses are received, the Contracting Authority will email an official invitation to all Registrants.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Submission and Financial Bid Forms

Bidders are requested to submit their bid using the Bid Submission Form (Attachment 1) and the Financial Bid Form (Attachment 2). All bids must be received by the closing date and time indicated in the SSC P2P portal.

3.2 Electronic Submission of Bids

- a) All bids must be submitted via the SSC P2P portal to the SSC Contracting Authority by the closing date and time indicated in the SSC P2P portal with respect to the bid solicitation. Only bids submitted through the SSC P2P portal will be considered.
- b) Bidders intending to submit a bid are encouraged to send an e-mail notification to the Contracting Authority indicating their intention to submit a bid.
- c) Format of Bid Documents: Bidders may submit bid documents in any of the following approved formats:
 - i. PDF attachments; and
 - ii. documents that can be opened with either Microsoft Word or Microsoft Excel.

Bidders that submit bid documents in other formats do so at their own risk, as Canada may be unable to read them.

- d) File Size: P2P accommodates individual documents of up to 30MB each. Bidders should ensure that they submit their bid in multiple documents, each of which does not exceed 30MB. Bidders may submit as many documents as necessary.
- e) Once the closing date and time has passed, the Bidder will not be able to submit a bid.
- f) If the P2P portal is unavailable for any reason during any part of the 4 hours immediately before the solicitation closing date and time, bidders are requested to contact the Contracting Authority immediately, both by email and by telephone. If the Contracting Authority confirms that the P2P portal is unavailable for any reason during any part of the 4 hours immediately before the solicitation closing date and time, the Contracting Authority will extend the solicitation closing date and time by 24 hours. The Contracting Authority will send notice of any such extension to those bidders who have sent an email notification to the Contracting Authority indicating their intention to submit a bid. The Contracting Authority is not required to extend the solicitation closing date or time if the reason a bidder is unable to access the P2P portal is related to that bidder or its systems, rather than an SSC system problem.
- g) Responsibility for Technical Problems. Canada will not be responsible for:
 - i. any technical problems experienced by the Bidder in submitting its bid, including attachments rejected or quarantined because they contain malware or other code that is screened out by SSC's security services; or
 - ii. any technical problems that prevent SSC from opening the attachments. For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated accordingly. Bidders will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.

3.2.1 Modification and Withdrawal of Bids

- a) Bids can be modified, withdrawn or resubmitted through P2P before the solicitation closing date and time.

3.3 Bidder's Technical Bid

Bidders receiving a Notification of Selection will have to provide their Technical Bid before the date indicated in the Notification of Selection. Bidder's technical bid is not to be provided at bid closing

3.4 Certifications

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

3.5 Supply Chain Security Information (SCSI) Submission

Canada will assess whether, in its opinion, the SCSI creates the possibility that the Contractor's Solution could compromise or be used to compromise the security of Canada's equipment, firmware, software, systems or information.

All Bidders are requested to provide the following:

Ownership

- 1) The company names of all Joint Ventures, partners and owners;
- 2) The company names of all shareholders;
- 3) The company names of all the OEMs they will be working with;
- 4) The company names of all the software publishers they will be working with; and
- 5) The company names of all the subcontractors they know ahead of time that they intend to work with.

Product Information

- 1) The names of the products being offered:
 - a. All corresponding Common Vulnerabilities and Exposures (CVE)
- 2) A high-level network diagram of the product and how it will interact with the current infrastructure (i.e. who does it talk to/with)

PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

Bids will be assessed in accordance with the entire requirement of the CBS.

There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.

An evaluation team composed of representatives of Canada will evaluate the bids. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

The evaluation criteria are described in Attachment 3. During the presentation, Bidders are requested to demonstrate the merits of their Solution in response to each criterion thoroughly, concisely and clearly. Simply repeating statements contained in the CBS is not sufficient.

4.1.1 Financial Evaluation

The financial bid will be assessed to determine compliance with the maximum funding mandatory criteria. The financial evaluation will be conducted by calculating the Total Bid Price using the Financial Bid Form (Attachment 2).

4.1.2 Mandatory Financial Evaluation Criteria

The maximum funding available for Work Segment 1 is \$15,000.00 (Applicable Taxes are extra) for each of the contracts awarded. Financial bids where Work Segment 1 is valued in excess of \$15,000.00 will be considered non-responsive.

The disclosure of the maximum funding amounts does not commit Canada to spend the maximum funding available.

The bid price will be evaluated in Canadian Dollars, excluding Applicable Taxes, but including shipping, travel and living expenses, Canadian customs duties and excise taxes.

4.1.3 Technical Evaluation Process

The evaluation of the bids will be conducted in two phases and bidders will be informed after each phase of their status in the selection process.

4.1.3.1 Stage 6:

Within the bid solicitation package bidders have been provided with a Use Case which is found at Attachment 3 - Appendix A – Stage 6 Use Case. There are mandatory criteria related to this Use Case and Canada will assess the bidders bid related to these criteria. Bidders whose responses are deemed to meet the mandatory criteria will be invited to participate in the next phase of the evaluation.

4.1.3.2 Stage 7:

The bidders invited to participate in this phase of the evaluation will be required to complete a presentation where the performance of their solution will be assessed. Bidders will be required to use the use-case to demonstrate the Mandatory and Point Rated criteria outlined below. The Use Case will be provided to the bidder 14 days in advance of the presentation.

4.1.4 Presentation Logistics

The presentation will be via a videoconference using MS Teams initiated by Canada.

Travel and Living expenses relating to making the presentation, if any, will not be reimbursed and are at the cost of the bidder.

Each presentation will be allocated a 90-minute period of time: 45 minutes to present, 15 minutes for the evaluation team to withdraw prior to the question period, and 30 minutes for questions from the evaluation team.

4.1.5 Evaluation of Presentations

Each presentation will be evaluated and scored in accordance with the presentation mandatory and point-rated evaluation criteria identified in Attachment 3.

The bidder's answers to the questions asked by the evaluation teams will be used to grade the same presentation evaluation criteria identified in Attachment 3.

4.1.6 Written Technical Bid

Following Stage 7 - Presentation and prior to contract award, if Canada intends to award a contract for prototyping to the bidder, Canada will issue a Notification of Selection requesting that the Contractor describe in further details the functionalities of the proposed solution including the elements that will need to be configured or customized.

If the bidder is proposing elements that exceed the Solutions Performance Requirements, the bidder will be requested to identify them in the Solution Description.

The solution description will not be formally scored through the technical proposal evaluation process but will form part of the resulting contract.

If, after receiving the Written Technical Bid, SSC determines that it does not reflect the elements presented during Stage 7, SSC will ask the bidder to make corrections within 3 working days or the date indicated within the request to correct the bid.

In the unlikely scenario where the bidder is unable to address any deficiency identified, SSC may determine the Written Technical Bid non-responsive and move to the next highest ranked bidder.

4.2 Basis of Selection

4.2.1 SCI Assessment Process

Canada will assess the Supply Chain Security Information submitted by the Bidders in accordance with article 3.6. Canada must approve the SCSi in order for a bid to remain responsive. If any bid is declared non-responsive at this stage, Canada will consider the SCSi submission of the next-ranked Bidder. The remaining components of the SCSi will be assessed during the contract.

4.2.2 Evaluation of Certifications and Additional Information

Canada will review all submitted certifications and additional information and determine whether any additional information is required, in accordance with Part 5.

4.2.3 Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)

1. To be declared responsive, a bid must:
 - a) comply with all the requirements of the bid solicitation; and
 - b) meet all mandatory technical and financial evaluation criteria.
2. Bids not meeting a) or b) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
4. The technical merit score for each responsive proposal will be determined as follows: total number of points obtained for the Point-Rated Technical Evaluation Criteria at Stage 1 out of 60.
5. To establish the pricing score, the Total Financial Proposal will be prorated against the lowest evaluated price to yield a score out of 40.
6. For each responsive proposal, the technical merit score (maximum 60) and the pricing score (maximum of 40) will be added together to determine the total score out of 100.
7. In the event two or more responsive proposals have the same highest total score, these proposals will be ranked as follows:
 - a) The proposed total cost for Work Segment 2 - Implementation of the Solution will be used to rank the tied proposals from the lowest cost to the highest cost.

4.2.4 Recommendation for Award of a Contract

Up to 2 responsive bids will be recommended for contract award.

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.

Any awarded contract will include commitments by the bidder to provide all features, functionalities or services for which it received points in the point-rated portion of the evaluation. For example, if the requirement stated that it was desirable or that the Solution should do something, and the bidder received points for indicating that its Solution would do that thing, the resulting contract will specify that the contractor must deliver that feature, functionality, or service.

The bidder agrees not to make any media announcements about the award of a contract without coordinating the announcement with the Contracting Authority.

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, whether in its bid, 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 Precedent to Contract Award and Additional Information

The certifications and additional information should be submitted using ATTACHMENT 1 – BID SUBMISSION FORM. If any of these required certifications or additional information are not completed and submitted as requested, the Contracting Authority will inform the Bidders of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

PART 6 - RESULTING CONTRACT CLAUSES

Note to Bidders: These Resulting Contract Clauses are intended to form the basis of any contract(s) resulting from this bid solicitation. Except where specifically set out in these Resulting Contract Clauses, acceptance by Bidders of all the clauses is a mandatory requirement of this bid solicitation.

No modification or other terms and conditions included in the bid will apply to the resulting contract, despite the fact that the bid may become part of the resulting contract.

Any Bidder submitting a bid containing statements implying that the bid is conditional on modification of these Resulting Contract Clauses (including all documents incorporated by reference) or containing terms and conditions that purport to supersede these Resulting Contract Clauses will be considered non-responsive. As a result, Bidders with concerns regarding the provisions of these Resulting Contract Clauses should raise those concerns in accordance with the Enquiries provision of the bid solicitation.

If additional legal issues are raised by a bid, Canada reserves the right to address those issues in any contract awarded as a result of this bid solicitation. If the additional provisions are unacceptable to the Bidder, the Bidder may withdraw its bid.

Articles of Agreement

6.1 Automated Regression Testing Tool Series of Contracts

The Contractor acknowledges that this Contract is one of a series of 2 [*Note to Bidders: this number may be adjusted downward if necessary, at the time of award*] contracts awarded as a result of the Challenge-Based Solicitation issued by Shared Services Canada on [insert date] under No. [insert number].

The award of this Contract begins Stage 2 of the overall Automated Regression Testing Tool initiative described in the Statement of Challenge. Options available to Canada under this Contract relate to Stages 3 and 4 of the initiative.

6.1.1 Delivery and Testing the Automated Regression Testing Tool Solution Prototype (Work Segment 1)

The Contractor must deliver the Automated Regression Testing Tool Solution prototype and perform all the Work associated with Work Segment 1 in accordance with the terms and conditions of this Contract, including the Statement of Challenge at Annex A, the Contractor's technical proposal entitled _____, dated _____, and the Solution Description entitled _____, dated _____.

The following options may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

If an option is exercised more than 24 months after contract award and at the request of the Contractor, the prices for Option 1 to 4 will be adjusted in accordance with the Price Adjustment Mechanism (paragraph 6.1.7).

The prototype duration is estimated at 2 months.

6.1.2 Option 1: Implementation of the Automated Regression Testing Tool Solution (Work Segment 2)

[Note to Bidders: This section will be customized prior contract award] The Contractor grants to Canada the irrevocable option to require the Contractor to implement the Automated Regression Testing Tool Solution in accordance with the terms and conditions of this Contract.

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

This option expires 24 months after the contract is issued, unless the Parties agree to extend this period and document their agreement in a Contract Amendment.

While the decision to exercise Option 1 is entirely within Canada's discretion, if Canada chooses to exercise Option 1, it will do so in accordance with the Article of Annex A entitled "Decision-Making Framework for Choosing Solution to be Implemented".

Canada anticipates selecting only a single contractor to proceed to Work Segment 2. However, Canada may, in its discretion, exercise Option 1 with another contractor as well at any time prior to the option expiring.

At the end of Work Segment 1, all contractors will be informed if Canada is exercising Option 1. If Canada determines not to exercise Option 1 at the completion of Work Segment 1, the Contract will remain valid until Option 1 expires.

6.1.3 Option 2: Operational Support and Maintenance Services (Work Segment 3)

The Contractor grants to Canada the irrevocable option to require the Contractor to perform the Work associated with Work Segment 3, as described in Annex A: Statement of Challenge, at the prices and rates set out in Annex B: Basis of Payment.

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

6.1.4 Option 3: Additional Licenses

The Contractor grants to Canada the irrevocable option to purchase additional licenses of the Automated Regression Testing Tool solution in accordance with the terms and conditions of this Contract.

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

6.1.5 Option 4: Scope Expansion

The Contractor grants to Canada the irrevocable option to purchase additional licenses for an expanded scope that will enable the Automated Regression Testing Tool to be used for regression testing of other products at Shared Services Canada

This option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option by sending a written notice to the Contractor at any time.

6.1.6 Price Adjustment Mechanism

Upon Contractor’s request, for work under the Contract performed after the 24 month period from the contract award, the Price Adjustment Mechanism will apply.

The prices will be adjusted to account for inflation according to Table 18-10-0004-01 Consumer Price Index, monthly, not seasonally adjusted, All-items, Canada

$$\text{New Price} = \text{Initial Price} * \left\{ \left(1 + \frac{\text{CPI exercise date of the Option} - \text{CPI at the contract award}}{\text{CPI contract award}} \right) \right\}$$

For example:

The initial price for the Milestone X is \$ 1000.

Contract award March 31, 2019.

Option 3 for an additional deployment of the solution is exercised on June 2, 2021.

CPI for March 2019 = 134 (hypothetical value)

CPI for May 2021 = 136

The new price = 1000 * (1 + (136-134) / 134) = \$ 1,014.93

6.2 Standard Clauses and Conditions

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

6.2.1 General Conditions

2030 General Conditions - Higher Complexity - Goods (2020-05-28) apply to and form part of the Contract.

6.2.2 Supplemental General Conditions

The following supplemental general conditions apply to and form part of the Contract:

4003 (2010-08-16), Licensed Software

4004 (2013-04-25), Maintenance and Support Services for Licensed Software

4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information, if applicable

6.2.3 Licensed Software

(a) With respect to the provisions of Supplemental General Conditions 4003:

Licensed Software	The Licensed Software, which is defined in 4003, includes all the products offered by the Contractor in its bid, and any other software required for those products to function in accordance with the Software
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	Documentation and the Specifications, including without limitation all of the following products: <i>(this information will be completed at contract award using information in the Contractor's bid)</i>
Type of License being Granted	User License, as described in Section 06.
Language of Licensed Software	The Licensed Software must be delivered in English.
Delivery Location	As specified in Annex A
Media on which Licensed Software must be Delivered	Internet link for download
Source Code Escrow Required	No

6.2.4 Licensed Software Maintenance and Support

(a) The provisions of Supplemental General Conditions 4004 are modified, as applicable, in accordance with the following:

Option to Extend Software Maintenance and Support Period	As per Article 6.1 of the Contract.
Hours for Providing Hot Line Support Services	As described in Annex A
Contractor must keep track of software releases for the purpose of configuration control	Yes, as described in Annex A
Contact Information for Accessing the Contractor's Support Services	In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following: Toll-free Telephone Access: Toll-free Fax Access: Email Access: <i>[Note to Bidders: This information will be completed at the time of exercise of Option 1 with information supplied by the Contractor.]</i>
Website	In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet. To do so, the Contractor must include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's

	users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address for web support is <i>[Note to Bidders: The website address will be completed at the time of exercise of Option 1 with information supplied by the Contractor.]</i>
Language of Support Services	The Support Services must be provided in both French and English, based on the choice of the User requesting support.
Article 07 – Canada's Responsibilities' – Para 1	Canada will not maintain, for the software Support Period, a telephone line and Internet access for use in connection with the software support services.

6.3 Security Requirement

6.3.1 Security Requirements for the Contract

There are no security requirements associated with this Contract.

6.4 Data Ownership and Sovereignty

The Parties agree that neither the operation of the Solution nor the provision of maintenance or support relating to the Solution requires the Contractor at any time to access the content transmitted by Canada using the Solution. The Contractor acknowledges that:

- (a) it, its employees, representatives and agents are prohibited from accessing the content transmitted by the Solution at any time without the written consent of the Contracting Authority; and
- (b) it is prohibited from permitting any third party to access the content transmitted by the Solution at any time without the written consent of the Contracting Authority.

The Contractor agrees that, although it may access the Solution remotely, it must do so only from locations within Canada and the Contractor agrees to segregate its network or access to its network in all ways required in order to ensure that no person outside the geographic boundaries of Canada is capable of accessing the Solution remotely using the Contractor's infrastructure. The Contractor acknowledges that Canada may audit compliance with this Article and agrees to provide access to its premises and systems during normal business hours in order to allow Canada or its representatives to conduct any such audit.

6.5 Contract Period

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

- a) the "Initial Contract Period", which begins on the day this Contract is awarded and ends 24 months later or once Option 1 is exercised, whichever comes first; and

b) the period during which the Contract is extended, if Canada chooses to exercise any options described above.

6.6 Authorities

6.6.1 Contracting Authority

The Contracting Authority for the Contract is:

TBD at contract award.

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.

6.6.2 Technical Authority

The Technical Authority for the Contract is:

TBD at contract award.

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

6.6.3 Contractor's Representative

TBD at contract award

6.7 Payment

6.7.1 Basis of Payment Work Segment 1 – Firm Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price as specified in Annex B for a cost of \$ _____ insert the amount at contract award). Customs duties are included and Applicable Taxes are extra.

6.7.2 Basis of Payment Work Segments 2 and 3 (Options 1 to 4) - Ceiling Prices

If Canada exercises options 1, 2, or 3 and in consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with the Basis of Payment in Annex B up to the ceiling prices set out there. Customs duties are included and Applicable Taxes are extra.

The Contractor must complete all the Work associated with options 1 to 3 for no more than the ceiling price for each option period indicated in Annex B. That is, once the ceiling price has been paid, the Contractor must continue performing the Work, but no further payments will be made.

6.7.3 Method of Payment

Canada will pay the Contractor the firm all-inclusive prices in accordance with the Annex B Basis of Payment.

6.7.4 SACC Manual Clauses

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

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

6.8 Advance shipping notice

The Contractor should submit an advance shipping notice through the SSC P2P portal to notify SSC of the pending delivery of the goods under this Contract within 24 hours after shipping the goods. For ongoing or continuing services, the advance shipping notice will not be necessary as the Contractor must provide invoices in accordance with the invoicing instructions provided in the Contract.

6.9 Invoicing Instructions

- (a) The Contractor must submit invoices electronically through the SSC P2P portal in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all work identified in the invoice is completed. In the alternative, the Contractor may seek the consent of the Contracting Authority to submit invoices using an alternative method.
- (b) For Purchase Orders, the Contractor's invoice must indicate which line item(s) and the quantity for which it is invoicing.
- (c) If the Contractor submitted an advance shipping notice, the invoice should be linked to this advance shipping notice in the SSC P2P portal. The Contractor may link more than one advance shipping notice to the invoice. The invoice must match the total quantity and price of the advance shipping notices.
- (d) 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.
- (e) The Contractor must provide a digital copy of the invoice as an attachment through P2P.

6.10 Certifications

6.10.1 Compliance

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire contract period. If the Contractor does not comply with any certification, provide the related documentation 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.

6.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*to be inserted at contract award*).

6.12 Priority of Documents

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

- a) the Articles of Agreement;
- b) 4003 (2010-08-16), Licensed Software
- c) 4004 (2013-04-25), Maintenance and Support Services for Licensed Software
- d) 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information, if applicable
- e) the general conditions 2030 (2020-05-28)
- f) Annex A, Statement of Challenge;
- g) Annex B, Basis of Payment;
- h) the Contractor's bid dated _____ 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.

6.13 Foreign Nationals

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

or

SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

6.14 Insurance – No Specific Requirement

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

6.15 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 any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .25 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).

6.16 Joint Venture

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

member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.

- f. The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

6.17 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.

ATTACHMENT 1 – BID SUBMISSION FORM

Provided under a separate document

ATTACHMENT 2 – FINANCIAL BID FORM

Provided under a separate document

ATTACHMENT 3 – EVALUATION GRID

Provided under a separate document

Annex A – Statement of Challenge

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PROBLEM STATEMENT

SSC requires an automated testing tool to regression test the P2P Portal that will reduce time during creation, execution and recording results of testing.

BACKGROUND AND CONTEXT

Shared Services Canada, through an openly competitive procurement process, acquired Ivalua, a commercial off-the-shelf solution, to transform SSC's manual, paper-based processing to fully automated, paperless business processes.

SSC branded the solution "P2P" and the web portal, which was launched in June 2016 has been operating for three years. Both internal SSC employees and external suppliers access the self-service P2P portal, with suppliers using the P2P Supplier Portal to access tenders, submit bids electronically, acknowledge purchase orders and create/submit electronic invoices.

In order to keep up with technology and its demands, the Business Systems Transformation team (BST) focuses on Continuous Improvement ensuring SSC is up to speed with the latest functionality within Ivalua in order to encourage innovation and modernization.

SSC has been performing manual testing since the first implementation of the P2P Portal in 2016. Manual testing is labour intensive for internal SSC resources who perform regression testing as a portion of their responsibilities. The internal resources assigned to do the testing are inconsistent, and the need to divert attention from core workload to perform manual testing greatly impacts their ability to achieve business outcomes. It takes longer to repeat the same regression testing every time there is a new Ivalua release to be tested and as multiple testers from different teams perform manual testing differently from one another, it is challenging to consistently document testing results. SSC currently averages four minor releases and one major release per year.

A planned major update to the Ivalua P2P solution is planned for 2021 which may include major platform changes.

INCREMENTAL DEPLOYMENT OF SOLUTION

The Statement of Challenge (SoC) is defined by three Work Segments as shown below. Each Work Segment (WS) represents a phase of the project deployment. Work identified in WS 2 and 3 represent optional work.

Work Segment #	Work Segment Name	Description
1	Pilot	The Contractor must pilot their Solution in Canada's technical environment against a use-case that will be provided following Contract Award. The solution must comply with the requirements of this contract.
2	Implementation of Solution	Based on the results and performance of the solution(s) piloted in WS 1, Canada may require the Contractor to fully implement the Solution.

The implemented solution may include required changes based on feedback from Canada following WS 1.

3	Maintenance and Support	Canada may require the Contractor to maintain and support the Solution on an ongoing basis.
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SOLUTION PERFORMANCE REQUIREMENTS

The solution must satisfy the mandatory requirements to be considered for WS2 – Implementation of the Solution

FUNCTIONAL REQUIREMENTS

MANDATORY REQUIREMENTS

The Solution must:

- Maintain baseline configuration as follows:
 - Run end-to-end P2P scripts, including uploading of attachments to P2P, logging in and out of different accounts; using functionality that interfaces with other systems (e.g. SIGMA (SAP), Buy and Sell, Punch Out Catalogues);
 - Load bulk data files needed for testing;
 - Include a modular tool that allows for multiple test scripts to be chained together;
- Provide repeatable test scenarios and steps to execution;
- Include a baseline set of scenarios;
- Require minimal to no coding of tests;
- Store and playback test results;
- Provide evidence-supported information as a result of the tool running a test and it failing (e.g. step where it failed and screenshot of failure);
- Amend and edit test cases without having to restart for minor changes;
- Not require the installation of plug-ins or browser extensions in order to comply with SSC's IT Security policies;
- Interoperate with:
 - Google Chrome, Firefox, Microsoft Edge (Chromium) and Internet Explorer 11;
 - Ivalua "P2P"; and
 - SAP, the department's Financial Management system.

The solution must have the capacity to:

- Adapt to changes to the Ivalua P2P platform;
- Comply with W3C Accessibility Standards;
- Run tests that have a time dependency;
- Work agnostic of the device being used to perform the testing (devices used by testers vary in specifications and have previously been a bottleneck in the testing process);
- Measure runtime of different steps in order to identify where P2P functionalities could be streamlined;

NON-MANDATORY REQUIREMENTS

1. The solution should continue to execute test scripts when the workstation is locked; and

2. The solution should allow for interruption during the execution of a test script without the need to restart the script.

WORK SEGMENT 1 – PILOT

The Contractor must deliver a solution that meets the referenced above.

Estimated duration = Two Months

NON-FUNCTIONAL REQUIREMENTS

MANADATORY REQUIREMENTS

The Contractor must provide:

- Virtual group training of up to six SSC employees on the use of the automated regression testing tool;
- Telephone/IM support in English during the hours of 8:00 AM to 5:00 PM (EST), Monday to Friday, except on [Canadian federal statutory holidays](#); and
- Step-by-step training documentation describing how to perform the automated regression testing in both of Canada's Official Languages.

NON-MANDATORY REQUIREMENTS

The Contractor should provide real-time 24/7 support via Instant Message and Telephone in both English and French, if available.

PERFORMANCE ASSESSMENT

SSC will provide the Contractor with the use-case that will be used to evaluate the solution's capacity to complete automated regression testing.

The Contractor must demonstrate that their solution can successfully complete all stages of the provided use-case via a presentation to Canada within two weeks of Contract award.

Acceptance test: The Solution can successfully complete all stages of the provided use-case via a presentation to Canada

The presentation should include at a minimum:

1. Testing approach
2. Testing results
3. Problems encountered and solutions implemented, if any

DECISION MAKING FRAMEWORK FOR SELECTING A SOLUTION TO IMPLEMENT

During WS 1 SSC will use a decision-making framework for selecting which contractor's solution will be considered for implementation by testing the mandatory functional requirements each of the contractors committed to provide as part of their solution.

The decision on the solution to be implemented will be made on the basis of best fit and may be considered against other options for implementation (i.e. options other than the pilots developed under this series of contracts). If SSC chooses to proceed to WS 2, SSC will select the contractor that has delivered a Solution pilot that, in SSC's opinion, demonstrates the most benefits for SSC. SSC will examine the following factors:

1	<p>Adaptability: Does the solution allow for the modification of an existing script or template without jeopardizing the main script?</p> <p>The following aspects will be considered:</p> <ol style="list-style-type: none"> 1. An existing script can be amended to add another piece of logic (with proper syntax) and the script can still be executed without issues. 2. An existing script can be amended to remove a piece of logic (with proper syntax) and the script can still be executed without issues. 3. The script playback can be paused and the script can be modified and executed and playback will resume from where it was paused.
2	<p>Data Processing: Is the solution able to process complex scripts that involve various functions and is compatible with different browsers?</p> <p>The following aspects will be considered:</p> <ol style="list-style-type: none"> 1. The time it takes to successfully complete the execution of a script. 2. The ability to process multiple functions in a single script (can run the Use Case to measure this). 3. Compatibility with Firefox, Chrome, Internet Explorer and Microsoft Edge.
3	<p>Reporting: How well does the solution collect and report on script results?</p> <p>The following aspects will be considered:</p> <ol style="list-style-type: none"> 1. The level of detail provided at each step of the test (including screenshots, timestamps, where it failed and why). 2. The ability to modify what is captured in the reports. 3. Ease with which the results can be replicated and shared. 4. Results are captured in Microsoft Excel format or similar, where the results are managed in a single file.
4	<p>Overall user experience: What is the overall experience of the user during operation of the solution?</p> <p>The following aspects will be considered:</p> <ol style="list-style-type: none"> 1. The capacity of the solution to be user-centric. 2. Extent to which the use of the solution is intuitive to the user. 3. Ease of configuring scripts before and during testing. 4. Ease of navigating the user interface. 5. Capacity to free the device during regression testing. 6. Level of CPU, memory and network utilization while running. 7. Quality of support available to the user. 8. Availability of support in both official languages.

WORK SEGMENT 2 – IMPLEMENTATION – OPTION #1

The Contractor must deliver a solution that meets the referenced in the Statement of Challenge.

Duration = One Year

NON-MANDATORY REQUIREMENTS

The Contractor should provide real-time 24/7 support via Instant Message and Telephone in both English and French, if available.

DELIVERABLES

<i>Identifier</i>	<i>Description</i>	<i>Due Date</i>
3-1	Fully Functional Solution that meets all the Solution Performance Requirements and resolves any issues identified by SSC in WS 1.	Within 30 days of exercising Option #1
3-2	Bilingual step-by-step training documentation in PDF/DOCX format. This deliverable must enable an SSC operator to operate the Solution autonomously.	Within 10 days of exercising Option #1, the Contractor must propose a table of contents for the training. Within 15 days of exercising Option #1, the Contractor must provide a draft of the step-by-step training documentation to be tested by one operator that will provide feedback to the Contractor. Within 30 days of exercising Option #1, the Contractor must provide the final version of the step-by-step training documentation.

MAINTENANCE AND SUPPORT SERVICES

During WS 2 the Contractor must provide the support services as described under **Error! Reference source not found.**

WORK SEGMENT 3 – OPERATION AND MAINTENANCE SERVICES – OPTION #2

The Contractor must maintain and support the solution provided in WS 2 ensuring that it continues to meet the referenced in the Statement of Challenge.

OPERATION AND MAINTENANCE SERVICES

During WS 3 the Contractor must provide the following support services

NON-FUNCTIONAL REQUIREMENTS

MANDATORY REQUIREMENTS

The Contractor must provide:

- Telephone/IM support in English and French, if available, during the hours of 8:00 AM to 5:00 PM (EST), Monday to Friday, except on [Canadian federal statutory holidays](#).

NON-MANDATORY REQUIREMENTS

The Contractor should provide real-time 24/7 support via Instant Message and Telephone in both English and French, if available.

Annex B – Basis of Payment

1.0 Work Segment 1 – Prototype and Testing the ART Tool Prototype

During the period of the Contract, for Work relating to prototype performed in accordance with the Contract, the Contractor will be paid as specified below.

Canada will make payments in accordance with the following:

Description	Firm, all-inclusive Price
Solution Prototype Delivery	\$
Total - Firm Price for Stage 3	\$15,000.00 maximum

2.0 Work Segment 2, Implementation - Licensed Software and Maintenance support

This section applies only if Option 1 to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

Description	Firm, all-inclusive Unit Prices	Estimated Number of Users	Firm Price
Perpetual License		8	\$
Maintenance and support for two years		8	\$
Licensed Software and Maintenance and support			\$

3.0 Work Segment 3, Operation and Maintenance

This section applies only if Option 2 to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work related to Operation and Maintenance

Description	Firm, all-inclusive	Estimated Number of Users	Option Year 1	Option Year 2	Option Year 3

	Unit Prices				
<i>Maintenance and support for 1 year</i>		8	\$	\$	\$
Maintenance and support			\$	\$	\$