



**RETURN QUOTES TO -
SOUSSIONNARES ENVOYE:**

All bids must be submitted via the SSC P2P portal

Proposal to: Shared Services Canada

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

Proposition à : Services partagés Canada

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

Comments - Commentaires

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

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Procurement and Vendor Relations | Achats et relations avec les fournisseurs
180 Kent, 13th Floor
Ottawa, Ontario
K1P 0B6

REQUEST FOR QUOTATION / DEMANDE DE PRIX

Title – Sujet CSOR Petawawa Telephony Expansion	
Solicitation No. – No de l’invitation BPM012327/A	Date February 23, 2021
Client Reference No. – N° référence du client R79181	
Solicitation closes – L’invitation prend fin March 5, 2021 at – 2:00pm	Time zone – Fuseau horaire EST /HNE Eastern Standard Time/ Heure Normale de l'Est
Contracting Authority – Autorité du contrat Address Inquiries to – Adresser toutes questions à James Graves 180 Kent St. Ottawa, Ontario, K1P 0B6	
Telephone No. – No de téléphone (613) 668-9563	
Email – Courriel james.graves2@canada.ca	
Destination – Destination CFB Petawawa - CSOR Complex Mattawa Plains, Petawawa, ON K0J 1J0	
Invoices – Factures Invoices to be submitted via P2P Portal	



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REQUEST FOR QUOTATION

PART 1 GENERAL INFORMATION

1.1 Introduction

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

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

The annexes include:

- Annex A – Statement of Work
- Annex B – List of Deliverables and Prices
- Annex C – Mandatory Requirements for Equivalent Products
- Annex D – Security Requirements Check List (SRCL)

1.2 Summary

This bid solicitation is being issued to satisfy the requirement of Shared Services Canada (the "Client") for the supply and delivery of the List of Deliverables as per Annex A – Statement of Work (SOW) and as per Annex B – List of Deliverables and Prices. It is intended to result in the award of a contract for 1 year.

CFB Petawawa - CSOR complex (Mattawa Plains, Petawawa, ON K0J 1J0) is a new Department of National Defence facility including several buildings required to meet operational requirements of the base and unit. Expansion to existing Avaya Aura telephony solution is needed to meet the new occupant's requirements of not more than 800 (eight hundred) users with total of 800 (eight hundred) telephony devices including offices, faxes, classrooms, conference/meeting rooms, workshops and staff rooms.

To install, configure and provision Avaya Aura core system EXPANSION at H101 to support the increased number of users providing additional resiliency and redundancy as well improved operation such as moving voicemail service from CMM to IX Messaging.

To install, configure and provision media gateways & telephones supporting users of CSOR complex of buildings.

To train the trainers on telephone feature usage including voicemail and auto attendants.

To provide maintenance and support for one year.

All work to be coordinated with the SSC Desk officer and the Site POC.



1.3 Trade Agreements

The following trade agreements apply to this procurement process:

- i) Canada Free Trade Agreement (CFTA);
- ii) World Trade Organization Agreement on Government Procurement (WTO-AGP);
- iii) Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP);

1.4 Security Requirements

There are security requirements associated with this requirement. For additional information, consult Annex D – Security Requirements Check List (SRCL). For more information on personnel and organization security screening or security clauses, Offerors should refer to the Contract Security Program of Public Services and Procurement Canada (PSPC) (<http://ssi-iss.tpsgc-pwgsc.gc.SOA/index-eng.html>) website.

All personnel assigned to provide services must have a current security clearance to the level specified in the SRCL, granted by the PSPC Canadian Industrial Security Directorate.

1.5 Debriefing

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.



PART 2 BIDDER INSTRUCTIONS

2.1 Mandatory Requirements

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will receive no further consideration.

2.2 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Services and Procurement Canada. All references contained within the General Conditions or Supplementary General Conditions to the Minister of Public Works and Government Services will be interpreted as a reference to the minister presiding over Shared Services Canada and all references to the Department of Public Works and Government Services will be interpreted as Shared Services Canada.
- (b) For purposes of this contract the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.
- (c) 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.
- (d) The 2003 (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
 - (i) Section 01(3), Integrity provisions - bid of Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:
 3. List of Names
 - a) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting a quote under the Request for Quotation (RFQ).
 - b) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
 - (ii) Section 3 of the Standard Instructions is amended as follows: delete “Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c.16”
 - (iii) SSC’s Standard Instructions for Procurement Documents No. 1.4 (“SSC’s Standard Instructions”) are incorporated by reference into and form part of the solicitation. If there is a conflict between the provisions of SSC’s Standard Instructions and this document, this document prevails.
 - (iv) Section 05(4), Submission of bids of Standard Instructions 2003 is amended as follows:
 - (A) Delete: 60 days
 - (B) Insert: 90 days



2.3 Electronic Submission of Bids

- (a) All bids must be submitted via the SSC P2P portal to the SSC Contracting Authority by the closing date and time indicated in the SSC P2P portal with respect to the bid solicitation. Only bids submitted through the SSC P2P portal will be considered.
- (b) Bidders intending to submit a bid are encouraged to send an e-mail notification to the Contracting Authority indicating their intention to submit a bid.
- (c) Once the closing date and time has passed, the Bidder will not be able to submit a bid.
- (d) If the P2P portal is unavailable for any reason during any part of the 4 hours immediately before the solicitation closing date and time, bidders are requested to contact the Contracting Authority immediately, both by email and by telephone. If the Contracting Authority confirms that the P2P portal is unavailable for any reason during any part of the 4 hours immediately before the solicitation closing date and time, the Contracting Authority will extend the solicitation closing date and time by 24 hours. The Contracting Authority will send notice of any such extension to those bidders who have sent an email notification to the Contracting Authority indicating their intention to submit a bid. The Contracting Authority is not required to extend the solicitation closing date or time if the reason a bidder is unable to access the P2P portal is related to that bidder or its systems, rather than an SSC system problem.
- (e) Responsibility for Technical Problems. Canada will not be responsible for:
 - (i) any technical problems experienced by the Bidder in submitting its bid, including attachments rejected or quarantined because they contain malware or other code that is screened out by SSC's security services; or
 - (ii) any technical problems that prevent SSC from opening the attachments. For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated accordingly. Bidders will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format. All bids must be submitted to the Contracting Authority by the closing date and time indicated on Page 1.
- (a) Where instructed, parts of a bid must be submitted either as PDF documents or as documents that can be opened with the Microsoft Office Suite of applications.
- (b) Bidders intending to submit a bid are encouraged to send an e-mail notification to the Contracting Authority indicating their intention to submit a bid.
- (c) Once the closing date and time has passed, the Bidder will not be able to submit a bid.

2.4 Modification and Withdrawal of Bids

- (a) Bids can be modified, withdrawn or resubmitted via email to the Contracting Authority before the solicitation closing date and time.
- (b) A bid withdrawn after the solicitation closing date and time cannot be resubmitted.

2.5 Enquiries – Bid Solicitation

- a) All enquiries must be submitted electronically to the specified email identified as the "Contracting Authority" on page 1, **no later than 5 calendar days from the bid closing date**. Enquiries received after that time may not be answered.
- b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary



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

2.6 **Applicable Laws**

- a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.
- b) Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of 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.

2.7 **Equivalent Products**

Please note that products required under this solicitation have been specified by brand name, model and/or part number in order to ensure compatibility, interoperability and interchangeability with existing equipment owned by Canada.

However, Canada will entertain proposals of equivalent products as suggested by the bidding community. Please refer to section 1.18 in Annex B with regards to submitting equivalent product bids.

2.8 **Supply Chain Integrity Verification**

The Supply Chain Integrity (SCI) Verification is a mandatory on-going qualification submission requirements process. SCI is an important corporate requirement. Challenged by an increasingly complex cyber threat environment, Canada is committed to applying enhanced security process and contract clauses to the acquisition of both products and services. The purpose of the Supply Chain Integrity Verification process is to ensure that all product, equipment, software firmware and services that are procured by SSC meet the required security and supply chain standards.

Refer to Form 4 – SCSI Form



PART 3 BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Copies of Bid: Canada requests that Bidders provide their bid in separately bound sections as follows:

- (a) **Section I:** Technical Bid and Certifications – Technical Bid must be submitted in PDF and Word Format. If there is any discrepancy between the two formats, the PDF will have priority over the Word format.
- (b) **Section II:** Financial Bid – Must be in original Excel format, not as a PDF.

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

3.2 Section I: Technical Bid

- (a) **Bid Submission Form:** Bidders are requested to include the Form 1 – Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, and the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (b) **Certifications:** It is a requirement that bidders submit the certifications required under Part 5.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with Annex B – List of Deliverables and Prices, and by filling out Annex B. Bidders must quote firm unit prices in Canadian dollars, Delivered Duty Paid (DDP) destination delivery included, and Duty included (where applicable). The total amount of Applicable Taxes must be shown separately. The completed Annex B must also include the appropriate product code for every line item otherwise the bid will be deemed non-compliant and will be given no further consideration. The Bidder is requested to fill in the bid prices at Annex B.
- (b) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.



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) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
- (c) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
 - (i) verify any or all information provided by the Bidder in its bid;the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.
- (d) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Evaluation Procedures for Equivalent Products

Certain products required under this solicitation have been specified by brand name, model and/or part number in order to ensure compatibility, interoperability and interchangeability with existing equipment owned by Canada. Therefore, the following applies with respect to the evaluation of any equivalent products.

- (a) If the solicitation states that bidders must propose equipment that is specified by brand name, model and/or part number in order to ensure compatibility, interoperability and/or interchangeability with existing equipment owned by Canada, this Section applies regarding the evaluation of those products.
- (b) Products that are equivalent in form, fit, function and quality that are fully compatible, interchangeable, and interoperable with the existing equipment owned by Canada will be considered if the bidder:
 - i) clearly designates in its bid the brand name, model and/or part number of the proposed equivalent product;
 - ii) demonstrates in the written bid that the proposed equivalent is fully compatible, interoperates with, and is interchangeable with the item(s) specified in the solicitation;
 - iii) provides complete specifications and descriptive technical documentation for each equivalent item proposed;
 - iv) substantiates the compliance of its proposed equivalent by demonstrating that it meets all mandatory performance criteria that are specified in the solicitation; and
 - v) clearly identifies those areas in the specifications and descriptive technical documentation that demonstrate the equivalence of the proposed equivalent product.
- (c) If requested during evaluation, the bidder must submit a sample of any proposed equivalent product to the Contracting Authority for testing.
- (d) If requested during evaluation, the bidder must provide a demonstration of its proposed equivalent product.



- (e) Proposed equivalent products will be declared non-compliant if:
 - i) the bid fails to provide all the information required to allow the Contracting Authority to evaluate the equivalency of the proposed equivalent, including additional information requested by the Contracting Authority during the evaluation to supplement the information submitted in the bid (Note: it is the responsibility of the bidder to include all information required to evaluate equivalency as described above; however, all bidders acknowledge that Canada will have the right, but not the obligation, to request any additional information during the evaluation that it requires to make a determination regarding equivalency);
 - ii) the Contracting Authority determines that the proposed equivalent fails to meet or exceed the mandatory requirements specified in the solicitation; or
 - iii) the Contracting Authority determines that the proposed equivalent is not equivalent in form, fit, function or quality to the item(s) specified in the solicitation or that the proposed equivalent is not fully compatible, interoperable and interchangeable with any existing equipment owned by Canada that is specified in the solicitation.

4.3 **Technical Evaluation**

- (a) Each bid will be reviewed to determine whether it meets the Mandatory Requirements of the bid solicitation. Bids that do not comply with each and every Mandatory Requirement will be declared non-responsive and be disqualified.
- (b) **Testing:**

At the discretion of Canada, any proposed equipment may be tested to demonstrate that it will meet or exceed Canada's mandatory technical specifications.

The Bidder must deliver the equipment proposed to either a location designated by Canada, or to an industry-recognized independent, mutually agreed to, third party testing firm location, no later than 2 business days following a written request by Canada. The Bidder must be available to answer questions and provide further information as requested concerning its equipment. Bidders may be given 48 hours to correct any deficiencies identified during the testing period. Failure to correct any of the deficiencies within this period will render the bid non-responsive and it will be disqualified. All of the associated costs related to this testing will be the responsibility of the Bidder.

At Canada's discretion the required testing can be waived provided the Bidder submits a relevant performance test report from a recognized independent 3rd party-testing firm acceptable to Canada. The report must be based on testing done on the identical equipment, hardware and firmware versions being offered and includes testing against all mandatory technical specifications of the Category.

4.4 **Financial Evaluation**

- (a) The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Table in Annex B – List of Deliverables and Prices completed by the Bidders. The Total Bid Price will be based on the sum of all total prices for the deliverables specified in Annex B, GST/HST extra.
- (b) All prices quoted for products listed in the pricing table must include 12 months of OEM maintenance and support at the specified Service level in the Annex B.

4.5 **Basis of Selection**

- (a) A bid must comply with all requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.



- (b) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (c) All Bidders will be informed of the outcome of the RFQ.



PART 5 CERTIFICATIONS

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Precedent to Contract Award and Additional Information

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

(a) OEM Certification

Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware and/or software proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware and/or software, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware and/or software it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use Form 2 – OEM Certification Form included with the bid solicitation. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

If the hardware and/or software proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.

For the purposes of this bid solicitation, OEM means the manufacturer of the hardware and/or software, as evidenced by the name appearing on the hardware and/or software, on all accompanying documentation, on mandatory certification reports, and on any support software. "Hardware" is defined as the assembled end product being proposed.

(b) Supply Chain Security Information (SCSI)

Bidders will be required to submit "Supply Chain Security Information" (SCSI) for assessment by Canada in relation to supply chain integrity. The Supply Chain Integrity (SCI) Verification is a mandatory submission requirement at the procurement process. SCI is an important corporate requirement. Challenged by an increasingly complex cyber threat environment, Canada is committed to applying enhanced security process and contract clauses to the acquisition of both products and services. The purpose of the Supply Chain Integrity verification process is to ensure that all proposed sub-contractors, products, equipment, software, firmware and services that are procured by SSC meet the required security and supply chain standards.

Please refer to Form 4 – SCSI Form

(c) Integrity Provisions – Required Documentation



In accordance with the [Ineligibility and Suspension Policy \(http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.htm\)](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.htm), the Bidder may be requested to provide the required documentation in Form 2 – Integrity Form, as applicable, to be given further consideration in the procurement process.



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 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirement in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting the license to use the Licensed Software described in the Contract;
 - (ii) providing the Software Documentation;
 - (iii) providing maintenance and support for the Licensed Software during the Software Support Period;
 - (iv) providing the Hardware Documentation;
 - (v) supplying hardware and maintenance.
 - (vi) providing Implementation Services including Training Services
- (b) **Client:** Under the Contract, the "Client" is Shared Services Canada. The Contracting Authority, upon written notification to the Contractor, may re-designate the Client under this Contract.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

6.2 Standard Clauses and Conditions

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

In all clauses and conditions identified in the Contract, all reference to the Minister of Public Works and Government Services should be deleted and replaced with the Minister of Shared Services Canada. Also all reference to the Department of Public Works and Government Services should be deleted and replaced with Shared Services Canada.

For purposes of this contract the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.

(a) **General Conditions**

2030 (2020-05-28), General Conditions – Higher Complexity - Goods, are incorporated by reference into and form part of the Contract.

Section 2 of the General Conditions is amended as follows: delete "Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c.16"

(b) **Supplement General Conditions**



4001 (2015-04-01), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, are incorporated by reference into and form part of the Contract.

4003 (2010/08/16), Supplemental General Conditions - Licensed Software;

Section 08 is replaced as follows:

The license to use the Licensed Software under the Contract is transferable by Canada under the same conditions of the Contract, to any Device or Client, as applicable, or to any Canadian government department or Crown corporation, as defined in the Financial Administration Act, R.S.C. 1985, c. F-11, as amended from time to time, or to any other party for which Shared Services Canada has been authorized to act under section 8 of the Shared Services Canada Act, L.C. 2012, ch.19, art 711 as long as Canada informs the Contractor of the transfer within thirty (30) days of the transfer occurring. For the purposes of this section, in the circumstances where an Entity License is transferred, such license will be capped at the number of users in the transferring department, corporation, agency or other party before the transfer.

4004 (2013/04/25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software.

(c) **Additional SACC Manual Items**

B1000T (2014-06-26) Condition of Material, is incorporated by reference into and form part of the contract.

B1501C (2018-06-21) Electrical Equipment, is incorporated by reference into and form part of the contract.

6.3 **Security Requirement**

There is no security requirement for this contract.

6.4 **Delivery Date**

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

All Services to be completed on or before **May 1, 2021**.

6.5 **Authorities**

(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name:	James Graves
Title:	Sr. Procurement Officer
Organizations:	Shared Services Canada, Procurement and Vendor Relationships
Address:	180 Kent Street, Ottawa, K1P 0B6
Telephone:	(613) 668-9563
E-mail address:	james.graves2@canada.ca

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



(b) **Technical Authority**

The Technical Authority for the Contract is:

Name: Conrad Uniacke
 Title: PBX.VoIP Technical Advisor
 Organization: Shared Services Canada
 Telephone: 613-998-6898
 E-mail address: conrad.uniacke@forces.gc.ca

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

(c) **Contractor's Representative**

The Contractor Representative for the Contract is: (to be completed at contract award)

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 E-mail address: _____

6.6 **Inspection and Acceptance**

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

6.7 **Basis of Payment**

- (a) **Purchased Hardware:** For providing the Hardware in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B, DDP destination, including all customs duties, Applicable Taxes extra.
- (b) **Hardware Maintenance and Support:** For maintenance and support of the Hardware in accordance with the Contract, Canada will pay the Contractor, advance/arrears, the firm annual/monthly price(s) set out in Annex B, DDP destination, including all customs duties, Applicable Taxes extra.
- (c) **Licensed Software:** For the license(s) to use the Licensed Software including delivery and installation of the Licensed Software and the Software Documentation, in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B, FOB destination, including all customs duties, Applicable Taxes extra. The firm prices include the warranty during the Software Warranty Period.



- (d) **Licensed Software, Maintenance and Support:** For the license(s) to use the Licensed Software including delivery and installation of the Licensed Software and the Software Documentation, in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B, FOB destination, including all customs duties, Applicable Taxes extra. The firm prices include the warranty during the Software Warranty Period and maintenance and support during the Software Support Period.
- (e) **Implementation Services:** In consideration of the Contractor providing implementation services, Canada will pay the Contractor the firm unit price set out in Annex B, FOB destination, including all customs duties, Applicable Taxes are extra.
- (f) **Optional Goods & Services:** In consideration of the Contractor providing the optional Goods & Services, Canada will pay the Contractor the firm unit price set out in Annex B, FOB destination, including all customs duties, Applicable Taxes are extra

Optional Goods & Services will be requested through a formal Contract amendment issued by the Contracting Authority.
- (g) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (h) **Limitation of Expenditure:** 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.
- (i) Canada's total liability to the Contractor, **must not exceed the sum on page 1**. Customs duties are included and the Applicable Taxes are extra, if applicable.
- (j) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

6.8 Method of Payment – Single Payment

H1000C (2008-05-12), Single Payment

6.9 Advance Shipping Notice

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

6.10 Invoicing Instructions

- (a) The Contractor must submit invoices electronically through the SSC P2P portal in accordance with the section entitled “Invoice Submission” of the General Conditions. In the alternative, the Contractor may seek the consent of the Contracting Authority to submit invoices using an alternative method. Invoices cannot be submitted until all work identified in the invoice is completed. The Contractor's invoice must indicate which line item(s) and the quantity for which it is invoicing.
- (b) If the Contractor submits an advance shipping notice, the invoice should be linked to this advance shipping notice via email. The Contractor may link more than one advance shipping notice to the invoice. The invoice must match the total quantity and price of the advance shipping notices.
- (c) The Contractor's invoice must include a separate line item for each deliverable in the Basis of Payment provision.



- (d) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (e) The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

6.11 Certifications

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

6.12 Applicable Laws

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

6.13 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
 - 4001 (2015-04-01) - Hardware Purchase, Lease and Maintenance;
 - 4003 (2010-08-16) – Licensed Software;
 - 4004 (2013-04-25) – Maintenance and Support Services for Licensed Software;
- (c) General Conditions 2030 (2020-05-28) – Higher Complexity – Goods;
- (d) Annex A – Statement of Work
- (e) Annex B – List of Deliverables and Prices;
- (f) Annex C – Security Requirements Check List;
- (g) the Contractor's bid dated _____ (*insert date of bid*), not including any software publisher license terms and conditions that may be included in the bid, not including any provision SACC Manual clause s in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

6.14 Foreign Nationals (Canadian Contractor)

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

6.15 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance Requirements

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



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

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

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
 - (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - A. any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - B. physical injury, including death.
 - (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
 - (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
 - (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under subparagraph (i)(A) above.
 - (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract including:
 - A. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - B. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2 million.
 - C. In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$2 million, whichever is more.



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

(c) **Third Party Claims:**

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article 16.3.1, with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

6.17 Hardware

With respect to the provisions of Supplemental General Conditions 4001:

Part III of 4001 applies to the Contract (Additional Conditions: Purchase)	Yes
Part IV of 4001 applies to the Contract (Additional Conditions: Lease)	No
Part V of 4001 applies to the Contract (Additional Conditions: Maintenance)	Yes
Delivery Location	As set out on Page 1 of the Contract
Delivery Date	As set out under the Section titled Delivery Date
Contractor must deliver Hardware Documentation	Yes
Contractor must update Hardware Documentation throughout Contract Period	Yes
Hardware Documentation must include maintenance documentation	Yes



Language of Hardware Documentation	English/French/Bilingual
Class of Maintenance Service	1 Year Next-Business-Day Advance Replacement
Toll-free Telephone Number for Maintenance Service	[Note to Bidders: Bidders are requested to provide this information at Form 1 – Bid Submission Form].
Website for Maintenance Service	[Note to Bidders: Bidders are requested to provide this information at Form 1 – Bid Submission Form].

6.18 Licensed Software

With respect to the provisions of Supplemental General Conditions 4003:

Licensed Software	The Licensed Software, which is defined in 4003, includes all the products offered by the Contractor in its bid, and any other software code required for those products to function in accordance with the Software Documentation and the Specifications, including without limitation all of the software products listed in Annex B.
Type of License being Granted	User License.
Delivery Location	As set out on Page 1 of the Contract
Installation Site	Same as Delivery Location.
Media on which Licensed Software must be Delivered	Digital Download.
Term of License	1 year
Source Code Escrow Required	No.

6.19 Licensed Software Maintenance and Support

With respect to the provisions of Supplemental General Conditions 4004:

Software Support Period	The Software Support Period is the Contract Period.
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Software Support Period when Additional Licenses added during Contract Period	For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
Contact Information for Accessing the Contractor's Support Services	[Note to Bidders: Bidders are requested to provide this information at Form 1 – Bid Submission Form].
Website	[Note to Bidders: Bidders are requested to provide this information at Form 1 – Bid Submission Form].
Language of Support Services	The Support Services must be provided in both French and English, based on the choice of the User requesting support.

6.20 Safeguarding Electronic Media

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

6.21 Access to Canada's Property and Facilities

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

6.22 Equivalency of Equipment

- (a) The Contractor guarantees that the equipment to be delivered under the Contract is:
 - (i) equivalent in form, fit, function and quality to the existing equipment owned by Canada that was described in the bid solicitation that resulted in the Contract; and
 - (ii) fully compatible, interchangeable and interoperable with the existing equipment owned by Canada.
- (b) The Contractor also guarantees that any warranties with third parties concerning the existing equipment owned by Canada will not be adversely affected by Canada's use of the equipment delivered under the Contract (for example, by interconnecting the equipment) or by any other



services provided by the Contractor under the Contract. If Canada determines in its sole discretion that any such warranty has been adversely affected, at Canada's sole option, the Contractor must:

- (i) pay to Canada the amount that Canada must pay to the original supplier (or an authorized reseller of that supplier) to re-certify Canada's existing equipment for warranty purposes and any other amounts paid by Canada to a third party in order to restore the equipment to full warranty status;
 - (ii) perform all warranty work on Canada's existing equipment in place of the original supplier; or
 - (iii) pay to Canada the amount that Canada must pay to the original supplier (or an authorized reseller of that supplier) to perform maintenance work on the equipment that otherwise would have been covered by the warranty.
- (c) The Contractor agrees that, during the Contract Period, if Canada determines that any of the equipment is not equivalent in form, fit, function and quality to the existing equipment owned by Canada or is not fully compatible, interchangeable and interoperable with the existing equipment owned by Canada, the Contractor must immediately and entirely at its own expense take all steps necessary to ensure that the equipment satisfies these requirements (for example, by implementing any additional software or firmware), failing which Canada will have the immediate right to terminate the Contract for default. The Contractor agrees that, if Canada terminates the Contract for this reason, the Contractor must pay to Canada the costs of re-procuring the equipment from a third party and the difference, if any, in price paid by Canada to the third party. The Contractor acknowledges that its failure to deliver equivalent equipment that satisfies the above requirements may result in the Contractor (as well as its affiliates and any other entities with whom the Contractor or its principals do not deal at arm's length) being unable to propose equivalent substitutes in response to future bid solicitations.

Note to Bidders: *This article will only be included in a resulting contract if equivalent products have been proposed.*





Annex A – Statement of Work

(Please see attached Annex A)



Annex B – List of Deliverables and Prices

(Please see attached Annex B)



Annex C – Mandatory Requirements for Equivalent Products

(Please see attached Annex C)



Annex D – Security Requirements Check List

(Please see attached Annex D)



Attachment 1.0 – SSC Standard Instructions

(Attached as a separate Attachment)



Form 1 – Bid Submission Form

BID SUBMISSION FORM	
Bidder's full legal name <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Email
Bidder's Procurement Business Number (PBN) <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>	
4001 (2015-04-01), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance information; 4004 (2013-04-25), Maintenance and Support Services for Licensed Software	Toll-free Telephone #
	Website for Maintenance Service
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 	
Signature of Authorized Representative of Bidder	



Form 2 – OEM Certification Form

OEM Certification Form

This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.

Name of OEM _____

Signature of authorized signatory of OEM _____

Print Name of authorized signatory of OEM _____

Print Title of authorized signatory of OEM _____

Address for authorized signatory of OEM _____

Telephone no. for authorized signatory of OEM _____

Fax no. for authorized signatory of OEM _____

Date signed _____

Solicitation Number _____

Name of Bidder _____



Form 3 – Integrity Form

Bidders are requested to complete the following Integrity Form and submit with your bid

Adresse de courriel /E-mail Address: james.graves2@canada.ca
Ministère/Department: Shared Services Canada
Dénomination sociale complète du fournisseur / Complete Legal Name of Supplier
Adresse du fournisseur / Supplier Address
NEA du fournisseur / Supplier PBN
Numéro de la demande de soumissions (ou numéro du contrat proposé) Solicitation Number (or proposed Contract Number)
Membres du conseil d'administration (Utilisez le format - Prénom Nom) Board of Directors (Use format - first name last name)
1. Membre / Director
2. Membre / Director
3. Membre / Director
4. Membre / Director
5. Membre / Director
6. Membre / Director
7. Membre / Director
8. Membre / Director
9. Membre / Director
10. Membre / Director
Autres Membres/ Additional Directors:



Form 4–Supply Chain Security Information

(Attached as a separate Form)