



National Defence

Défense nationale

National Defence Headquarters  
Ottawa, Ontario  
K1A 0K2

Quartier général de la Défense nationale  
Ottawa (Ontario)  
K1A 0K2

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

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

[Ryan.Murray4@forces.gc.ca](mailto:Ryan.Murray4@forces.gc.ca)

<b>Title/Titre</b> Human Performance Software	<b>Solicitation No – N° de l'invitation</b> W6399-20-LB01/A
<b>Date of Solicitation – Date de l'invitation</b> February 01, 2020	
<b>Address Enquiries to – Adresser toutes questions à</b> Attention: Ryan Murray, DLP 8-2-3-2  Ryan.Murray4@forces.gc.ca	
<b>Telephone No. – N° de téléphone</b>	<b>FAX No – N° de fax</b>
<b>Destination</b> See herein	

**Proposal To: National Defence 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 and services listed herein and on any attached sheets at the price(s) set out therefore.

**Proposition à : Défense nationale 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 et services énumérés ici et sur toute feuille ci-annexée, au(x) prix indique(s).

**Instructions:**

**Municipal taxes are not applicable. Unless otherwise specified herein all prices quoted must include all applicable Canadian customs duties, GST/HST, excise taxes and are to be delivered Delivery Duty Paid including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax/Harmonized Sales Tax is to be shown as a separate item.**

**Instructions: Les taxes municipales ne s'appliquent pas. Sauf indication contraire, les prix indiqués doivent comprendre les droits de douane canadiens, la TPS/TVH et la taxe d'accise. Les biens doivent être livrés « rendu droits acquittés », tous frais de livraison compris, à la ou aux destinations indiquées. Le montant de la taxe sur les produits et services/taxe de vente harmonisée doit être indiqué séparément.**

<b>Solicitation Closes – L'invitation prend fin</b>
At – à : 2021-03-15 @ 1400EDT
On - le : 2021-03-15 @ 1400EDT

Delivery required - Livraison exigée See herein	Delivery offered - Livraison proposée
Vendor Name and Address - Raison sociale et adresse du fournisseur	
Name and title of person authorized to sign on behalf of vendor (type or print) - Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)	
Name/Nom _____	Title/Titre _____
Signature _____	Date _____

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Security Requirements**

There is no security requirement associated with the solicitation.

### **1.2 Statement of Work**

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

### **1.3 Debriefings**

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

### **1.4 Trade Agreements**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-Chile Free Trade Agreement (CCFTA), the Canadian Free Trade Agreement (CFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CCoIFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-Honduras Free Trade Agreement (CHFTA), the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), the Canada-Korea Free Trade Agreement (CKFTA), the Canada Ukraine Free Trade Agreement (CUFTA) and the Canada-European Union Comprehensive Economic and Trade Agreement (CETA).

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

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

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

The 2003 (2020-05-28) Standard Instructions – Goods and Services – Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modifications:

- a) Section 02, Procurement Business Number is deleted in its entirety.
- b) Section 20(2), Further Information is deleted in its entirety.
- c) Subsection 2.d. of Section 05, Submission of Bids, is deleted in its entirety and replaced with the following:

Send its bid only to the address specified in the bid solicitation.

- d) Section 06, Late Bids, Is deleted in its entirety;
- e) The text under Section 07, Delayed Bids, is deleted in its entirety and replaced with the following:

It is the Bidder's responsibility to ensure that the Contracting Authority has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of bids will not be accepted.

- f) Section 08, Transmission by facsimile or by epost Connect, is deleted in its entirety.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services –Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

## **2.2 Electronic Submission of Bids**

a) Bids must be submitted only to the Department of National Defence by the date, time and place indicated on page 1 of the bid solicitation. Bids must be received electronically as noted in subparagraph

b) Electronic Submissions: Individual e-mails exceeding five (5) megabytes, or that includes other factors such as embedded macros and/or links, may be rejected by the DND e-mail system and/or firewall(s) without notice to the Bidder or Contracting Authority. Larger bids may be submitted through more than one e-mail. The Contracting Authority will confirm receipt of documents. It is the Bidder's responsibility to ensure that the Contracting Authority has received the entire submission. Bidders should not assume that all documents have been received unless the Contracting Authority confirms receipt of each document. In order to minimize the potential for technical issues, Bidders are requested to allow sufficient time before the closing time and date to confirm receipt. Technical and financial documents received after the closing time and date will not be accepted.

## **2.3 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 15 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## **2.4 Applicable Laws**

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

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

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their bid in separate electronic files as follows:

Section I: Technical Bid (1 soft copy)

Section II: Financial Bid (1 soft copy)

Section III: Certifications (1 soft copy)

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

Bidders may use Annex D to indicate their prices. If Bidders choose to use Annex D to indicate their prices, Bidders must include Annex D in their financial bid.

### **Section I: Technical Bid**

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

### **Section II: Financial Bid**

Bidders must submit their financial bid as follows:

- 1) Bidders must submit firm prices/fixed time rates as applicable in Annex D, Delivered Duty Paid (DDP) at Department of National Defence. Delivery locations and addresses will be (*inserted at contract award*). All Delivery locations are within 250km of the National Capital Region Incoterms 2010, Applicable Taxes excluded. The total amount of Applicable Taxes must be shown separately, and,

Unless the bid solicitation specifically requires bids to be submitted in Canadian currency, bids submitted in foreign currency will be converted to Canadian currency for evaluation purposes. The rate given by the Bank of Canada in effect on the bid solicitation closing date, or on another date specified in the bid solicitation, will be applied as a conversion factor to the bids submitted in foreign currency.

#### **3.1.1 Electronic Payment of Invoices – Bid**

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

If Annex "F" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

#### **3.1.2 Exchange Rate Fluctuation**

C3010T (2013-11-06), Exchange Rate Fluctuation Risk Mitigation

#### **3.1.3 SACC Manual Clauses**

### **Section III: Certifications**

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

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

#### 4.1 Evaluation Procedures

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

##### 4.1.1 Technical Evaluation

###### 4.1.1.1 Mandatory Technical Criteria

Refer to Annex C.

##### 4.1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Delivered Duty Paid (DDP) at Department of National Defence. Delivery locations and addresses will be (*inserted at contract award*). All Delivery locations are within 250km of the National Capital Region Incoterms 2010, Canadian customs duties and excise taxes included, Applicable Taxes excluded.

#### 4.2 Basis of Selection

SACC Manual Clause A0031T (2010-08-16), Basis of Selection – Mandatory Technical Criteria

### 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 otherwise specified, 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 Integrity Provisions – Required Documentation

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

#### 5.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed) website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969#afed](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed)).

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

## **PART 6 - RESULTING CONTRACT CLAUSES**

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

### **6.1 Security Requirements**

There is no security requirement associated with the solicitation.

### **6.2 Statement of Work**

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

#### **6.2.1 Task Authorization**

#### **6.2.2 Canada's Obligation - Portion of the Work - Task Authorizations**

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

#### **6.2.3 Periodic Usage Reports – Contracts with Task Authorizations**

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

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

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

The quarterly periods are defined as follows:

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

The data must be submitted to the Contracting Authority no later than 14 calendar days after the end of the reporting period.

#### *Reporting Requirement- Details*

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

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:



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

### 6.3 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.

#### 6.3.1 General Conditions

[2010A](#) (2020-05-28), General Conditions - Goods (Medium Complexity), apply to and form part of the Contract, with the following modifications:

a. Definition of Minister is modified as follows:

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Minister of National Defence and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of National Defence has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

#### 6.3.2 Supplemental General Conditions

[4003](#) (2010-08-16) Licensed Software, apply to and form part of the Contract.

[4004](#) (2013-04-25) Maintenance and Support Services for Licensed Software, apply to and form part of the Contract.

#### 6.3.2 Intellectual property infringement and royalties

[2030](#) 27 (2008-05-12)

1. The Contractor represents and warrants that, to the best of its knowledge, neither it nor Canada will infringe any third party's intellectual property rights in performing or using the Work, and that Canada will have no obligation to pay royalties of any kind to anyone in connection with the Work.
2. If anyone makes a claim against Canada or the Contractor concerning intellectual property infringement or royalties related to the Work, that Party agrees to notify the other Party in writing immediately. If anyone brings a claim against Canada, according to [Department of Justice Act](#), R.S. 1985, c. J-2, the Attorney General of Canada must have the regulation and conduct of all litigation for or against Canada, but the Attorney General may request that the Contractor defend Canada against the claim. In either case, the Contractor agrees to participate fully in the defence and any settlement negotiations and to pay all costs, damages and legal costs incurred or payable as a result of the claim, including the amount of any settlement. Both Parties agree not to settle any claim unless the other Party first approves the settlement in writing.
3. The Contractor has no obligation regarding claims that were only made because:
  - a. Canada modified the Work or part of the Work without the Contractor's consent or used the Work or part of the Work without following a requirement of the Contract; or
  - b. Canada used the Work or part of the Work with a product that the Contractor did not supply under the Contract (unless that use is described in the Contract or the manufacturer's specifications); or

- c. the Contractor used equipment, drawings, specifications or other information supplied to the Contractor by Canada (or by someone authorized by Canada); or
  - d. the Contractor used a specific item of equipment or software that it obtained because of specific instructions from the Contracting Authority; however, this exception only applies if the Contractor has included the following language in its own contract with the supplier of that equipment or software: "[Supplier name] acknowledges that the purchased items will be used by the Government of Canada. If a third party claims that equipment or software supplied under this contract infringes any intellectual property right, [supplier name], if requested to do so by either [Contractor name] or Canada, will defend both [Contractor name] and Canada against that claim at its own expense and will pay all costs, damages and legal fees payable as a result of that infringement." Obtaining this protection from the supplier is the Contractor's responsibility and, if the Contractor does not do so, it will be responsible to Canada for the claim.
4. If anyone claims that, as a result of the Work, the Contractor or Canada is infringing its intellectual property rights, the Contractor must immediately do one of the following:
- a. take whatever steps are necessary to allow Canada to continue to use the allegedly infringing part of the Work; or
  - b. modify or replace the Work to avoid intellectual property infringement, while ensuring that the Work continues to meet all the requirements of the Contract; or
  - c. take back the Work and refund any part of the Contract Price that Canada has already paid.

If the Contractor determines that none of these alternatives can reasonably be achieved, or if the Contractor fails to take any of these steps within a reasonable amount of time, Canada may choose either to require the Contractor to do (c), or to take whatever steps are necessary to acquire the rights to use the allegedly infringing part(s) of the Work itself, in which case the Contractor must reimburse Canada for all the costs it incurs to do so.

## 6.4 Term of Contract

The period of the Contract is from \_\_\_\_\_ (*fill in start date of the period*) to \_\_\_\_\_ inclusive.

### 6.4.1 Delivery Date

All the deliverables must be received on or before March 31, 2021.

### 6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at **Annex "A" – Appendix 1 Optional Procurements** of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The 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 at any time before the expiry of the Contract by sending a written notice to the Contractor.

### 6.4.3 Shipping Instructions

Delivery locations and addresses will be (*inserted at contract award*).

## 6.5 Authorities

### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Ryan Murray  
Title: Procurement Officer  
Department of National Defence  
Directorate: DLP 8-2-3-2  
Address: 101 Colonel By Dr,  
Ottawa, Ontario, K1A 0K2

Telephone: (613) 945-2171  
E-mail address: ryan.murray4@forces.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.

### 6.5.2 Technical Authority

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_ \_  
Facsimile: \_\_\_\_ \_  
E-mail address: \_\_\_\_\_

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

### 6.5.3 Contractor's Representative

The Contractor Representative for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_ \_  
Facsimile: \_\_\_\_ \_  
E-mail address: \_\_\_\_\_

## 6.6 Payment

### 6.6.1 Basis of Payment

#### 6.6.1.1 Basis of Payment - - Contract - Annex D -Table 1

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit prices as specified in Table 1 of Annex D for a cost of \$ \_\_\_\_\_ (insert the amount at contract award). Customs duties are included and Applicable Taxes are extra. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

#### **6.6.1.2 Basis of Payment -- Contract – Annex D -Table 3**

For the Work described in sections 3.2 (b) of the Statement of Work at Annex A and as authorized on a DND 626 in accordance with contract para 6.4.1, the Contractor will be paid:

For labour, firm daily rates as noted Annex D – Table 3. Customs duties are included and Applicable Taxes are extra.

Estimated Cost: \$ \_\_\_\_\_.

#### **6.6.1.3 Basis of Payment – Option (if exercised) – Annex D -Table 4 & 5**

In consideration of the Contractor satisfactorily delivering all Items noted in an authorized DND 626 in accordance with contract para 6.4.1 as depicted in Annex D - Table 4 & 5 – Optional Licenses, Training and Support in accordance with the obligations under the Contract, the Contractor will be paid firm unit prices/per diem rate as specified in Table 4 & 5 – Option for a total cost as specified in the DND 626. Customs duties are included and Applicable Taxes are extra.

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

Estimated Cost: \$ \_\_\_\_\_.

#### **6.6.1.4 Basis of Payment – Option (if exercised) – Annex D -Table 6: Optional FSR Support**

For the Work described in sections 3.2 (b) of the Statement of Work at Annex A and as authorized on a DND 626 in accordance with contract para 6.4.1, the Contractor will be paid:

For labour, a firm hourly rate as noted Annex D – Table 6. Customs duties are included and Applicable Taxes are extra.

Estimated Cost: \$ \_\_\_\_\_.

#### **6.6.2 Travel and Living Expenses related to FSR and Configuration Services**

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work associated with FSR and Configuration services, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, and private vehicle allowances specified 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". Canada will not pay the Contractor any incidental expense allowance for authorized travel.

All travel must have the prior authorization of the Technical Authority.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

Canada will not accept any travel and living expenses for any travel required between the Contractor's place of business and the NCR or any relocation of resources required to satisfy the terms of the Contract.

Estimated Cost: \$10,000.00

### **6.6.3 Limitation of Price**

SACC Manual clause C6000C (2017-08-17) Limitation of Price

### **6.6.4 Multiple Payment**

SACC Manual clause H1001C (2008-05-12) Multiple Payment

### **6.6.5 SACC Manual Clauses**

C2000C (2007-11-30) Taxes – Foreign-Based Contractor

### **6.6.6 Electronic Payment of Invoices – Contract**

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

## **6.7 Invoicing Instructions**

1. The Contractor must submit invoices 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.

Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the following address for certification and payment.

Department of National Defence  
101 Colonel By Drive  
Ottawa, Ontario K1A 0K2  
Attn: Ryan Murray DLP 8-2-3-2  
Email: Ryan.murray4@forces.gc.ca

## **6.8 Certifications**

### **6.8.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

## 6.9 Applicable Laws

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

## 6.10 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions [4003](#) (2010-08-16) Licensed Software, [4004](#) (2013-04-25) Maintenance and Support Services for Licensed Software
- (c) [2010A](#) (2018-06-21), General Conditions - Goods (Medium Complexity), apply to and form part of the Contract, with the following modifications;
- (d) Annex A, Statement of Work;
- (e) Annex B, Operational Performance and Technical Specifications;
- (f) Annex D, Pricing Schedule;
- (g) Annex E, Security Requirements Check List;
- (h) Annex G, Non-Disclosure Agreement;
- (i) Annex H, Task Authorization;
- (j) the Contractor's bid dated \_\_\_\_\_ (*insert date of bid*).

## 6.11 Defence Contract

SACC Manual clause [A9006C](#) (2012-07-16) Defence Contract

## 6.12 Non-Disclosure Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, attached at Annex G, and provide it to the Contracting Authority before they are given access to information by or on behalf of Canada in connection with the Work

## 6.13 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance

## 6.14 Quality Assurance

SACC Manual clause [D5545C](#) (2019-05-30), ISO 9001:2008 – Quality Management Systems Requirement (Quality Assurance Code C)

## 6.15 Collected Data usage

The data collected by the Human Performance Software Management System:

- (a) Must not repurposed to other platforms nor other entities without the consent of the technical authority; and
- (b) Cannot be used by the platform provider for enhancing its algorithm or conduct big data analytics.

## 6.16 Task Authorization Process

The Contractor must provide the Work in accordance with this Statement of Work on an “as and when required” basis. Work authorized up to and including the Contract expiry date must be performed in accordance with the terms and conditions of the Contract. The Task Authorization process is as follows:

- (a) The Technical Authority (TA) will provide the Contractor with a description of the task(s) to be performed in sufficient detail to enable the Contractor to provide a complete proposal. Expected deliverables with each task will be explicitly identified; and
- (b) The Contractor must prepare a proposal that, in addition to any other information, contains the following:
  - i. Proposal date and task serial number;
  - ii. A detailed description of the work required to achieve the goals within the task(s);
  - iii. A detailed listing of materials required to complete the task(s);
  - iv. A firm or ceiling price proposal including detailed labour and cost estimates as per the Basis of Payment of the Contract;
  - v. A list of deliverables and delivery dates or task milestones with estimated activity start and completion dates;
  - vi. Task work breakdown structure;
  - vii. Government Issued or Government Furnished References/Equipment/Tooling required;
  - viii. Logical relationship of Task Activity;
  - ix. Acceptance criteria for work;
  - x. Contacts (names, locations, telephone numbers); and
  - xi. Supporting details for TA approval prior to the commencement of the work.

The Contractor will be authorized to proceed with the Work by the issuance of a Task Authorization (DND 626). Each Task Authorization must be signed by the TA to approve the scope of Work, and the PA to authorize the Work;

The Contractor must provide, within five (5) working days after receipt of the signed DND 626, acknowledgment of receipt of the task and acceptance of the terms. Upon acceptance of the terms of the task, the Contractor must complete the task within the time frame and price stated;

Upon completion of each task, the Contractor must submit a Completion Certificate to the TA identified in the DND 626. The Certificate must include the following information:

- i. Completion date;
- ii. Reasons for any delay;
- iii. Recommendations for future improvements; and
- iv. Lessons learned.

The TA identified on the DND 626 will approve or reject the work performed, with rationale in writing, within fifteen (15) working days after receipt of the Completion Certificate and related reports.

## ANNEX "A"

### STATEMENT OF WORK FOR THE HUMAN PERFORMANCE SOFTWARE MANAGEMENT SYSTEM

#### 1.0 SCOPE

##### 1.1 Purpose

The purpose of the statement of work is to describe the scope and requirements that apply to the provision of a commercial off-the-shelf Human Performance Software Management System to the Department of National Defence (DND).

##### 1.2 Background

DND has a requirement for a human performance software system to collect, aggregate, store, analyze and visualize human performance information from multiple streams for the purpose of conducting performance analytics and smart autonomous monitoring of personnel. The system will be used to monitor the performance of athletes at multiple locations and permit sharing of data between locations, thereby allowing for data-driven training/rehabilitation decisions to be made and proactive management of personnel in order to improve performance, decrease injury rates and expedite recovery.

##### 1.3 Acronyms

API	Application Programming Interface
DND	Department of National Defence
FSR	Field Service Representative
ISS	In-Service Support
PA	Procurement Authority
TA	Technical Authority

#### 2.0 DELIVERABLES

The Contractor must deliver the following:

- (c) Human Performance Software Management System licenses in accordance with the Operational Performance and Technical Specifications at Annex B as follows:
  - i. Quantity four (4) site licenses (see Section 2.4 for delivery locations);
  - ii. Quantity two hundred (200) user licenses (configurable by role) that is capable of tracking a minimum of five thousand (5000) athletes.
- (d) Training in accordance with Section 2.1;
- (e) User Manuals in accordance with Section 2.2;
- (f) Initial set-up and configuration at each delivery location in accordance with Section 3.1; and
- (g) In-Service Support (ISS) for a period of one (1) year following Contract Award in accordance with Section 3.2.

Optional procurements are given at Appendix 1.

##### 2.1 Training

The Contractor must provide hands-on training, in English, as follows:



- (a) A two (2) day (maximum) User Course that covers the following (as a minimum) for the Human Performance Software Management System:
  - i. Software set-up and operation;
  - ii. Overview of system concepts and data management including privacy and legal requirements;
  - iii. Overview of basic functions and interfaces;
  - iv. Hands-on training to include:
    - a. Data entry, storage and handling tools;
    - b. Data query and reporting;
    - c. Custom reporting development; and
    - d. Notification functions;
  - v. Troubleshooting common issues and reports;
- (b) A two (2) day (maximum) Advanced User Course that covers the following (as a minimum) for the Human Performance Software Management System:
  - i. Software administration and management;
  - ii. Configuration and management of user roles; and
  - iii. Advanced reporting and interface design;
- (c) Training to be conducted within sixty (60) days of Contract Award, or at another mutually agreeable time as coordinated with the DND Technical Authority (TA), as follows:
  - i. Serials as follows:
    - a. Up to quantity two (2) User Courses; and
    - b. Up to quantity two (2) Advanced User Courses;
  - ii. Training to be conducted at the DND delivery location(s) as mutually agreed with the DND TA;
  - iii. Training for up to ten (10) DND personnel per serial;
  - iv. Each candidate is to be provided with a copy of the respective training course and draft User Manuals in both hard copy and in electronic format (MS Word, MS PowerPoint or PDF); and
  - v. Each candidate is to receive certification of completion for each course attended.

## 2.2 User Manuals

The User Manual must include the following:

- i. A functional description of the Human Performance Software Management System and its software components;
  - ii. Detailed, step-by-step usage instructions; and
  - iii. Troubleshooting procedures.
- (a) The draft User Manual provided at the training sessions will be reviewed by Canada and comments on the User Manual will be provided to the Contractor by Canada no later than 21 calendar days after completion of the training serials;
  - (b) The Contractor must provide a revised draft User Manual, addressing Canada's comments, for review and possible acceptance no later than 21 calendar days after the receipt of Canada's comments;
  - (c) Comments or acceptance of the revised draft User Manual will be provided by Canada no later than 14 days after receipt of the draft;
  - (d) Upon Canada's acceptance of the draft User Manual, the contractor must provide two (2) hard copies and one (1) electronic copy (MS Word or PDF format) of the final draft of the User Manual at each of the delivery locations and;

- (e) The final draft of the User Manual must be provided to the delivery locations no later than 14 days after Canada's acceptance of the User Manual.

### 2.3 Kick-Off Meeting

The Contractor must hold a contract kickoff meeting at its facility or by teleconference, as arranged with the DND Procurement Authority, within four to six (4-6) weeks of Contract Award. DND will be responsible for all travel and associated costs for DND personnel attending the meeting. This meeting will be used to introduce the DND project team and to discuss delivery and installation timelines, quality assurance processes and delivery options. Meeting minutes must:

- (a) Be submitted to the contracting authority, technical authority and procurement authority in soft copy by the contractor in draft format for comments within ten (10) days of the next meeting; and
- (b) Be revised and re-submitted to the same personnel for final approval no later than seven (7) days following the receipt of Canada's comments.

### 2.4 Delivery Points

Delivery locations and addresses will be inserted at contract award. All Delivery locations are within 250km of the National Capital Region.

## 3.0 **REQUIREMENTS**

### 3.1 Initial Setup and Configuration

Delivery of the Human Performance Management System, at the delivery points, must be performed at a mutually agreeable time as coordinated with the DND Technical Authority and must include:

- (a) Customization of the data entry forms and reports to the exact data and functionality that is required to match the data and functionality that DND currently captures;
- (b) As required, assistance to DND personnel with accessing the server from a DND provided standalone computer or thin client; and
- (c) A demonstration of server access to DND personnel.

### 3.2 In-Service Support

The ISS requirements for the Human Performance Software Management System include the following:

- (a) Configuration Support Services (Off-Site Support) in accordance with Section 3.2.1;
- (b) Field Service Representative (FSR) Services (On-Site Support) in accordance with Section 3.2.2; and
- (c) Technical support in accordance with Section 3.2.3.

#### 3.2.1 Support Services (Off-Site Support)

The Contractor must provide Support Services, including provision of relevant data, as and when requested by DND. All requests for Support Services will be via an authorized DND 626 in accordance with the Task Authorization process detailed in Annex 'H'. Work requested within this section must not require modification of the source code of the Human Performance Software Management System. With the exception of work requiring modification of the source code, the work conducted under Support Services includes, but is not limited to:

- (a) Project planning and strategic advisory;

- (b) Production of user training resources (written and video);
- (c) Provision of workflow solutions;
- (d) Changes to user configurable software items;
- (e) User configurable modifications to the Windows based Desktop Uploader;
- (f) User customization of data presentation; and
- (g) Analysis of data.

**3.2.2 Field Service Representative (FSR) Services (On-Site Support)**

The Contractor must provide FSR services when authorized by the PA via an authorized DND 626 in accordance with the Task Authorization process detailed in Section 6.16.

**3.2.3 Technical Support**

The Contractor must provide technical support by phone and email, Monday-Friday (holidays excluded) during the hours 0800-1600 EST, to the Technical Authority during the ISS period.

## APPENDIX 1 OPTIONAL PROCUREMENTS

DND is under no obligation to purchase additional Human Performance Software Management Systems. Should DND decide to exercise options; the Contractor must deliver the following (multiple options may be exercised):

- (a) Year 1 (within twelve (12) months of Contract Award):
  - i. Human Performance Software Management System licenses in accordance with the Operational Performance and Technical Specifications at Annex B for an additional period of one (1) year as follows:
    - a. Quantity four (4) site licenses;
    - b. Quantity two hundred (200) user licenses (configurable by role) that is capable of tracking a minimum of five thousand (5000) athletes; and
  - ii. Additional training in accordance with Section 2.1; and
  - iii. One (1) additional year of In-Service Support in accordance with Section 3.2;
- (b) Year 2 (within twenty-four (24) months of Contract Award):
  - i. Human Performance Software Management System licenses in accordance with the Operational Performance and Technical Specifications at Annex B for an additional period of one (1) year as follows:
    - a. Quantity four (4) site licenses;
    - b. Quantity two hundred (200) user licenses (configurable by role) that is capable of tracking a minimum of five thousand (5000) athletes; and
  - ii. Additional training in accordance with Section 2.1; and
  - iii. One (1) additional year of In-Service Support in accordance with Section 3.2;
- (c) Year 3 (within thirty-six (36) months of Contract Award):
  - i. Human Performance Software Management System licenses in accordance with the Operational Performance and Technical Specifications at Annex B for an additional period of one (1) year as follows:
    - a. Quantity four (4) site licenses;
    - b. Quantity two hundred (200) user licenses (configurable by role) that is capable of tracking a minimum of five thousand (5000) athletes; and
  - ii. Additional training in accordance with Section 2.1; and
  - iii. One (1) additional year of In-Service Support in accordance with Section 3.2;
- (d) Year 4 (within forty-eight (48) months of Contract Award):
  - i. Human Performance Software Management System licenses in accordance with the Operational Performance and Technical Specifications at Annex B for an additional period of one (1) year as follows:
    - a. Quantity four (4) site licenses;
    - b. Quantity two hundred (200) user licenses (configurable by role) that is capable of tracking a minimum of five thousand (5000) athletes; and
  - ii. Additional training in accordance with Section 2.1; and
  - iii. One (1) additional year of In-Service Support in accordance with Section 3.2;

## ANNEX "B"

### OPERATIONAL PERFORMANCE AND TECHNICAL SPECIFICATIONS FOR THE HUMAN PERFORMANCE SOFTWARE MANAGEMENT SYSTEM

#### 1.0 GENERAL

##### 1.1 Scope

This specification defines the operational performance and technical requirements for the Human Performance Software Management System. All requirements are mandatory.

##### 1.2 Acronyms

ABCA	America, Britain, Canada, Australia and New Zealand
AES	Advanced Encryption Standard
API	Application Programming Interface
BI	Business Intelligence
DND	Department of National Defence
IP	Internet Protocol
MS	Microsoft
PSPC	Public Services and Procurement Canada
SQL	Structured Query Language
XML	eXtensible Mark-up Language

##### 1.3 Concept of Operation

A description of the data to be captured is available at para 2.3.1 and 2.3.7 and a description of form and report fields at para 2.2.3 and appendix B1. Following implementation, the Contractor will continue to support DND in both off-site management of the solution and on-site support on an as-and-when-requested basis to enhance the capabilities and performance of the solution.

The concept of operations for the Human Performance Software Management System is as follows:

- (a) The solution will have the ability to collect, aggregate, analyze and display athlete performance parameters in order to permit data-driven training/rehabilitation decisions to be made and allow proactive management of personnel with the goal of improving performance, decreasing injury rates and expediting recovery;
- (b) The solution will permit real-time statistical analysis and data transformation using advanced analytic techniques such as R or Python;
- (c) The solution will be cloud-based, with data stored on a segregated server maintained by the provider;
- (d) The solution will be accessed from a DND-owned computer with the capability to run in both on-line (linked to the cloud) or off-line (not linked to the cloud) modes;
- (e) The solution will permit data entry via multiple modes including direct into the system and through connection to application interfaces to portable devices running the Human Performance Software Management System software or software from third-party vendors designed to collect human performance data; and

- (f) The solution will have the ability to partition into multiple linked databases, to allow segregation of system configuration between different nodes (locations) as follows:
  - i. Nodes will have unique configurations and the ability to customize the interface, analysis and reporting capabilities to their specific needs; and
  - ii. Nodes will be able to share and link data, forms, reports, interfaces, etc. in order to benefit from the experience of users at the other nodes.

## 2.0 REQUIREMENTS

### 2.1 Expertise and Proven Design

The expertise and proven design requirements for the Human Performance Software Management System are as follows:

- (a) The Human Performance Software Management System must be a commercial-off-the-shelf solution with technology that is mature and proven successful within a military environment.
- (b) It must be in current use on a government network such as .mil or .gc.ca.

### 2.2 Operational Performance Requirements

The operational performance requirements for the Human Performance Software Management System are detailed in the following sections.

#### 2.2.1 System Architecture and User Access

The Human Performance Software Management System must:

- (a) Be hosted on a segregated server that is managed by the provider with user access through the following:
  - i. Internet browser in on-line (connected to the server) mode;
  - ii. Installed thin client in both on-line (connected to the server) and off-line (not connected to the server) modes, with the ability to synchronize to the server when desired by the user; and
  - iii. Mobile application in on-line (connected to the server) mode
- (b) Be eligible to be migrated into an on premise datacenter or private cloud not owned by the company
- (c) Operate on both Windows based and Macintosh based personal computers; and
- (d) Permit administrative control of user read/write/delete permission-access through configuration of specific roles and groups to restrict read/write/delete permission-access to data including customized terms based on the type of user, role or group and the information that they can access.
- (e) The system must be designed and developed following industry best practices (for example, SAFECode Fundamental Practices for Secure Software Development, ISO/IEC 27034 and

OWASP) in order to minimize security issues that could compromise DND/CAF information, cause a loss of service or enable other malicious activity.

### 2.2.2 System Interfaces

The Human Performance Software Management System must have interfaces in both English and French, as selected by the user, as follows:

- (a) Access to interfaces is restricted by the role assigned to the user;
- (b) Web-Based interfaces - Access to web-based interfaces is through both the internet browser mode and the installed thin client mode and includes the following:
  - i. Main interface for managing data;
  - ii. Administration interface for creating user accounts, assigning roles and groups, and any other administrative functions required by the software; and
  - iii. Configuration interface used to customize the main and mobile application interfaces;
- (c) Mobile Application interfaces including:
  - i. Downloadable application for both Apple and Android devices providing a mobile version of the main interface; and
  - ii. Tablet kiosk interface optimized for data entry (i.e., self-service portal);
- (d) Application Programming Interface (API) used to connect to the main database for data exchange with third-party applications; and
- (e) A Windows based desktop uploader application to upload mass amounts of previously collected data without having to manually input it from commonly used third-party Human Performance technologies.

*Note: Further details on the functionality and capabilities available in the interfaces is provided in the technical requirements section.*

### 2.2.3 Analysis and Display Capabilities

The Human Performance Software Management System must have data driven analysis and display capabilities including, but not limited to, the following:

- (a) Calendar of events - details of the schedule and data timeline of each athlete;
- (b) Entries - time stamped data entered by each athlete;
- (c) Schedule - details of the events, by time/date, for individual or groups of athletes; and
- (d) Business Intelligence (BI) reporting with the ability to create and save common queries such as the following:
  - i. Dashboards: Tabular and graphical reports for an athlete or group of athletes with details of their performance trends;
  - ii. Athlete History: Complete review of all of the athlete's history;
  - iii. Comparison Performance Standards: Configurable coloured standards that appear when specific data is within a pre-set range of performance;
  - iv. Yearly Plans: Complete overview of the athlete's planned physical training year;
  - v. Personal Bests: Displays the athlete's personal best results and how they rank compared to other athlete's in their group;
  - vi. Alerts: An alert for any type or combination of data entered into the system;
  - vii. Performance Explanations: Feedback that goes to the athlete about the data they have just entered; and
  - viii. Training Blocks: A complete training plan for a specified goal that can be applied to an athlete or group of athletes.

## 2.3 Technical Requirements

The technical requirements for the Human Performance Software Management System are detailed in the following sections.

### 2.3.1 Data Types

The Human Performance Software Management System must:

- (a) Be capable of storing data files of all common formats (e.g., documents, images, video, etc.) and/or provide a link to these files stored at an alternate location (e.g., streaming video server);
- (b) Allow capture of data including the following as a minimum:
  - i. Human performance data: Body composition/anthropometry, fitness testing/monitoring and physical profiling, and nutritional information including supplement requirements;
  - ii. Skills training and competency logs;
  - iii. Exercise programming including the ability to build a library of exercises with videos and images;
  - iv. Calculations and specific formulas such as rolling averages, lookups, results of query statements and log transformations (see example at 0); and
  - v. Raw time series data from third party devices such as inertial sensors, heart rate monitors, activity monitors, force plates, metabolic analyzers and wearable technologies.
- (c) Must have the ability to exclude the collection of certain types of data such as but not limited to Global Positioning System (GPS) data.

### 2.3.2 Data Entry

The Human Performance Software Management System must:

- (a) Have pre-configured data collection templates and reports that can be further customized by the user to meet requirements;
- (b) Provide the ability to enter data in the following ways as a minimum:
  - i. By the user via the Main Application in browser mode (on-line) or installed thin client mode (on-line or off-line);
    - a. Manually enter the data for an individual athlete (or give the athlete permission to enter it themselves);
    - b. Manually enter data for a group of individuals;
    - c. Paste directly from an excel spreadsheet; and
    - d. Import a Comma Separated Value (CSV) file;
  - ii. Manually enter data for an individual athlete by the user or the athlete via the Mobile Application Interface;
  - iii. Import data by the user via the API interface; and
  - iv. Import data by the user via the Windows based desktop uploader application
- (c) Have the ability to audit check the quality and validity of the data being uploaded; and
- (d) Have the ability to capture athlete signature (electronic) on forms for the following:
  - i. Acceptance of specific terms or agreement on release of data; and
  - ii. Signature of forms for furtherance through the chain of command for approval such as:
    - a. Physical fitness performance and testing forms; and
    - b. Screening protocols such as functional movement screening, concussion assessment and nutrition surveys.

### 2.3.3 Data Storage and Application Security

The Human Performance Software Management System must:



- (a) Be hosted on a server segregated for DND use only, housed in a secure location within an American, British, Canadian, Australian (ABCA) country that includes procedures for accessing the server and information contained on the server including:
  - i. Authorizing and authenticating staff access; and
  - ii. Software controls to restrict access to the server;
- (b) Utilize 256 Bit Advanced Encryption Standard (AES) encryption on all data in transit and at rest including connection to user devices/systems; and
- (c) Require user authentication (login) at each interface (e.g., web-based, mobile application, API, etc.) that requires one of the following (configurable by user role or group):
  - i. Single sign-on using Microsoft Active Directory; or
  - ii. Two-Factor Authentication.
- (d) Be able to demonstrate at a minimum, the following security controls
  - i. Evidence of compliance for ITSG-33 Security Controls: AC-4, CA-3, PE-3, CM-2, RA-5, SI-2, SI-7, AC-2, AC-3, AC 6, AC-12, IA-2, IA-5, PS-6/PRNK-1, MP-2, SC-7, AU2, AU-3, SI-3, SI-4 and SC-26. Appendix B2, Priority Security Control Questionnaire, may assist the bidder in complying with these security controls;
  - ii. Use of a reputable hosting provider that complies with FIPS, PIPEDA, and all applicable health information privacy requirements;
  - iii. Solution hosting offered on secure infrastructure that is certified for SOC 2 and relevant ISO standards including 27001 and 27018;
  - iv. Source code scanning by a reputable third party technology is completed as part of the testing and acceptance process for new software builds;
  - v. Recent success meeting military-grade solution testing and acceptance criteria based on ITSG-33 or NIST 800-53 requirements;
  - vi. A recent independent system configuration review against current military-grade security technical implementation guidelines on application security and development, with all critical priority recommendations addressed;
  - vii. A recent application penetration test completed by a third party with no outstanding critical issues;
  - viii. 24hr security monitoring, alerting and response capabilities; and
  - ix. Automated security mechanisms such as IP banning, geographic velocity user tracking and threat monitoring.

#### 2.3.4 Administration Interface

The Human Performance Software Management System must have an administration interface that provides the following:

- (a) Administrative control over who is given access within a given role (e.g., user, athlete, configuration, administration, etc.), which in turn determines the level of access to data and other functionality within the system;
- (b) Hierarchical access within each role controlled by the Administrator to ensure each type of user can only access the correct data, and the correct system capabilities specific to their role (e.g., an athlete can only enter and view their own data, a performance staff member (user) can enter and view information for a group of athletes but only view information for athletes within their area of responsibility, senior staff users can view a broader spectrum of user data, etc.); and
- (c) Include modules as follows:
  - i. Roles: A tool to manage which system and data permissions are assigned to user roles including the following levels of access to data entry forms/pages:
    - a. Write – user can enter data;
    - b. Read - user can view, but not edit the data;
    - c. Delete - user can delete the data;

- d. Linked – user can see a field when it is linked through to another form, even if they can't see the original source form for that data; and
- e. Calendar – user can see the event is happening, but nothing more;
- ii. Groups: A tool to create groups, assign parent and subgroups and manage which users/athletes are members of groups;
- iii. People: Used to create user accounts, update user account information and assign roles and groups to the user account. Additional functions include changing languages, assigning performance alerts, system messages and enabling user accounts to be group and/or role administrators;
- iv. Daily reminders: Used to create daily reminders in the form of internal message, email and/or text message which are sent to users on specific days at specific times, to remind them to complete specific tasks;
- v. Categories: Used to create and manage categories for the grouping and storage of files uploaded to a resources module and event forms as attachments. Categories require roles to be correctly set to assign access for users to documents stored in specific categories;
- vi. Administrative locks: Used to create restrictions on which roles a group administrator (someone who only has administrator access to a group, rather than the whole site) can modify; and
- vii. System messages: Used to generate and apply messages that appear on a user's homepage. System messages can be assigned to groups, roles and individual users.

#### 2.3.5 Configuration Interface

The Human Performance Software Management System configuration interface must:

- (a) Permit configuration by an administrator of the data capture forms and system dashboards, which is then applied to a site and available for users to access for their unique site address, and can also be shared with other system nodes (sites);
- (b) Have user customization facilitated via a web-based configuration tool that is intuitive, wizard-driven, uses drag and drop functionality and does not require advanced computer programming skills; and
- (c) Permit customization by the user of the following as a minimum:
  - i. Application Details: Used to edit details in order to theme the application;
  - ii. Event Forms: Forms to collect and store data that regularly needs to be entered about users;
  - iii. Databases: Used to build database forms to collect and store data within the application;
  - iv. Profile Pages: Used to build athlete profile forms;
  - v. Related Entities: Used to build related entity forms to relate data fields in schedules or appointments;
  - vi. Performance Standards: Used to build, edit and apply performance standards that provides visual feedback to the user based upon athlete input when given criteria are met (i.e., conditional formatting);
  - vii. Performance Summary Reports: Used to build performance summary reports that support dashboards; and
  - viii. Dashboard Builder: Drag and drop interface for configuring interactive data visualizations.

#### 2.3.6 Application Programming Interface (API)

The Human Performance Software Management System API must:

- (a) Be integrated with Apple Health Kit, Oura Ring and Google Fit to facilitate automatic data retrieval from compatible mobile applications;
- (b) Have direct connections to the following third-party products as a minimum:
  - i. Catapult GPS;

- ii. Fatigue Science;
  - iii. Firstbeat;
  - iv. Garmin Connect;
  - v. Elite Heart Rate Variability (HRV);
  - vi. Kinetic GymAware;
  - vii. OmegaWave;
  - viii. Polar Heart Rate Monitors (individual and team systems);
  - ix. TrainHeroic;
  - x. Dexa (DXA) (Bone Density/Body Composition);
  - xi. HL7 secure messaging;
  - xii. Vald Performance; and
  - xiii. Whoop;
- (c) Allow users or third-party developers to interact with the solution via secure web connection thereby permitting:
- i. Automated import and export of data;
  - ii. Synchronisation between data based on factors such as most recent entered;
  - iii. Interchange with most common languages and formats such as XML, JSON and CSV;
  - iv. Integration with an SQL database or data warehouse automatically including replication of the solution schema to the warehouse automatically; and
  - v. Sharing data within the role based permissions of the user, with MS Excel and other common BI platforms (e.g., MS Power BI, Tableau, etc.).

#### 2.3.7 Windows Based Desktop Uploader

The Human Performance Software Management System application programming interface (API) must have a windows based desktop uploader as follows:

- (a) Deployed as a thin client on a local machine or on a network drive;
- (b) Automates the parsing and upload of exported data from devices and software products which cannot be connected to via the API; and
- (c) Can be modified by the user to include new file types (e.g., gas analyzers).

#### 2.3.8 Data Visualization and Reporting

The Human Performance Software Management System must include a range of reporting tools including but not limited to the following:

- (a) Permits users to:
  - i. View data visualizations, derived from data points and/or aggregated data stored in any part of the system, using the web-based browser, mobile browser or mobile application;
  - ii. Drill down through a data visualization to view the underlying data (e.g., click through a visualization of group averages to get information on a specific data point); and
  - iii. Review/edit source data and return to the data visualization layer with the data refreshed;
- (b) Visualizations to include:
  - i. Text summaries;
  - ii. Tables; and
  - iii. Multivariate charts in formats including, but not limited to, time series, categorical and radar;
- (c) Visualization to be user customizable to permit inclusion of:
  - i. Athlete profile image;
  - ii. Icons, titles, subtitles, units and other aids in visualizations for clarification and interpretation of data;

- iii. Colours, borders and chart components, including series markers, legends, axes, gridlines and regions; and
- iv. Conditional formatting (colours and/or icons) such as the following:
  - a. Status markers to highlight athletes who are currently injured; and
  - b. Rules for highlighting data that meets specified criteria, such as greater than, less than, equal to or contains.

### APPENDIX 1 DATA FIELDS - EXAMPLE

Data fields include both empirical data entered by users/athletes or calculation fields that provide information based upon the empirical data. For example, calculation can include output that is numeric, categorical, time or date, text, etc., and use common functions available in common spreadsheet applications (e.g., MS Excel) such as the following:

- (a) Common functions such as IF, MEAN, STDEV, SEM, MAXIF, MINIF, POWER, LOG, IF, etc.; and
- (b) Aggregating functions such as SUM, SUMIF, COUNT, COUNTIF, FIRSTVALUE and LASTVALUE.

An example of the possible data fields for the Human Performance Software Management System are as follows:

*Note: These fields are not mandatory, but are an indication of those fields that would be expected to be available in this type of system to permit analysis and performance monitoring.*

Field	Definition
Calculation	Calculates numeric values using data entered by a user in answer to questions. (e.g., returns the maximum value of a set of questions).
Duration calculation	Calculates durations using data entered by a user in answer to duration questions. (e.g., returns the sum in hour/minute/second format of two duration fields).
History text calculation	Calculates values using historic data entered by a user in answer to questions and return the results in text format.
History calculation	Calculates values using historic data entered by a user in answer to questions and return the results in numeric format.
Historical date calculation	Calculates date values that match queries about historic data entered by a user in answer to questions (e.g., returns the date of the maximum historic value entered).
Table calculation	Calculates numeric values, using aggregate functions, from data entered by a user into a column(s) in a table (e.g., returns the average of all values entered into a table column).
Table text calculation	Calculate values, using aggregate functions, from data entered by a user into a table in the form and return the results in text format (e.g., returns a result of "All criteria met" if the data entered into an option field column meets certain criteria).
Table option calculation	Calculate values, using aggregate functions, from data entered by a user into a table and returns a result in option format (e.g., returns an option result of "Pass" when the sum of numeric entries into a column is higher than 60 or "Fail" when it does not).
Table date calculation	Calculates values, using aggregate functions, from date data entered by a user into a table and returns the results in date format (e.g., returns the newest date from a column of date entries).
Table duration calculation	Calculates values, using aggregate functions, from duration data entered by a user into a table and returns the results in duration format (e.g., returns the sum of all duration entries in a column).
Option calculation	Calculates values using data entered by a user in answer to questions and returns the results in option format (e.g., returns results of either "Good", "Average" or "Poor" depending on the data entered).

Text calculation	Calculates values using data entered by a user in answer to questions and returns the results in text format (e.g., returns a result of "Please see your supervisor" if the data entered into a field, or combination of fields, meets certain criteria).
Linked value	Displays numeric values entered by a user in answer to a question in another form.
Linked text	Displays text entered by a user in answer to a question in another form.
Linked option	Displays an option entered by a user in answer to a question in another form.
Profile linked value	Displays a value entered by a user in answer to a question in a profile form.
Profile linked text	Displays text entered by a user in answer to a question in a profile form.
Profile linked option	Displays an option entered by a user in answer to a question in a profile form.
Linked date	Displays a date entered by a user in answer to a question in another form.
Profile linked date	Displays a date entered by a user in answer to a question in a profile form.
Related event summary	Displays in the current event form an answer entered for a question in a related event form.
Important summary	Generates a text summary of fields in a form that have been formatted as important and selected by the user to be included in the summary.
Average	Calculates the average of numeric fields or scored option questions within a form by picking the fields from a list.
Sum	Calculates the sum of numeric fields or scored option questions within a form by picking the fields from a list.
Minimum	Calculates the minimum value of numeric fields or scored option questions within a form by picking the fields from a list.
Maximum	Calculates the maximum value of numeric fields or scored option questions within a form by picking the fields from a list.
Variation score	Calculates a score of out 10 based on how different data entered in the current form is from historical data.
Peak performance risk	Calculates the difference between data entered in the current form and historical data and returns a result indicating variation from normal in a positive direction.
Overtraining risk	Calculates the difference between data entered in the current form and historical data and returns a result indicating variation from normal in a negative direction.
Date difference calculation	Calculates the difference between two dates entered in a form or the event date and a date entered in the form.
Date duration	Calculates the difference between two dates entered as answers to questions in a form when they are in table format.
Age calculation	Calculates the user's age based on the date of birth associated with their account.
Entered by	Can be used to record which user account created and saved the form.
Entered on	Can be used to record the date when the form was first saved.

## **ANNEX "C"**

### **TECHNICAL BID EVALUATION FOR THE HUMAN PERFORMANCE SOFTWARE MANAGEMENT SYSTEM**

#### **1.0 GENERAL**

##### **1.1 Purpose**

This document outlines the technical bid evaluation process for the Human Performance Software Management System.

##### **1.2 Instructions**

Bidders will be assessed in accordance with the criteria detailed in this document. Mandatory requirements are identified by the word "must". All mandatory requirements must be met.

#### **2.0 BID DOCUMENTATION**

The Bidder must provide the following documentation:

- (a) A completed Compliance Matrix including proof of compliance as specified in Table 1; and
- (b) Documentation provided with the bid as proof of compliance may include any or all of the following:
  - i. A system brochure that details the functionality and operating characteristics of the system;
  - ii. The system User's Manual; and
  - iii. Any additional documentation that provides product information;
- (c) Within Table 1 specified proof of compliance are identified as permitting an equivalent, identified by the wording "or equivalent". Where an equivalent is offered, a Certificate of Compliance (C of C) is required. A C of C is a written statement from the Bidder, signed by an authorized company representative, guaranteeing the full compliance of the equivalent proof to the requirement, identified in the "Requirement" column of Table 1. Canada reserves the right to verify the statements made in the C of C. A C of C must:
  - i. Designate the equivalent;
  - ii. State that the equivalent proof is fully interchangeable with the item specified; and
  - iii. Include a complete technical data package to include descriptive literature and qualifying requirements of the equivalent proof.

#### **3.0 EVALUATION APPROACH**

##### **3.1 Evaluation Process**

DND will assemble a Technical Evaluation Team who will evaluate the proposals in accordance with the Mandatory Requirements in Table 1. The evaluation will be conducted on the supplied information only. All mandatory criteria must be met or the bid submission will be deemed non-compliant. Failure to provide sufficient detail in the bid submission to evaluate the proposal against the mandatory criteria will also deem the bid non-compliant. Even if a bid fails to meet as few as one mandatory criterion that bid will be non-compliant and will be given no further consideration.

4.0 **MANDATORY REQUIREMENTS**

Table 1: Compliance Matrix

Item #	Ref. (Annex B)	Requirement	Proof of Compliance	Bid Reference
1	2.1	<p><u>Expertise</u></p> <p>(a) Bidder must have a proven track record in delivering Human Performance management solutions, whereby “proven track record” is defined by the following:</p> <ul style="list-style-type: none"> <li>i. Implementation of a human performance management solution that has a user base of no less than 1000 with no less than 10,000 tracked athletes;</li> <li>ii. Implementation of a human performance management solution that has multiple nodes (locations), each with individual configuration capabilities and the ability to link data, forms, reports, interfaces, etc. between nodes; and</li> <li>iii. Implementation of a human performance management solution in an allied (ABCA) Special Operations Forces military environment;</li> </ul>	<p>The Bidder must provide:</p> <p>(1) Contract information including award dates and customer information that confirms the Human Performance Software Management System being offered has been implemented with a user base of no less than 1000 with no less than 10,000 tracked athletes;</p> <p><b>AND</b></p> <p>(2) Contract information including award dates and customer information that confirms the Human Performance Software Management System being offered has been implemented with multiple nodes (locations), each with individual configuration capabilities and the ability to link data, forms, reports, interfaces, etc. between nodes;</p> <p><b>AND</b></p> <p>(3) Contract information including award dates and customer information that confirms the Human Performance Software Management System being offered has been implemented in an allied (ABCA) Special Operations Forces military environment.</p> <p>The above requirements may be satisfied by one or more implementation and can be combined.</p>	



2	2.1(a) & 2.1 (b)	<p><u>Proven Design</u></p> <p>(a) The Human Performance Software Management System must be a commercial-off-the-shelf solution with technology that is mature and proven successful within a military environment.</p> <p>(b) It must be in current use on a government network such a .mil or gc.ca.</p>	<p>The Bidder must provide documentation confirming the Human Performance Software Management System is capable of operating in a military environment such as an "Authority to Operate" in an IT Security Environment issued by the US Federal Government (or equivalent).</p>	
<b>Operational Performance Requirements</b>				
3	2.2.1	<p><u>System Architecture and User Access</u></p> <p>The Human Performance Software Management System must:</p> <p>(a) Be hosted on a segregated server that is managed by the provider with user access through the following:</p> <ul style="list-style-type: none"> <li>i. Internet browser in on- line (connected to the server) mode;</li> <li>ii. Installed thin client in both on-line (connected to the server) and off-line (not connected to the server) modes, with the ability to synchronize to the server when desired by the user; and</li> <li>iii. Mobile application in on-line (connected to the server) mode;</li> </ul> <p>(b) Be eligible to be migrated into an on premise datacenter or private cloud not owned by the company;</p> <p>(c) Operate on both Windows based and Macintosh based personal computers; and</p> <p>(d) Permit administrative control of user access through configuration of specific roles and groups to restrict access to data including customised terms based on the type of user, role or group and the information that they can access; and</p> <p>(e) The system must be designed and developed following industry best practices (for example, SAFECODE Fundamental Practices for Secure Software Development, ISO/IEC 27034 and OWASP) in order to minimize security issues that could compromise DND/CAF information, cause a loss of service or enable other malicious activity.</p>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the system architecture and user access as specified in Section 2.2.1 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	

4	2.2.2	<p><u>System Interface</u></p> <p>The Human Performance Software Management System must have interfaces in both English and French, as selected by the user, as follows:</p> <ul style="list-style-type: none"> <li>(a) Access to interfaces is restricted by the role assigned to the user;</li> <li>(b) Web-Based interfaces - Access to web-based interfaces is through both the internet browser mode and the installed thin client mode and includes the following: <ul style="list-style-type: none"> <li>i. Main interface for managing data;</li> <li>ii. Administration interface for creating user accounts, assigning roles and groups, and any other administrative functions required by the software; and</li> <li>iii. Configuration interface used to customize the main and mobile application interfaces;</li> </ul> </li> <li>(c) Mobile Application interfaces including: <ul style="list-style-type: none"> <li>i. Downloadable application for both Apple and Android devices providing a mobile version of the main interface; and</li> <li>ii. Tablet kiosk interface optimized for data entry (i.e., self-service portal);</li> </ul> </li> <li>(d) Application Programming Interface (API) used to connect to the main database for data exchange with third-party applications; and</li> <li>(e) A Windows based desktop uploader application to upload mass amounts of previously collected data without having to manually input it from commonly used third-party Human Performance technologies.</li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the interfaces as specified in Section 2.2.2 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
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5	2.2.3	<p><u>Analysis and Display Capabilities</u></p> <p>The Human Performance Software Management System must have data driven analysis and display capabilities including, but not limited to, the following:</p> <ul style="list-style-type: none"> <li>(a) Calendar of events - details of the schedule and data timeline of each athlete;</li> <li>(b) Entries - time stamped data entered by each athlete;</li> <li>(c) Schedule - details of the events, by time/date, for individual or groups of athletes; and</li> <li>(d) Business Intelligence (BI) reporting with the ability to create and save common queries including such as the following: <ul style="list-style-type: none"> <li>i. Dashboards: Tabular and graphical reports for an athlete or group of athletes with details of their performance trends;</li> <li>ii. Athlete History: Complete review of all of the athlete's history;</li> <li>iii. Comparison Performance Standards: Configurable coloured standards that appear when specific data is within a pre-set range of performance;</li> <li>iv. Yearly Plans: Complete overview of the athlete's planned physical training year;</li> <li>v. Personal Bests: Displays the athlete's personal best results and how they rank compared to other athlete's in their group;</li> <li>vi. Alerts: An alert for any type or combination of data entered into the system;</li> <li>vii. Performance Explanations: Feedback that goes to the athlete about the data they have just entered; and</li> <li>viii. Training Blocks: A complete training plan for a specified goal that can be applied to an athlete or group of athletes.</li> </ul> </li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the analysis and display capabilities as specified in Section 2.2.3 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
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Technical Requirements			
6	2.3.1	<p><u>Data Types</u></p> <p>The Human Performance Software Management System must:</p> <p>(a) Be capable of storing data files (e.g., documents, images, video, etc.) and/or provide a link to these files stored at an alternate location (e.g., streaming video server); and</p> <p>(b) Allow capture of data including the following as a minimum:</p> <ul style="list-style-type: none"> <li>i. Human performance data: Body composition/ anthropometry, fitness testing/monitoring and physical profiling, and nutritional information including supplement requirements;</li> <li>ii. Skills training and competency logs;</li> <li>iii. Exercise programming including the ability to build a library of exercises with videos and images;</li> <li>iv. Calculations and specific formulas such as rolling averages, lookups, results of query statements and log transformations; and</li> <li>v. Raw time series data from third party devices such as inertial sensors, heart rate monitors, activity monitors, force plates, metabolic analysers and wearable technologies.</li> </ul> <p>(c) Must have the ability to exclude the collection of certain types of data such as but not limited to Global Positioning System (GPS) data.</p>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the data types as specified in Section 2.3.1 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>

7	2.3.2	<p><u>Data Entry</u></p> <p>The Human Performance Software Management System must:</p> <p>(a) Have pre-configured data collection templates and reports that can be further customized by the user to meet requirements;</p> <p>(b) Provide the ability to enter data in the following ways as a minimum:</p> <ul style="list-style-type: none"> <li>i. By the user via the Main Application in browser mode (on-line) or installed thin client mode (on-line or off-line); <ul style="list-style-type: none"> <li>a. Manually enter the data for an individual athlete (or give the athlete permission to enter it themselves);</li> <li>b. Manually enter data for a group of individuals;</li> <li>c. Paste directly from an excel spreadsheet; and</li> <li>d. Import a Comma Separated Value (CSV) file;</li> </ul> </li> <li>ii. Manually enter data for an individual athlete by the user or the athlete via the Mobile Application Interface;</li> <li>iii. Import data by the user via the API interface; and</li> <li>iv. Import data by the user via the Windows based desktop uploader application</li> </ul> <p>(c) Have the ability to audit check the quality and validity of the data being uploaded; and</p> <p>(d) Have the ability to capture athlete signature (electronic) on forms for the following:</p> <ul style="list-style-type: none"> <li>i. Acceptance of specific terms or agreement on release of data; and</li> <li>ii. Signature of forms for furtherance through the chain of command for approval such as:</li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the data entry capabilities as specified in Section 2.3.2 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
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		<ul style="list-style-type: none"> <li>a. Physical fitness performance and testing forms; and</li> <li>b. Screening protocols such as functional movement screening, concussion assessment and nutrition surveys.</li> </ul>		
8	2.3.3	<p><b>Data Storage and Application Security</b> The Human Performance Software Management System must:</p> <ul style="list-style-type: none"> <li>(a) Be hosted on a server segregated for DND use only, housed in a secure location within an ABCA country that includes procedures for accessing the server and information contained on the server included: <ul style="list-style-type: none"> <li>i. Authorizing and authenticating staff access; and</li> <li>ii. Software controls to restrict access to the server;</li> </ul> </li> <li>(b) Utilize 256 Bit Advanced Encryption Standard (AES) encryption on all data in transit and at rest including connection to user devices/systems; and</li> <li>(c) Require user authentication (login) at each interface (e.g., web-based, mobile application, API, etc.) that requires one of the following (configurable by user role or group) <ul style="list-style-type: none"> <li>i. Single sign-on using Microsoft Active Directory; or</li> <li>ii. Two-Factor Authentication</li> </ul> </li> <li>(d) Be able to demonstrate at a minimum, the following security controls <ul style="list-style-type: none"> <li>i. Evidence of compliance for ITSG-33 Security Controls: AC-4, CA-3, PE-3, CM-2, RA-5, SI-2, SI-7, AC-2, AC-3, AC-6, AC-12, IA-2, IA-5, PS-6/PRNK-1, MP-2, SC-7, AU2, AU-3, SI-3, SI-4 and SC-26;</li> <li>ii. Use of a reputable hosting provider that complies with FIPS, PIPEDA and all applicable health information privacy requirements;</li> <li>iii. Solution hosting offered on secure infrastructure that is certified for SOC 2 and relevant ISO standards including 27001 and 27018;</li> <li>iv. Source code scanning by a reputable third party</li> </ul> </li> </ul>	<p>The Bidder must provide:</p> <p>(1) Details of the server location including staff authorization and authentication procedures and server physical and information security precautions in place;</p> <p><b>AND</b></p> <p>(2) Details of the data encryption procedures;</p> <p><b>AND</b></p> <p>(3) Details of user authentication and login procedures.</p> <p><b>AND</b></p> <p>(4) Demonstrate required security control.</p> <p><b>AND</b></p> <p>(5) To document Security Assessment and Authorization efforts, bidder must clearly document the security controls and features implemented within their cloud services to help the DND/CAF representative understand the security controls within its scope of responsibility. Such controls include those inherited by the bidder from a third party.</p> <p>Appendix B2 – Priority Security Control Questionnaire, may assist the bidder in demonstrating compliance with these security controls.</p>	

		<p>technology is completed as part of the testing and acceptance process for new software builds;</p> <p>v. Recent success meeting military-grade solution testing and acceptance criteria based on ITSG-33 or NIST 800-53 requirements;</p> <p>vi. A recent independent system configuration review against current military-grade security technical implementation guidelines on application security and development, with all critical priority recommendations addressed;</p> <p>vii. A recent application penetration test completed by a third party with no outstanding critical issues;</p> <p>viii. 24hrs security monitoring, alerting and response capabilities; and</p> <p>ix. Automated security mechanisms such as IP banning, geographic velocity user tracking and threat monitoring.</p>		
9	2.3.3	<p><u>Collected Data usage</u> The data collected by the Human Performance Software Management System:</p> <p>(a) Must not be repurposed to other platforms nor other entities without the consent of the technical authority; and</p> <p>(b) Cannot be used by the platform provider for enhancing its algorithm or conduct big data analytics.</p>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered uses collected data as specified in Section 2.3.3 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	

10	2.3.4	<p><u>Administration Interface</u></p> <p>The Human Performance Software Management System must have an administration interface that provides the following:</p> <ul style="list-style-type: none"> <li>(a) Administrative control over who is given access within a given role (e.g., user, athlete, configuration, administration, etc.), which in turn determines the level of access to data and other functionality within the system;</li> <li>(b) Hierarchical access within each role controlled by the Administrator to ensure each type of user can only access the correct data, and the correct system capabilities specific to their role (e.g., an athlete can only enter and view their own data, a performance staff member (user) can enter and view information for a group of athletes but only view information for athletes within their area of responsibility, senior staff users can view a broader spectrum of user data, etc.); and</li> <li>(c) Include modules as follows: <ul style="list-style-type: none"> <li>i. Roles: A tool to manage which system and data permissions are assigned to user roles including the following levels of access to data entry forms/pages: <ul style="list-style-type: none"> <li>a. Write – user can enter data;</li> <li>b. Read - user can view, but not edit the data;</li> <li>c. Delete - user can delete the data;</li> <li>d. Linked – user can see a field when it is linked through to another form, even if they can't see the original source form for that data; and</li> <li>e. Calendar – user can see the event is happening, but nothing more;</li> </ul> </li> <li>ii. Groups: A tool to create groups, assign parent and subgroups and manage</li> </ul> </li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the administration interface as specified in Section 2.3.4 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
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		<p>iii. which users/athletes are members of groups; People: Used to create user accounts, update user account information and assign roles and groups to the user account. Additional functions include changing languages, assigning performance alerts, system messages and enabling user accounts to be group and/or role administrators;</p> <p>iv. Daily reminders: Used to create daily reminders in the form of internal message, email and/or text message which are sent to users on specific days at specific times, to remind them to complete specific tasks;</p> <p>v. Categories: Used to create and manage categories for the grouping and storage of files uploaded to a resources module and event forms as attachments. Categories require roles to be correctly set to assign access for users to documents stored in specific categories;</p> <p>vi. Administrative locks: Used to create restrictions on which roles a group administrator (someone who only has administrator access to a group, rather than the whole site) can modify; and</p> <p>vii. System messages: Used to generate and apply messages that appear on a user's homepage. System messages can be assigned to groups, roles and individual users.</p>		
11	2.3.5	<p><u>Configuration Interface</u> The Human Performance Software Management System configuration interface must: (a) Permit configuration by an administrator of the data capture forms and system dashboards, which is then applied to a site and available for users to access for their unique site address,</p>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the configuration interface as specified in Section 2.3.5 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A</p>	

		<p>and can also be shared with other system nodes (sites);</p> <p>(b) Have user customization facilitated via a web-based configuration tool that is intuitive, wizard-driven, uses drag and drop functionality and does not require advanced computer programming skills; and</p> <p>(c) Permit customization by the user of the following as a minimum:</p> <ul style="list-style-type: none"> <li>i. Application Details: Used to edit details in order to theme the application;</li> <li>ii. Event Forms: Forms to collect and store data that regularly needs to be entered about users;</li> <li>iii. Databases: Used to build database forms to collect and store data within the application;</li> <li>iv. Profile Pages: Used to build athlete profile forms;</li> <li>v. Related Entities: Used to build related entity forms to relate data fields in schedules or appointments;</li> <li>vi. Performance Standards: Used to build, edit and apply performance standards that provides visual feedback to the user based upon athlete input when given criteria are met (i.e., conditional formatting);</li> <li>vii. Performance Summary Reports: Used to build performance summary reports that support dashboards; and</li> <li>viii. Dashboard Builder: Drag and drop interface for configuring interactive data visualizations.</li> </ul>	<p>Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
12	2.3.6	<p><u>Application Programming Interface (API)</u></p> <p>The Human Performance Software Management System API must:</p> <ul style="list-style-type: none"> <li>(a) Be integrated with Apple Health Kit, Oura Ring and Google Fit to facilitate automatic data retrieval from compatible mobile applications;</li> <li>(b) Have direct connections to the following third-party products as a minimum:</li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the application programming interface as specified in Section 2.3.6 of Annex B.</p>	

		<ul style="list-style-type: none"> <li>i. Catapult GPS;</li> <li>ii. Fatigue Science;</li> <li>iii. Firstbeat;</li> <li>iv. Garmin Connect;</li> <li>v. Elite Heart Rate Variability (HRV);</li> <li>vi. Kinetic GymAware;</li> <li>vii. OmegaWave;</li> <li>viii. Polar Heart Rate Monitors (individual and team systems);</li> <li>ix. TrainHeroic;</li> <li>x. DEXA (DXA) (Bone Density/Body Composition);</li> <li>xi. HL7 secure messaging;</li> <li>xii. Vald Performance; and</li> <li>xiii. Whoop;</li> </ul> <p>(c) Allow users or third-party developers to interact with the solution via secure web connection thereby permitting:</p> <ul style="list-style-type: none"> <li>i. Automated import and export of data;</li> <li>ii. Synchronisation between data based on factors such as most recent entered;</li> <li>iii. Interchange with most common languages and formats such as XML, JSON and CSV;</li> <li>iv. Integration with an SQL database or data warehouse automatically including replication of the solution schema to the warehouse automatically; and</li> <li>v. Sharing data within the role based permissions of the user, with MS Excel and other common BI platforms (e.g., MS Power BI, Tableau, etc.)</li> </ul>	<p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
13	2.3.7	<p><u>Windows Based Desktop Uploader</u> The Human Performance Software Management System application programming interface (API) must have a windows based desktop uploader as follows:</p> <ul style="list-style-type: none"> <li>(a) Deployed as a thin client on a local machine or on a network drive;</li> <li>(b) Automates the parsing and upload of exported data from devices and software products which cannot be connected to via the API; and</li> <li>(c) Can be modified by the user to include new file types (e.g., gas analyzers).</li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the windows-based desktop uploader as specified in Section 2.3.7 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	

14	2.3.8	<p><u>Data Visualization and Reporting</u> The Human Performance Software Management System must include a range of reporting tools including but not limited to the following:</p> <p>(a) Permits users to:</p> <ul style="list-style-type: none"> <li>i. View data visualisations, derived from data points and/or aggregated data stored in any part of the system, using the web-based browser, mobile browser or mobile application;</li> <li>ii. Drill down through a data visualization to view the underlying data (e.g., click through a visualization of group averages to get information on a specific data point); and</li> <li>iii. Review/edit source data and return to the data visualization layer with the data refreshed;</li> </ul> <p>(b) Visualizations to include:</p> <ul style="list-style-type: none"> <li>i. Text summaries;</li> <li>ii. Tables; and</li> <li>iii. Multivariate charts in formats including, but not limited to, time series, categorical and radar;</li> </ul> <p>(c) Visualization to be user customizable to permit inclusion of:</p> <ul style="list-style-type: none"> <li>i. Athlete profile image;</li> <li>ii. Icons, titles, subtitles, units and other aids in visualizations for clarification and interpretation of data;</li> <li>iii. Colours, borders and chart components, including series markers, legends, axes, gridlines and regions; and</li> <li>iv. Conditional formatting (colours and/or icons) such as the following: <ul style="list-style-type: none"> <li>a. Status markers to highlight athletes who are currently injured; and</li> <li>b. Rules for highlighting data that meets specified criteria, such as greater than, less than, equal to or contains.</li> </ul> </li> </ul>	<p>The Bidder must provide technical data, including that specified in Section 2.0(b) of this Annex and any other documentation that is required, to confirm that the Human Performance Software Management System being offered has the data visualization and reporting capabilities as specified in Section 2.3.8 of Annex B.</p> <p>Equivalent functionality will be considered on a case-by-case basis. A Certificate of Compliance must be provided if equivalent functionality is being offered.</p>	
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**ANNEX "D"**

**PRICING SCHEDULE**

The Bidder must complete this pricing schedule and include it in its financial bid once completed. Bidders must include a price for all items. If the price of an item is included in other item, the Bidder must indicate this by inserting the words "Price included in item xxx." If there is no cost for an item, the Bidder must insert "\$0.00". The information in this Annex will form part of the resulting contract. It is anticipated that in the resulting contract, this Annex will become Annex "C".

Bidders are to review paragraph 3.1 Bid Preparation Instructions Section II Financial bid for instructions on the completion of the Pricing Schedule.

Bidders must fill in the prices for the following items. Goods and Services Tax (GST) and/or the Harmonized Sales Tax (HST) not included.

**SECTION 1 – REQUIREMENT**

**Table 1: Human Performance Software Management Systems**

Description	Firm Unit Price	Quantity	Extended Price
On-line site licenses		4	
User Licenses to track a minimum 5000 Athletes		200	
User Manuals – (hard copies)		8	
User Manuals – (soft copy)		4	
Initial set-up and configuration as per Annex A Section 3.1		2	
Training as per Annex A Section 2.1		2	
		<b>Sub-total</b>	
		<b>Taxes (HST) 13%</b>	
		<b>Total</b>	

**Table 2: Human Performance Software Support Services**

Description	Per Diem Rate
Technical Support as per Annex A 3.2.3	
	<b>Sub-total</b>
	<b>Taxes (HST) 13%</b>
	<b>Total</b>

**Table 3: FSR Support:**

The Contractor will be paid firm hourly rates as follows, for work performed in accordance with the Contract. Customs duties are excluded and Applicable Taxes are extra.

Description	Firm Hourly Rate	Estimated Level of Effort (Hours/Year)	Extended Price
Field Service Representative (FSR) Year 1		1000	
Configuration Support Services Annex A 3.2a		200	
		<b>Sub-total</b>	
		<b>Taxes (HST) 13%</b>	
		<b>Total</b>	

**SECTION 2 – OPTIONS**

**Table 4: Additional Human Performance Software Management Systems**

Description	Firm Unit Price *Includes Mark-up	Quantity	Extended Price
<b>Option Year 1</b>			
On-line site licenses		4	
User Licenses to track a minimum 5000 Athletes		200	
Training as per Annex A Section 2.1		2	
<b>Option Year 2</b>			
On-line site licenses		4	
User Licenses to track a minimum 5000 Athletes		200	
Training as per Annex A Section 2.1		2	
<b>Option Year 3</b>			
On-line site licenses		4	
User Licenses to track a minimum 5000 Athletes		200	
Training as per Annex A Section 2.1		2	
<b>Option Year 4</b>			
On-line site licenses		4	
User Licenses to track a minimum 5000 Athletes		200	
Training as per Annex A Section 2.1		2	
<b>Sub-total</b>			
<b>Taxes (HST) 13%</b>			
<b>Total</b>			

**Table 5: Additional Human Performance Software Support Services**

Description	Per Diem Rate
<b>Option Year 1</b>	
Technical Support as per Annex A 3.2.3	
<b>Option Year 2</b>	
Technical Support as per Annex A 3.2.3	
<b>Option Year 3</b>	
Technical Support as per Annex A 3.2.3	
<b>Option Year 4</b>	
Technical Support as per Annex A 3.2.3	
<b>Sub-total</b>	
<b>Taxes (HST) 13%</b>	
<b>Total</b>	

**Table 6: Optional FSR Support**

During the extended period of the Contract, the Contractor will be paid the following firm hourly rates to perform all the Work in relation to the contract extension.

<b>Description</b>	<b>Firm Hourly Rate *Includes Mark-up</b>	<b>Estimated Level of Effort (Hours/Year)</b>	<b>Extended Price</b>
Field Service Representative (FSR) Option Year 1		1000	
Configuration Support Services Annex A 3.2a Year 1		200	
Field Service Representative (FSR) Option Year 2		1000	
Configuration Support Services Annex A 3.2a Year 2		200	
Field Service Representative (FSR) Option Year 3		500	
Configuration Support Services Annex A 3.2a Year 3		100	
Field Service Representative (FSR) Option Year 4		500	
Configuration Support Services Annex A 3.2a Year 4		100	
<b>Sub-total</b>			
<b>Taxes (HST) 13%</b>			
<b>Total</b>			

**3. Total Evaluated Price = Total Table 1 + Table 2 + Table 3 + Table 4 + Table 5 + Table 6 =**  
\$ \_\_\_\_\_

**ANNEX "E"**

**SECURITY REQUIREMENTS CHECK LIST**

See attached



**ANNEX "F"**

**ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts any of the following Electronic Payment Instrument(s):

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)

**ANNEX "G"**

**NON-DISCLOSURE AGREEMENT**

I, \_\_\_\_\_, recognize that in the course of my work as an employee or subcontractor of \_\_\_\_\_, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. **W6399-20-LB01/001/SF** between Her Majesty the Queen in right of Canada, represented by the Minister of Public Works and Government Services and Department of National Defence, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.: W6399-20-LB01/001/SF

Signature : \_\_\_\_\_

\_\_\_\_\_

Date

**ANNEX "H"**

**TASK AUTHORIZATION AUTORISATION DES TÂCHES**

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. – N° du contrat
		Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – A	<p><b>TO THE CONTRACTOR</b></p> <p>You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task.</p> <p>Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.</p>	
Delivery location – Expédiez à	<p><b>À L'ENTREPRENEUR</b></p> <p>Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande.</p>	
Delivery/Completion date – Date de livraison/d'achèvement	<p>Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.</p>	
	Date	for the Department of National Defence pour le ministère de la Défense nationale
Contract item no. N° d'article du contrat	Services	Cost Prix
		<b>GST/HST TPS/TVH</b>
		<b>Total</b>

**APPLICABLE ONLY TO PWGSC CONTRACTS:** The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract.

**NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC :** La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.

for the Department of Public Works and  
Government Services pour le ministère des  
Travaux publics et services gouvernementaux

DND 626 (01-05)  
993-4050

Design: Forms Management

Conception : Gestion des formulaires 993-4062

## Instructions for completing DND 626 - Task Authorization

### Contract no.

Enter the PWGSC contract number in full.

### Task no.

Enter the sequential Task number.

### Amendment no.

Enter the amendment number when the original Task is amended to change the scope or the value.

### Increase/Decrease

Enter the increase or decrease total dollar amount including taxes.

### Previous value

Enter the previous total dollar amount including taxes.

### To

Name of the contractor.

### Delivery location

Location where the work will be completed, if other than the contractor's location.

### Delivery/Completion date

Completion date for the task.

### for the Department of National Defence

Signature of the DND person who has delegated **Authority** for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). **Note:** the person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

### Services

Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor's quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/ceiling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

### Cost

The cost of the Task broken out into the individual costed items in **Services**.

### GST/HST

The GST/HST cost as appropriate.

### Total

The total cost of the task. The contractor may not exceed

## Instructions pour compléter le formulaire DND 626 - Autorisation des tâches

### N° du contrat

Inscrivez le numéro du contrat de TPSGC en entier.

### N° de la tâche

Inscrivez le numéro de tâche séquentiel.

### N° de la modification

Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

### Augmentation/Réduction

Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

### Valeur précédente

Inscrivez le montant total précédent, y compris les taxes.

### À

Nom de l'entrepreneur.

### Expédiez à

Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

### Date de livraison/d'achèvement

Date d'achèvement de la tâche.

### pour le ministère de la Défense nationale

Signature du représentant du MDN auquel on a délégué le **pouvoir d'approbation** en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). **Nota :** la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

### Services

Définissez brièvement le besoin (joignez l'ET) et établissez le coût de la tâche à l'aide de la soumission de l'entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s'appliquent à la tâche. Si plusieurs d'entre elles sont prévues, énumérez ici celle/celles qui s'appliquera/ront à la soumission pour la tâche à accomplir (p.ex. acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d'œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s'appliquent à cette autorisation de tâche et ne peuvent être négligées ou modifiées quant à la tâche en question. Il n'est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

### Prix

Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique **Services**.

### TPS/TVH

Mentionnez le montant de la TPS/TVH, s'il y a lieu.

this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the

contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

**Applicable only to PWGSC contracts**

This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

**Note:**

Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

**Total**

Mentionnez le coût total de la tâche. L'entrepreneur ne peut dépasser ce montant sans l'approbation du MDN, formulaire DND 626 modifié à l'appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l'autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

**Ne s'applique qu'aux contrats de TPSGC**

Le présent paragraphe s'applique uniquement aux autorisations de tâche accordées par TPSGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l'autorité contractante de TPSGC pour examen et signature avant qu'on autorise l'entrepreneur à débiter les travaux.

**Nota :**

Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPSGC pour les tâches dont le coût dépasse le plafond établi par le MDN

Solicitation No. - N° de l'invitation  
W6399-20-LB01/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur  
DLP 8-2-3-2