



**RETURN QUOTES TO -  
SOUSSIONNAIRES ENVOYE:**

All bids must be submitted via the SSC P2P portal

**Proposal to: Shared Services Canada**

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

**Proposition à : Services partagés Canada**

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

**Comments - Commentaires**

**Issuing Office – Bureau de distribution**

SSC | SPC  
Enterprise IT Procurement (EITP) | l'approvisionnement en  
TI d'entreprise (ATIE)  
180 Kent, 13th Floor  
Ottawa, Ontario  
K1P 0B6

**REQUEST FOR QUOTATION / DEMANDE DE PRIX**

<b>Title – Sujet</b> Samsung ProCare Android Support	
<b>Solicitation No. – No de l'invitation</b> BPM016855/A	<b>Date</b> August 26, 2022
<b>Client Reference No. – N° référence du client</b> R120101	
<b>Solicitation closes – L'invitation prend fin</b> September 7, 2022 @ 2PM	<b>Time zone – Fuseau horaire</b> EST /HNE Eastern Standard Time/ Heure Normale de l'Est
<b>Contracting Authority – Autorité du contrat</b> <b>Address Inquiries to – Adresser toutes questions à</b>  James Graves 180 Kent St. Ottawa, Ontario, K1P 0B6	
<b>Telephone No. – No de téléphone</b> (613) 668-9563	
<b>Email – Courriel</b> james.graves2@canada.ca	
<b>Destination – Destination</b>  To be provided at Contract Award	
<b>Invoices – Factures</b>  Invoices to be submitted via P2P Portal	



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## REQUEST FOR QUOTATION (RFQ)

### **PART 1 GENERAL INFORMATION**

#### **1.1 Introduction**

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

**Part 1** General Information: provides a general description of the requirement;

**Part 2** Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

**Part 3** Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

**Part 4** Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

**Part 5** Certifications: includes the certifications to be provided;

The annexes include:

Annex A – Statement of Work

Annex B – List of Deliverables and Prices

Annex C – Mandatory Requirements for Equivalent Products

Annex D – Resulting Contract Clauses



## 1.2 Summary

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

SSC has a requirement to provide:

- Samsung ProCare Android Support for existing devices MI-OVCPAB
- Samsung Mobile Deployment Service (per month) MI-OVMTAA1

## 1.3 Trade Agreements

The following trade agreements apply to this procurement process:

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

## 1.4 Security Requirements

There are no security requirements associated with this requirement.

## 1.5 Debriefing

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



## PART 2 BIDDER INSTRUCTIONS

### 2.1 Mandatory Requirements

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

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

### 2.2 Standard Instructions, Clauses and Conditions

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



(B) Insert: 90 days

### 2.3 **Electronic Submission of Bids**

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

### 2.4 **Modification and Withdrawal of Bids**

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



## 2.5 Enquiries – Bid Solicitation

- a) All enquiries must be submitted electronically to the specified email identified as the “Contracting Authority” on page 1, **no later than 5 calendar days from the bid closing date**. Enquiries received after that time may not be answered.
- b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## 2.6 Applicable Laws

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

## 2.7 Equivalent Products

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

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



## PART 3 BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

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

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

### 3.2 Section I: Technical Bid

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

### 3.3 Section II: Financial Bid

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





## PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

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

### 4.2 Evaluation Procedures for Equivalent Products

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

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



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

#### 4.3 Technical Evaluation

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

- (b) **Testing:**

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

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

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

#### 4.4 Financial Evaluation

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



#### 4.5 **Basis of Selection**

- (a) A bid must comply with all requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.
- (b) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (c) All Bidders will be informed of the outcome of the RFQ.



## PART 5 CERTIFICATIONS

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

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

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

### 5.1 Certifications Precedent to Contract Award and Additional Information

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

#### (a) OEM Certification

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

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

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

#### (b) Integrity Provisions – Required Documentation

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



## **Annex A – Statement of Work**

(Attached as a separate document)

## **Annex B – List of Deliverables and Prices**



(Attached as a separate document)



## **Annex C – Mandatory Requirements for Equivalent Products**

(Attached as a separate document)



## **Annex D – Resulting Contract Clauses**

(Attached as a separate document)





**Attachment 1.0 – SSC Standard Instructions**

(Attached as a separate Attachment)



**Form 1 – Bid Submission Form**

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



### Form 2 – OEM Certification Form

#### OEM Certification Form

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

Name of OEM	_____
Signature of authorized signatory of OEM	_____
Print Name of authorized signatory of OEM	_____
Print Title of authorized signatory of OEM	_____
Address for authorized signatory of OEM	_____
Telephone no. for authorized signatory of OEM	_____
Fax no. for authorized signatory of OEM	_____
Date signed	_____
Solicitation Number	_____
Name of Bidder	_____



### Form 3 – Integrity Form

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

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



Shared Services  
Canada

Services partagés  
Canada