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PART 1 - GENERAL INFORMATION

1. Security Requirement

1.1 At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 6 – Resulting Contract Clauses;
- (e) the Bidder must provide the addresses of the proposed sites or premises of work performance and document safeguarding as indicated in Part 3 – Section IV Additional Information.

1.2 For additional information on security requirements, Bidders should refer to the Contract Security Program (CSP) of Public Works and Government Services Canada website.

2. Statement of Work

The Work to be performed is detailed under Article 2 of the resulting contract clauses.

3. Revision of Departmental Name

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

4. 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 of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

5. Procurement Ombudsman

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent venue for Canadian bidders to raise complaints regarding the award of federal contracts under \$25,300 for goods and under \$101,100 for services. Should you have any issues or concerns regarding the award of a federal contract below these dollar amounts, contact OPO by e-mail at the [Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at the [Office of the Procurement Ombudsman website](#). For more information about OPO, including the available services, please visit the OPO website.



PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days

Insert: One hundred and twenty (120) days

2. Submission of Bids

Bids must be submitted only to Correctional Service of Canada (CSC) by the date, time and place indicated on page 1 of the bid solicitation.

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

3. Former Public Servants

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

Definitions

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

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



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

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

Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.



4. Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) business 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.

5. Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by 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

1. Bid Preparation Instructions

CSC requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid: **one (1) soft copy in Adobe pdf format;**

Section II: Financial Bid: **one (1) soft copy in Adobe pdf format;**

Section III: Certifications: **one (1) soft copy in Adobe pdf format.**

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

2. 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.

3. Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment detailed in Annex B - Proposed Basis of Payment. The total amount of Applicable Taxes must be shown separately.

See Annex B – Proposed Basis of Payment for the Pricing Schedule format.

3.1 Exchange Rate Fluctuation

SACC Manual clause C3011T (2013-11-06) Exchange Rate Fluctuation

4. Section III: Certifications

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

5. Section IV: Additional Information

5.1 Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures

- (a) As indicated in Part 1 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

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

- (b) The Company Security Officer (CSO) must ensure through the Contract Security Program (CSP) that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1 Security Requirements.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

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 CSC will evaluate the bids.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex D – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

1.2 Financial Evaluation

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price - Bid

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid** of **PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

2. Basis of Selection

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

For evaluation purposes, CSC will calculate the total estimated bid price by adding together the total prices for the contract period and the option periods.

3. Tie-breaking method for identical bids

If two technically compliant bids submitted the same total estimated bid price, CSC will award the contract to the technically compliant bid that was received first according to the date and time the bidder transmitted the email to the CSC Contracting Authority as indicated in the bidder's email.



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, 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 Bidders' certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

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 certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where a Bidder is unable to provide any of the certifications required by subsection A, it must submit with its bid the completed [Integrity Declaration Form](#). Bidders must submit this form to Correctional Service of Canada with their bid.



1.2 Integrity Provisions – Required documentation

List of names: all Bidders, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:

- i. Bidders that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
ii. Bidders bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; or
iii. Bidders that are a partnership do not need to provide a list of names.

List of Names:

Four horizontal lines for writing the list of names, arranged in two columns of two lines each.

OR

- [] The Bidder is a partnership

During the evaluation of bids, the Bidder must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the bid.

1.3 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 website.

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

1.4 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

1.5 Language Requirements - Bilingual

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

1.6 Certification:

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



PART 6 - RESULTING CONTRACT CLAUSES

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

1. Security Requirement

1.1 The following security requirements (SRCL and related clauses provided by PWGSC CSP) apply to and form part of the Contract.

1.1.1 The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).

1.1.2 The Contractor/Offeror personnel requiring access to PROTECTED information, assets or site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.

1.1.3 The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.

1.1.4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.

1.1.5 The Contractor/Offeror must comply with the provisions of the:

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- (b) Contract Security Manual (Latest Edition).

1.2 Contractor's Sites or Premises Requiring Safeguarding Measures / IT Authorization for Storage or Processing

1.2.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date, the information related to the Contractor's and proposed individuals' sites or premises, for the following addresses:

(To be inserted at contract award.)

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

1.2.2 The Company Security Officer (CSO) must ensure through the Contract Security Program (CSP) that the contractor and individuals hold a valid security clearance at the required level of document safeguarding capability.

2. Statement of Work

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



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](#) issued by Public Works and Government Services Canada.

As this Contract is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

3.1 General Conditions

2010B (2020-05-28), General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

3.2 Supplemental General Conditions

4008 (2008-12-12), Personal Information, apply to and form part of the Contract.

3.3 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
 - a. The name, qualifications and experience of the proposed replacement; and
 - b. Proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2. The fact that the Contracting Authority does not order that a replacement stop performing the work does not release the Contractor from its responsibility to meet the requirements of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from _____ to _____ inclusive. (to be inserted at contract award)

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.



Canada may exercise this option at any time by sending a written notice to the Contractor at least three (3) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Steve Perron
Title: Senior Procurement Officer
Correctional Service Canada
Branch/Directorate: Contracting and Material Services
Telephone: (613) 293-5934
E-mail address: steve.perron@csc-scc.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.

5.2 Project Authority (to be inserted at contract award)

The Project Authority for the Contract is:

Name:
Title:
Correctional Service Canada
Branch/Directorate:
Telephone:
E-mail address:

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

5.3 Contractor's Representative (to be inserted at contract award)

The Authorized Contractor's Representative is:

Name:
Title:
Company:
Address:
Telephone:
Facsimile:
E-mail address:



6. Payment

6.1 Basis of Payment

6.1 For Development & Hosting described in the statement of work in Annex A:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm price, customs duties are included and Applicable Taxes are extra.

For the firm price portion of the Work only, 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.

6.2 For the Proctoring Services described in the statement of work in Annex A:

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm rate, customs duties are included and Applicable Taxes are extra.

6.2 Limitation of Expenditure

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

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.3 Monthly Payment

SACC Manual clause H1008C (2008-05-12), Monthly Payment

6.4 SACC Manual Clauses

SACC Manual clause A9117C, (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause C0710C, (2007-11-30), Time and Contract Price Verification
SACC Manual clause C0705C, (2010-01-11), Discretionary Audit

6.5 Travel and Living Expenses

There are no travel and living expenses associated with the Contract.



6.6 Electronic Payment of Invoices – Contract

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

- (a) MasterCard Acquisition Card;
- (b) Direct Deposit (Domestic and International).

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.

2. Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the Project Authority at the address shown on page 1 of the Contract for certification and payment.

8. Certifications and Additional Information

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.

9. Applicable Laws

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

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 4008 (2008-12-12), Personal Information
- (c) the General Conditions 2010B (2020-05-28), General Conditions - Professional Services (Medium Complexity);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, IT Security Requirement Technical Document;
- (h) the Contractor's bid dated _____ (to be inserted at contract award)



11. Termination on Thirty Days Notice

11.1 Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

11.2 In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

12. Insurance

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

13. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- (a) The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- (b) The Contractor shall advise the Minister of any change in ownership control for the duration of the contract.
- (c) The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister shall have the right to treat this Contract as being in default and terminate the contract accordingly.
- (d) For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

14. Closure of Government Facilities

14.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

14.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

15. Tuberculosis Testing

15.1 It is a condition of this contract that the Contractor or any employees of the Contractor who require entry into a Correctional Service of Canada Institution to fulfill the conditions of the contract may, at the sole discretion of the Warden, be required to provide proof of and results of a recent tuberculin test for the purpose of determining their TB infection status.



- 15.2 Failure to provide proof of and results of a tuberculin test may result in the termination of the contract.
- 15.3 All costs related to such testing will be at the sole expense of the Contractor.

16. Compliance with CSC Policies

- 16.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.
- 16.2 Unless otherwise provided in the contract, the Contractor shall obtain all permits and hold all certificates and licenses required for the performance of the Work.
- 16.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.

17. Health and Labour Conditions

- 17.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.
- 17.2 The Contractor shall comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and shall also require compliance of same by all its subcontractors when applicable.
- 17.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity shall forthwith notify the Project Authority or Her Majesty.
- 17.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor shall be furnished by the Contractor to the Project Authority or Her Majesty at such time as the Project Authority or Her Majesty may reasonably request."

18. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

- 18.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;
- 18.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;
- 18.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify themselves as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and



18.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

19. Dispute Resolution Services

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to or arising from the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 10 working days, each party hereby consents to fully participate in and bear the cost of mediation led by the Procurement Ombudsman pursuant to Subsection 22.1(3)(d) of the Department of Public Work and Government Services Act and Section 23 of the Procurement Ombudsman Regulations.

The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169, by e-mail at [the Office of the Procurement Ombudsman email address](#), or by web at [the Office of the Procurement Ombudsman website](#).

20. Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will review a complaint filed by the complainant respecting the administration of the Contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met.

To file a complaint, the Office of the Procurement Ombudsman may be contacted by e-mail at [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at the Office of the Procurement Ombudsman website.

21. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

22. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees, or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.



ANNEX A – Statement of Work

Secure Web-Based testing for the Situational Judgement Test

The Correctional Service Canada has a requirement for a service provider to deliver Secure Web-Based proctored testing for the Situational Judgement Test. The work will involve the following:

1. Background:

Due to COVID-19, it has been challenging for Correctional Services Canada (CSC) to administer the Situational Judgement Test (SJT) in a classroom setting. In order to continue recruitment and staffing, CSC has a requirement for the development and delivery of the online proctored test in both French and English.

2. Objectives:

CSC is seeking a contractor to transfer, host, administer, proctor and score the SJT on a Secure Web-Based application in both French and English for approximately 8000 candidates per year.

3. Tasks/Technical Specifications:

- 3.1** The Contractor must host the SJT and its scoring formula (Protected B) on a secure online platform.
- 3.2** The Contractor must transmit protected information shared between CSC and the Contractor in a secure manner.
- 3.3** All information and services the Contractor provides to candidates before, during and after the test must be available in both English and French. Candidates must be allowed to take the test in the Official Language of their choice (English or French).
- 3.4** Prior to candidate launch, the Contractor must transfer the SJT to their online secure platform and perform a preliminary trial run of the test functionality to ensure that it can host, administer, proctor and score the SJT to the satisfaction of the Project Authority.
- 3.5** The Contractor must provide test scheduling and online proctoring services for approximately 8,000 candidates per year (approximately 150-200 tests per week).
- 3.6** The Contractor must offer the 90-minute exam at specified dates and times as determined by CSC and the Contractor. The Contractor must make testing sessions available to candidates Monday to Friday, 8AM to 5PM across all six Canadian Time Zones (Pacific, Mountain, Central, Eastern, Atlantic and Newfoundland). The Contractor must accommodate multiple test groups simultaneously.
- 3.7** The Contractor must ensure that computers used by candidates to complete the test meet applicable technical specifications in order to complete the test from their home or an alternate computer in a private setting. The Contractor must offer candidates the ability to test their computer systems to ensure compatibility (including, but not limited to, operating system, browser, internet speed) in advance of the test session and must provide user technical support to test takers before and during the test sessions. The contractor's system must be compatible with a variety of operating systems (including, but not limited to, Microsoft Windows and macOS) and browsers (including, but not limited to, Internet Explorer, Google Chrome, Firefox, Safari).
- 3.8** Proctors must be able to check-in candidates 30-minutes before the test session commences. The proctors must observe the candidates' computer screen, face and environment for the duration



of the test session. Proctors must be able to communicate with candidates throughout the test, as needed.

3.9 The Contractor must record test sessions and store video recordings for 30 days. The Contractor must flag and time stamp any suspicious behavior throughout the duration of the exam. If there is a suspicion of cheating, the Contractor must provide the video to CSC for review and determination of deceitful behavior.

3.10 The Proctor must commence the exam at the set times and the exam must run for a maximum of 90 minutes, or until the candidate selects 'complete' which ever comes first.

3.11 The Contractor must score the multiple choice exam, using the scoring key provided by CSC, and make test results available to CSC's Project Authority upon completion of each test session.

3.12 The Contractor must allow the application of custom metadata elements in order to include mandatory CSC and TBS information.

3.13 The Contractor must maintain an audit trail that documents all activities associated with electronic information resources, their content and their metadata

3.14 The Contractor must allow all information and data to be locked, extracted and permanently deleted from all of the Contractor's databases, systems, servers, repositories.

3.15 Application maintenance service

- a) the Contractor must maintain the secure web-based application over lifespan of the contract;
- b) the Contractor must ensure that the web-based application is secure, stable, and that the quality of the web-based application is uniform for all test-takers in all of Canada's six time zones;
- c) the Contractor must complete web-based application updates and bug fixes over the lifespan of the contract;
- d) the Contractor must ensure peak performance and uptime (99%) of web-based application carefully monitoring demands placed on the application.

4. Deliverables:

The Contractor must provide the following deliverables associated with the delivery of online Secure Web-Based proctored testing for the Situational Judgement Test:

4.1 Reviewing the exam format and providing feedback on how to improve the layout and set up of the questions to take advantage of the capabilities of an online test;

4.2 Developing the test from the supplied documents provided by the Project Authority;

4.3 Uploading the test to a secure platform, ensuring the correct functionality and usability of the test;

4.4 Performing a preliminary trial run of the test functionality;

4.5 Setting up the exam times, scheduling candidates and validating registrations (in order to restrict access only to those who have been invited and authorized by CSC);

4.6 Providing technical support to users (test takers) in both official languages during registration and test sessions;

4.6 Supplying candidate registration, attendance details and test results to CSC's Project Authority upon completion of each testing session;



4.7 Administering the check-ins and virtual monitoring during exams.

4.8 Supplying to CSC video recordings of candidate exams where suspicious behaviour was suspected of candidates during the virtual monitoring performed by the proctor;

4.9 Reporting all incidents to CSC immediately;

4.10 Exporting all data to CSC at the end of every year.

5. Location of work:

The Contractor must perform the work at the contractor's place of business.

6. Travel:

No travel is anticipated for performance of the work under this contract.

7. Language of Work:

The Contractor must perform all work in English and French.

8. Correctional Service Canada to provide:

8.1 The test questions, answers and scoring guide, as per a mutually agreed format;

8.2 Content that has been edited for correctness & readability prior to delivery to the Contractor;

8.3 Reasonable turn-around and iteration of review/feedback of the developed test;

8.4 The test details, technical specifications and instructions to be provided to candidates;

8.5 Names and email addresses of candidates to be invited and dates/times for each test;

8.6 Alternative arrangements for those who are unable to be proctored online;

8.7 A review of 'flagged' videos and deciding of dishonest behavior;

8.8 A single point of contact through which any questions and overarching policies and issues are to be channeled (Project Authority).

9. Meetings:

The Project Authority will schedule a kick-off meeting after Contract Award. The Project Authority may schedule additional meetings as required.



ANNEX B – Proposed Basis of Payment

1.0 Contract Period

The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to this Contract.

For the provision of services as described in Annex A - Statement of Work, the Contractor will be paid the all inclusive firm price and all inclusive firm rate below in the performance of this Contract, Applicable Taxes extra.

Bidders are advised that the estimated monthly volumes indicated in the following tables are to assist bidders in determining price only. Any contract resulting from this Request for Proposal will not oblige CSC to authorize services in sufficient quantities to expend the total estimated expenditure.

CONTRACT PERIOD: From: To:

| Product / Service | A. Firm Price |
|--------------------------|---------------|
| A. Development & Hosting | \$ |

| Product/service | Firm Rate per Candidate | B. Proctoring Total Estimated Price (Rate per Candidate x # of candidates) |
|---|-------------------------|--|
| B. Proctoring up to 8000 candidates | \$ | \$ |
| C. No Show (confirmed booking but did not attend, including less than 24 hrs cancellation notice) up to 2500 candidates | \$ | \$ |
| TOTAL PRICE (A. Firm Price + B. Proctoring + C. No Show Total Estimated Price): | | \$ |

2.0 Options to Extend the Contract Period:

Subject to the exercise of the option to extend the Contract period in accordance with Article 4. Term of contract of the original contract, Options to Extend Contract, the Contractor will be paid the firm all inclusive all inclusive firm price and all inclusive firm rate, in accordance with the following tables, Applicable Taxes extra, to complete all Work and services required to be performed in relation to the Contract extension.



OPTION PERIOD 1: From: To:

| Product / Service | A. Firm Price |
|-------------------|---------------|
| A. Hosting | \$ |

| Product/service | Firm Rate per Candidate | B. Proctoring Total Estimated Price (Rate per Candidate x # of candidates) |
|---|-------------------------|--|
| B. Proctoring up to 8000 candidates | \$ | \$ |
| C. No Show (confirmed booking but did not attend, including less than 24 hrs cancellation notice) up to 2500 candidates | \$ | \$ |
| TOTAL PRICE (A. Firm Price + B. Proctoring + C. No Show Total Estimated Price): | | \$ |

OPTION PERIOD 2: From: To:

| Product / Service | A. Firm Price |
|-------------------|---------------|
| A. Hosting | \$ |

| Product/service | Firm Rate per Candidate | B. Proctoring Total Estimated Price (Rate per Candidate x # of candidates) |
|---|-------------------------|--|
| B. Proctoring up to 8000 candidates | \$ | \$ |
| C. No Show (confirmed booking but did not attend, including less than 24 hrs cancellation notice) up to 2500 candidates | \$ | \$ |
| TOTAL PRICE (A. Firm Price + B. Proctoring + C. No Show Total Estimated Price): | | \$ |

OPTION PERIOD 3: From: To:

| Product / Service | A. Firm Price |
|-------------------|---------------|
| A. Hosting | \$ |

| Product/service | Firm Rate per Candidate | B. Proctoring Total Estimated Price (Rate per Candidate x # of candidates) |
|---|-------------------------|--|
| B. Proctoring up to 8000 candidates | \$ | \$ |
| C. No Show (confirmed booking but did not attend, including less than 24 hrs cancellation notice) up to 2500 candidates | \$ | \$ |
| TOTAL PRICE (A. Firm Price + B. Proctoring + C. No Show Total Estimated Price): | | \$ |



3.0 **Applicable Taxes**

- (a) All prices and amounts of money in the contract are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.
- (b) The estimated Applicable Taxes of \$ *To Be Inserted at Contract Award* are included in the total estimated cost shown on page 1 of this Contract. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes paid or due.

4.0 **Electronic Payment of Invoices – Bid**

Canada requests that Bidders complete option 1 or 2 below:

- 1. () Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

- () MasterCard Acquisition Card;
- () Direct Deposit (Domestic and International).

- 2. () Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

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



ANNEX C – Security Requirement Check List

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Government of Canada
Gouvernement du Canada

| |
|--|
| Contract Number / Numéro du contrat 21120-21-3680774 |
| Security Classification / Classification de sécurité |

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

| PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE | | |
|---|---|---|
| 1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine | CSC | 2. Branch or Directorate / Direction générale ou Direction Human Resources Sector |
| 3. a) Subcontract Number / Numéro du contrat de sous-traitance | 3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant | |
| 4. Brief Description of Work / Brève description du travail Test Development, Hosting, and Online Proctoring for Correctional Services Canada (CSC) | | |
| 5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? | | <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui |
| 5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? | | <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui |
| 6. Indicate the type of access required / Indiquer le type d'accès requis | | |
| 6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.) | | <input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui |
| 6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. | | <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui |
| 6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? | | <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui |
| 7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès | | |
| Canada <input checked="" type="checkbox"/> | NATO / OTAN <input type="checkbox"/> | Foreign / Étranger <input type="checkbox"/> |
| 7. b) Release restrictions / Restrictions relatives à la diffusion | | |
| No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> | All NATO countries Tous les pays de l'OTAN <input type="checkbox"/> | No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/> |
| Not releasable À ne pas diffuser <input type="checkbox"/> | | |
| Restricted to: / Limité à: <input type="checkbox"/> | Restricted to: / Limité à: <input type="checkbox"/> | Restricted to: / Limité à: <input type="checkbox"/> |
| Specify country(ies): / Préciser le(s) pays: | Specify country(ies): / Préciser le(s) pays: | Specify country(ies): / Préciser le(s) pays: |
| 7. c) Level of Information / Niveau d'information | | |
| PROTECTED A PROTÉGÉ A <input type="checkbox"/> | NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/> | PROTECTED A PROTÉGÉ A <input type="checkbox"/> |
| PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/> | NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/> | PROTECTED B PROTÉGÉ B <input type="checkbox"/> |
| PROTECTED C PROTÉGÉ C <input type="checkbox"/> | NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/> | PROTECTED C PROTÉGÉ C <input type="checkbox"/> |
| CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> | NATO SECRET NATO SECRET <input type="checkbox"/> | CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> |
| SECRET SECRET <input type="checkbox"/> | COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/> | SECRET SECRET <input type="checkbox"/> |
| TOP SECRET TRÈS SECRET <input type="checkbox"/> | | TOP SECRET TRÈS SECRET <input type="checkbox"/> |
| TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/> | | TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/> |

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





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PART A (continued) / PARTIE A (suite)

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

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

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

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

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

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

Special comments:
Commentaires spéciaux :

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

| Category / Catégorie | PROTECTED / PROTÉGÉ | | | CLASSIFIED / CLASSIFIÉ | | | NATO | | | | CONSEC | | | | | |
|---|---------------------|---|---|-----------------------------|--------|--------------------------|---|---------------------------------------|-------------|--|---------------------|---|---|-----------------------------|--------|--------------------------|
| | A | B | C | CONFIDENTIAL / CONFIDENTIEL | SECRET | TOP SECRET / TRÈS SECRET | NATO RESTRICTED / NATO DIFFUSION RESTREINTE | NATO CONFIDENTIAL / NATO CONFIDENTIEL | NATO SECRET | COSMIC TOP SECRET / COSMIC TRÈS SECRET | PROTECTED / PROTÉGÉ | | | CONFIDENTIAL / CONFIDENTIEL | SECRET | TOP SECRET / TRÈS SECRET |
| | | | | | | | | | | | A | B | C | | | |
| Information / Assets / renseignements / biens | | | X | | | | | | | | | | | | | |
| Production | | | | | | | | | | | | | | | | |
| IT Media / Support TI | | | X | | | | | | | | | | | | | |
| IT Link / Lien électronique | | | | | | | | | | | | | | | | |

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? Non

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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Government of Canada / Gouvernement du Canada

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|---|
| Contract Number / Numéro du contrat 21120-21-3680774 |
| Security Classification / Classification de sécurité |

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

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

| | | | |
|--|---|--|---|
| Name (print) - Nom (en lettres moulées) Heather Veltman | Title - Titre A/Associate Director, Recruitment | Signature Veltman, Heather Heather 0 | Digitally signed by Veltman, Heather 0 Date: 2020.11.27 14:53:33 -05'00' |
| Telephone No. - N° de téléphone (613) 453-1706 | Facsimile No. - N° de télécopieur (613) 992-7716 | E-mail address - Adresse courriel Heather.Veltman@csc-scc.gc.ca | Date |

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

| | | | |
|--|--|--|--|
| Name (print) - Nom (en lettres moulées) Rita Dubois | Title - Titre Contract Security Analyst Analyste de la sécurité des contrats | Signature Dubois, Rita | Digitally signed by Dubois, Rita Date: 2020-12-09 |
| Telephone No. - N° de téléphone 613-992-8995 | Facsimile No. - N° de télécopieur | E-mail address - Adresse courriel Rita.Dubois@CSC-SCC.GC.CA | Date |

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? / Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? No / Non Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

| | | | |
|---|---|---|---|
| Name (print) - Nom (en lettres moulées) Steve Perron | Title - Titre Senior Procurement Officer | Signature Perron, Steve | Digitally signed by Perron, Steve Date: 2020-11-27 |
| Telephone No. - N° de téléphone 613-293-5934 | Facsimile No. - N° de télécopieur | E-mail address - Adresse courriel steve.perron@csc-scc.gc.ca | Date |

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

| | | | |
|---|-------------------|--|--|
| Name (print) - Nom (en lettres moulées) C. Jason Quade Contract Security Officer Jason.Quade@pwgsc-tpsgc.gc.ca | Title - Titre | Signature Quade, Clarence Clarence | Digitally signed by Quade, Clarence Date: 2020.12.30 08:59:03 -05'00' |
| | N° de télécopieur | E-mail address - Adresse courriel | Date |

TBS/SCT 350-103(2004/12)

| |
|--|
| Security Classification / Classification de sécurité |
|--|





ANNEX D - Evaluation Criteria

1.0 Technical Evaluation:

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria

It is imperative that the proposal address each of these criteria to demonstrate that the requirements are met.

- 1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.
- 1.3 All experience must be strictly work-related. Time spent during education and/or training will not be considered, unless otherwise indicated.
- 1.4 Experience must be demonstrated through a history of past projects, either completed or on-going.
- 1.5 References must be provided for each project/employment experience.
 - I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.
 - II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.
 - III. References must be presented in this format:
 - a. Name;
 - b. Organization;
 - c. Current Phone Number; and
 - d. Email address if available

1.6 Response Format

- I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.
- II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
- III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.



- IV. CSC will also only evaluate the duration that the resource actually worked on a project or projects (from the start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

MANDATORY TECHNICAL CRITERIA

| M# | Mandatory Technical Criteria | Bidder Response Description (include location in bid) | Met/Not Met |
|----|---|---|-------------|
| M1 | <p>Bidders must have the following experience providing secure online test proctoring services.</p> <p>The Bidder must have completed at least 1 project where it provided a high volume of online test proctoring services with a minimum of approximately 100 tests per week.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the projects; 3. Nature and scope of the services provided, including details as to how they register and introduce test takers at the start of each session, and how they proctor/monitor the test takers throughout the test session; 4. Demonstrate they can operate at a capacity of approximately 150-200 tests per week and in both official languages 5. A reference that can confirm the bidder's experience, with a current and valid telephone number and email address. <p>The Bidder's experience must have been acquired in the past five (5) years prior to date of bid closing.</p> | | |
| M2 | <p>Bidders must have the following experience offering systems testing to test-takers before proctoring the test, to ensure that computers used by test-takers meet applicable technical specifications.</p> <p>The Bidder must have completed 3 projects for which they offered systems testing to test-takers before proctoring the online test.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates of the projects; 3. Nature and scope of the services provided; 4. A reference that can confirm the bidder's experience with a current and valid telephone number and email address. <p>The Bidder's experience must have been acquired in the past five (5) years prior to date of bid closing.</p> | | |



| M# | Mandatory Technical Criteria | Bidder Response Description (include location in bid) | Met/Not Met |
|-----------|--|--|--------------------|
| M3 | <p>Bidders must have completed at least 3 projects where they provided online testing and proctoring services to test-takers in multiple time zones across Canada.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none">1. Name of the client organization(s) and contact information;2. Start and end dates of the projects;3. Nature and scope of the services provided, including a sample schedule;4. A reference that can confirm the bidder's experience with a current and valid telephone number and email address. <p>The Bidder's experience must have been acquired in the past five (5) years prior to date of bid closing.</p> | | |
| M4 | <p>Bidders must have the following experience providing user technical support to test takers before and during the test sessions.</p> <p>The Bidder must have completed 3 projects during which they offered user technical support to test-takers before and during the test sessions.</p> <p>Bidders must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none">1. Name of the client organization(s) and contact information;2. Start and end dates of the projects;3. Nature and scope of the services provided, including how they support test takers who have technical issues during the test session (including but not limited to, disconnections from the session);4. Demonstrate they will have the capacity to support test-takers in both official languages for approximately 150-200 tests per week5. A reference that can confirm the bidder's experience with a current and valid telephone number and email address. <p>The Bidder's experience must have been acquired in the past five (5) years prior to date of bid closing.</p> | | |



ANNEX E – IT Security Requirements Technical Document



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

| | |
|---|---|
| Contract # / N° de contrat : | 21120-21-3680774 |
| Date (yyyy-mm-dd) : | 2020-12-07 |
| Reviewed By (signature) / Révisé par (signature) : | Buchanan, Patrick <small>Digitally signed by Buchanan, Patrick Date: 2020.12.07 13:05:15 -05'00'</small> |

(La version française suit)

IT Security Requirements

The IT Security Requirements are derived from the [Directive on Security Management](#).

The requirements below apply to the above-noted contract and all contractors and external partners therein who access information of PROTECTED level sensitivity and use PROTECTED IT Equipment (refer to Appendix A: Definitions).

1. Any suspected loss or theft of PROTECTED IT Equipment containing PROTECTED information must be reported by the Contractor to the Project Authority immediately.
2. All PROTECTED IT Equipment must be located in a space that meets the requirements of an Operations Zone as defined in the [G1-026 Guide to the Application of Physical Security Zones](#).
3. All PROTECTED information in the Contractor's custody stored, processed and/or shared electronically must be encrypted using a product that meets Government of Canada (GC) encryption standards as defined in [Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information](#) and protected by a strong password (minimum 8 characters, uppercase letters, lowercase letters and numbers). Passwords should comply with Canadian Center Cyber Security (CCCS) [Best Practices for Passphrases and Passwords](#).
4. All PROTECTED information in the Contractor's custody must be stored in Canada only as per [ITPIN 2017-01: Direction for Electronic Data Residency](#). Storage of all Government of Canada (GC) information outside Canada is prohibited. Only Canadian-based cloud storage services that are specifically-authorized by CSC may be used to store PROTECTED information; all other cloud services are prohibited.
5. Current antivirus software must be installed and enabled with the most current virus definitions, updates and maintained on all PROTECTED IT Equipment on which it is possible to install antivirus software.
6. The Operating System (OS) and applications used on PROTECTED IT Equipment must be vendor-supported, i.e. current security patches must be available and the product must not have reached end of life, and the latest security patches must be installed. (Please note as of January 14th, 2020 Windows 7 OS is no longer supported).
7. Each authorized user who accesses PROTECTED IT Equipment must use their own unique account with user-level privileges and protect it using a strong password. Computer accounts must not be shared. Computer accounts with Administrator-level privileges must be used for system administration tasks only and must not be used for general user tasks, e.g. surfing the Internet, checking email, accessing OMS.



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

8. Security event logging must be enabled and logs kept for a minimum of 1 month on all PROTECTED IT Equipment on which event logging is possible.
9. A password protected screen saver set to 15 minutes or less must be enabled on all PROTECTED IT Equipment connected to or including a digital display or monitor.
10. All PROTECTED IT Equipment that is connected to the Internet must reside behind a network router that is securely-configured using industry best practices, e.g. NAT-enabled firewall, password-protected and documented configuration, security logging enabled, maintained and reviewed, and filtered access.
11. When PROTECTED IT Equipment is no longer required to store or process PROTECTED information, the information stored on the equipment must be securely destroyed in accordance with [IT Media Sanitization](#). Any PROTECTED information stored on approved Canadian-based cloud storage services must also be deleted when no longer needed.
12. All PROTECTED IT Equipment must have its internal data storage devices, e.g. hard drives, removed and secured with the Contractor prior to the equipment being removed from the Contractor's premises for service.
13. If it has been determined that PROTECTED IT Equipment is no longer serviceable, any internal data storage devices, e.g. hard drives, contained in the equipment must be surrendered to the Project Authority for destruction. If the internal storage cannot be removed from its host equipment, the host equipment itself must be surrendered to the Project Authority for destruction.
14. When PROTECTED information is displayed on the screens of PROTECTED IT Equipment or viewed in printed format, it must not be viewable by unauthorized persons.
15. Unless otherwise prohibited, any remote access to PROTECTED IT Equipment using Contractor-provided and/or CSC-provided standard remote access software must be secured using industry best practices, e.g. encrypted connection, two-factor authentication, controlled/restricted access, security logging, split tunneling disabled. All parties using the remote access must also meet all requirements listed in this document.

Additional Security for Connectivity (and other External Partners)

In addition, for contracts where a connectivity requirement has been identified in the SRCL, i.e. "yes" to question 11e, the following IT Security requirements must be met:

16. All PROTECTED IT equipment used to access Offender Management System (OMS), its ancillary applications or CSC's email system must meet the following requirements:
 - a. The BIOS is protected with a strong password.
 - b. The BIOS is configured to allow booting only from the system drive, e.g. C: drive.
 - c. All wireless capability is disabled.
 - d. The system is locked or shut down when not in use.



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

17. All PROTECTED IT equipment used to access OMS, its ancillary applications or CSC's email system must never have the following installed and/or used on the equipment unless specifically-authorized by CSC:
- Tools that could circumvent security controls.
 - Peer-to-peer (P2P) software used to communicate with other systems over the Internet
 - Client-server software such as web servers, proxy servers or file servers.
 - Web-based email services.
 - Remote-control software.
 - Cloud services, including storage (see Requirement 4).

Departmental Security – Physical and Personnel

In addition to the aforementioned items, compliance with the following items below is assumed through Designated Organization Screening (DOS) and Document Safeguarding Capability (DSC) verifications conducted by Canadian Industrial Security Directorate (CISD):

- Each Contractor, Contractor's agents, subcontractors, volunteers or any other parties requiring access to PROTECTED information must hold a valid RELIABILITY STATUS security clearance, granted by the CISD of Public Works and Government Services Canada (PWGSC) and have a legitimate need-to-know for the information provided.
- When not in use, all Portable Data Storage Devices containing PROTECTED information must be secured in a security container that meets GC security standards within an Operations Zone.
- All documentation produced or completed by the Contractor which contains PROTECTED information must have its sensitivity labeled in the upper right hand corner on the face of each page of the document. Also, all Portable Data Storage Devices must be labelled with the highest sensitivity level of the information contained therein, e.g. PROTECTED B.



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

Appendix A: Definitions

PROTECTED IT Equipment - All Information Technology (IT) equipment and devices (such as, but not limited to, servers, desktop computers, Portable Data Storage Devices) that are used to access, store and/or process information of PROTECTED level sensitivity.

Portable Data Storage Device (PDS) - Devices that are portable and contain storage or memory into which users can store information are considered portable data storage devices. Examples of portable data storage devices include:

- USB devices (e.g. memory sticks, external hard drives);
- eSATA (External Serial Advanced Technology Attachment) devices;
- Tablets, laptops, smart devices (e.g. BlackBerry), and cameras; and
- Portable media – tapes, optical discs (e.g. CDs and DVDs).

Appendix B: References

- Directive on Security Management
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32611>
- TBS directive on Canadian Industrial Security Directorate (CISD) Roles and Responsibilities
<http://si-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch8-eng.html#ch8-802>
- TBS Direction on Electronic Data Residency ITPIN 2017-02,
<https://www.canada.ca/en/government/system/digital-government/digital-government-innovations/cloud-services/direction-electronic-data-residency.html>
- G1-026 - Guide to the Application of Physical Security Zones
<http://www.rcmp-grc.gc.ca/physec-secmat/pubs/g1-026-eng.htm>
- Cryptographic Algorithms for UNCLASSIFIED, PROTECTED A, and PROTECTED B Information
<https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111>
- IT Media Sanitization
<https://www.cyber.gc.ca/en/guidance/it-media-sanitization-itsp40006>
- G1-001 - Security Equipment Guide
http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/home_e.htm
- Best Practices for Passphrases and Passwords (ITSAP.30.032)
<https://cyber.gc.ca/en/guidance/best-practices-passphrases-and-passwords-itsap30032>



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

(La version anglaise précède)

Exigences en matière de sécurité des technologies de l'information (TI)

Les présentes exigences en matière de sécurité des TI découlent de la [Directive sur la gestion de la sécurité](#).

Les exigences énoncées dans les paragraphes qui suivent s'appliquent au contrat précisé ci-dessus ainsi qu'à tous les entrepreneurs et partenaires externes concernés qui consultent des renseignements PROTÉGÉS ou utilisent de l'équipement de TI PROTÉGÉ (voir l'annexe A : Définitions).

1. L'entrepreneur doit signaler immédiatement au chargé de projet toute perte ou tout vol soupçonné d'équipement de TI PROTÉGÉ contenant des renseignements PROTÉGÉS.
2. Tout l'équipement de TI PROTÉGÉ doit se trouver dans un espace qui respecte les exigences d'une zone de travail, telle qu'elle est définie dans le [G1-026 Guide pour l'établissement des zones de sécurité matérielle](#).
3. Tous les renseignements PROTÉGÉS dont l'entrepreneur a la garde et qui sont stockés, traités ou transmis par voie électronique doivent être chiffrés à l'aide d'un produit conforme aux normes de chiffrement du gouvernement du Canada définies dans l'alerte de sécurité sur les [Algorithmes cryptographiques pour l'information NON CLASSIFIÉ, PROTÉGÉ A et PROTÉGÉ B](#). Ils doivent également être protégés par un mot de passe sûr (doit contenir au moins huit caractères, une majuscule, une minuscule et un chiffre). Les mots de passe doivent être conformes aux [Pratiques exemplaires de création de phrases de passe et de mots de passe](#) du Centre canadien pour la cybersécurité.
4. Tous les renseignements PROTÉGÉS dont l'entrepreneur a la garde doivent être stockés au Canada uniquement conformément au document [AMPTI 2017-02 : Orientation relative à la résidence des données électroniques](#). Le stockage de l'information du gouvernement du Canada à l'extérieur du Canada est interdit. Seuls les services de stockage infonuagiques canadiens explicitement autorisés par le Service correctionnel du Canada (SCC) peuvent être utilisés pour stocker les renseignements PROTÉGÉS; tous les autres services infonuagiques sont interdits.
5. Sur tout l'équipement de TI PROTÉGÉ où cette installation est possible, un logiciel antivirus récent doit être installé et mis à jour avec les définitions de virus les plus récentes.
6. Sur tout l'équipement de TI PROTÉGÉ, le système d'exploitation et les applications doivent être pris en charge par le fournisseur (c.-à-d. que des correctifs de sécurité récents doivent être accessibles et que le produit ne doit pas avoir atteint sa fin de vie utile). De plus, les correctifs de sécurité les plus récents doivent être installés. (Veuillez noter que depuis le 14 janvier 2020, le système d'exploitation Windows 7 n'est plus pris en charge.)
7. Chaque utilisateur autorisé qui utilise de l'équipement de TI PROTÉGÉ doit utiliser son propre compte unique doté de privilèges d'utilisateur et le protéger par un mot de passe sûr. Il est interdit de partager les comptes informatiques. Les comptes informatiques dotés de privilèges d'administrateur doivent servir exclusivement à des tâches d'administration des systèmes et ne doivent pas être utilisés pour des tâches de nature générale, comme pour naviguer sur Internet, vérifier ses courriels ou accéder au Système de gestion des délinquant(e)s (SGD).
8. Sur tout l'équipement de TI PROTÉGÉ, l'enregistrement d'événements de sécurité doit être activé, et ces enregistrements doivent être conservés au moins un mois, lorsque l'enregistrement d'événement est possible.



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

9. Sur tout l'équipement de TI PROTÉGÉ connecté ou incluant un affichage digital ou un écran, un économiseur d'écran protégé par un mot de passe et réglé à 15 minutes ou moins doit être activé.
10. Tout l'équipement de TI PROTÉGÉ qui est branché sur Internet doit être connecté à un routeur configuré de façon sécuritaire conformément aux pratiques exemplaires de l'industrie (p. ex. pare-feu compatible avec la traduction d'adresse de réseau (NAT), protection par un mot de passe, configuration documentée, journal de sécurité activé, tenu à jour et passé en revue et filtrage des accès).
11. Quand l'équipement de TI PROTÉGÉ n'est plus requis pour traiter ou stocker des renseignements PROTÉGÉS, les renseignements qu'il contient doivent être éliminés de façon sécuritaire conformément au [Nettoyage des supports de TI](#). Tout renseignement PROTÉGÉ stocké dans un service infonuagique canadien doit aussi être supprimé lorsqu'il n'est plus requis.
12. L'entrepreneur doit retirer et mettre en lieu sûr les supports de stockage de données internes de tout l'équipement de TI PROTÉGÉ, comme les disques durs avant de retirer l'équipement de ses locaux aux fins d'entretien.
13. S'il a été déterminé qu'un équipement de TI PROTÉGÉ n'est plus utilisable, tout support de stockage de données interne, comme le disque dur, doit être remis au chargé de projet en vue de sa destruction. Si le support de stockage interne ne peut être retiré de son équipement hôte, l'équipement hôte lui-même doit être remis au chargé de projet en vue de sa destruction.
14. Si les renseignements PROTÉGÉS sont affichés sur les écrans d'un équipement de TI PROTÉGÉ ou consultés en format imprimé, ils ne doivent pas être visibles par des personnes non autorisées.
15. À moins que cela ne soit interdit, tout accès à distance à l'équipement de TI PROTÉGÉ au moyen d'un logiciel d'accès à distance standard fourni par l'entrepreneur ou le SCC doit être sécurisé conformément aux pratiques exemplaires de l'industrie (p. ex. connexion chiffrée, authentification à deux facteurs, accès restreint ou contrôlé, journal de sécurité, partage de tunnel désactivé). Toutes les parties recourant à l'accès à distance doivent également répondre à toutes les exigences précisées dans le présent document.

Mesures de sécurité additionnelles aux fins de connectivité (et autres partenaires externes)

De plus, en ce qui a trait aux contrats pour lesquels des exigences en matière de connectivité ont été énoncées dans la Liste de vérification des exigences relatives à la sécurité (c.-à-d. que l'on a répondu « oui » à la question 11e), les exigences en matière de sécurité des TI suivantes doivent être respectées.

16. Tout équipement de TI PROTÉGÉ utilisé pour accéder au SGD, à ses applications auxiliaires ou au système de courriel du SCC doit répondre aux exigences suivantes :
 - a. Le BIOS est protégé par un mot de passe sûr.
 - b. La configuration du BIOS est faite de façon à ne permettre le démarrage qu'à partir d'un lecteur système, comme le C.
 - c. Toutes les fonctionnalités sans fil sont désactivées.
 - d. Le système est verrouillé ou arrêté lorsqu'il n'est pas utilisé.



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

17. Tout équipement de TI PROTÉGÉ utilisé pour accéder au SGD, à ses applications auxiliaires ou au système de courriel du SCC ne doit jamais comporter ou utiliser l'équipement suivant à moins que le SCC ne l'ait précisément autorisé :
- Outils qui pourraient contourner les contrôles de sécurité.
 - Logiciels poste-à-poste (P2P) servant à communiquer avec d'autres systèmes par Internet.
 - Logiciels client-serveur comme les serveurs Web, des serveurs mandataires ou des serveurs de fichiers.
 - Services de messagerie électronique Web.
 - Logiciels de commande à distance.
 - Services infonuagiques, y compris support de stockage (voir l'exigence 4).

Sécurité ministérielle – Sécurité physique et personnelle

En plus des éléments susmentionnés, la Direction de la sécurité industrielle canadienne (DSIC) procédera à des vérifications d'organisation désignée et à des vérifications de la cote de protection des documents afin de garantir le respect des exigences suivantes :

- Chaque entrepreneur, agent de l'entrepreneur, sous-traitant, bénévole ou toute autre partie qui demande l'accès à des renseignements PROTÉGÉS doit détenir une COTE DE FIABILITÉ valide, octroyée par la DSIC de Services publics et Approvisionnement Canada, et présenter un motif légitime de consulter les renseignements en question (besoin de savoir).
- Lorsqu'ils ne sont pas utilisés, tous les supports de stockage de données portatifs contenant des renseignements PROTÉGÉS doivent être mis en lieu sûr dans un coffre de sécurité répondant aux normes de sécurité du gouvernement du Canada, dans une zone de travail.
- Tous les documents produits ou remplis par l'entrepreneur qui contiennent des renseignements PROTÉGÉS doivent porter la mention affichant la cote de sécurité dans le coin supérieur droit de chaque page. De plus, tous les supports de stockage de données portatifs doivent porter une étiquette de la cote de sécurité la plus élevée des renseignements qu'ils contiennent, par exemple PROTÉGÉ B.



IT Security Requirements Technical Document / Document technique – Exigences en matière de sécurité des TI

Annexe A – Définitions

Équipement de TI PROTÉGÉ – Ensemble du matériel et des appareils de TI (notamment, sans toutefois s'y limiter, les serveurs, les ordinateurs, les supports de stockage de données portatifs) utilisés pour accéder, entreposer ou traiter des renseignements PROTÉGÉS.

Support de stockage de données portatif – Les supports qui sont portatifs et qui ont une capacité de stockage ou une mémoire où les utilisateurs peuvent sauvegarder de l'information sont considérés comme des supports de stockage de données portatifs. Exemples :

- Dispositifs USB (p. ex. clé USB, disque dur externe);
- Unités eSATA (*External Serial Advanced Technology Attachment*);
- Tablettes, ordinateurs portatifs, appareils intelligents (p. ex. BlackBerry) et appareils photo;
- Supports amovibles – bandes, disques optiques (p. ex. CD et DVD).

Annexe B – Renvois

- Directive sur la gestion de la sécurité
<https://www.tbs-sct.gc.ca/pol/doc-fra.aspx?id=32611>
- Directive du SCT sur la Direction de la sécurité industrielle canadienne (DSIC) – Rôles et responsabilités
<http://si-iss.tpsgc-pwgs.c.gc.ca/msi-ism/ch8-fra.html#ch8-802>
- AMPTI 2017-02 : Orientation relative à la résidence des données électroniques
<https://www.canada.ca/fr/gouvernement/systeme/gouvernement-numerique/innovations-gouvernementales-numeriques/services-informatique-nuage/orientation-relative-residence-donnees-electroniques.html>
- G1-026 – Guide pour l'établissement des zones de sécurité matérielle
<http://www.rcmp-grc.gc.ca/physec-secmat/pubs/g1-026-fra.htm>
- Algorithmes cryptographiques pour l'information NON CLASSIFIÉ, PROTÉGÉ A et PROTÉGÉ B (ITSP.40.111)
<https://cyber.gc.ca/fr/orientation/algorithmes-cryptographiques-pour-information-non-classifie-protege-et-protege-b>
- Nettoyage des supports de TI (ITSP.40.006)
<https://www.cyber.gc.ca/fr/orientation/nettoyage-des-supports-de-ti-itsp40006>
- G1-001 – Guide d'équipement de sécurité
http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/home_f.htm
- Pratiques exemplaires de création de phrases de passe et de mots de passe (ITSAP.30.032)
<https://cyber.gc.ca/fr/orientation/pratiques-exemplaires-de-creation-de-phrases-de-passe-et-de-mots-de-passe-itsap30032>