

W8486-228518 APPLICATIONS SUSTAINMENT SERVICES
ANNEX F - COMPLIANCE MATRIX AND TECHNICAL BID EVALUATION CRITERIA
APPENDIX F1 - MANDATORY EVALUATION CRITERIA

A	B	C	D	E
Item Number	Evaluation Requirements for APPLICATIONS Solicitation	Proof of Compliance	Proposal Reference(s)	Bidder's Comments
MT 1	Proven Experience			
MT 1.1	Bidders must submit references to three separate projects that demonstrate proven experience necessary to provide the services specified in Annex A for the provision of APPLICATIONS Sustainment Services. Bidders must provide Proof of Compliance for the following:	A		
MT 1.1.1	Each referenced project must have been completed or must be currently ongoing within the following sectors not limited to Canada: a. The Defence sector; b. The Public Safety sector; c. The Interactive Entertainment sector; or d. The Telecommunications sector.	A		
MT 1.1.2	Each referenced project must have been completed within the last eight years or must still be ongoing as of the solicitation publishing date.	A		
MT 1.1.2a	At least one of the three referenced projects must either; i. Be a minimum of 5 years duration, if it has been completed. Or ii. It has been awarded within the last 5 years from the publishing date of this solicitation, if it is still ongoing.			
MT 1.1.3	At least two of the three referenced projects must have been delivered or are currently being delivered through the use of any industry recognized agile delivery model. Bidders must identify the agile delivery model used for the referenced projects.	A		
MT 1.1.4	At least two of the three referenced projects must each have a minimum value of \$50M (CAD) excluding taxes.	A		
Note	Bidders are strongly encouraged to reference Appendix A1 – Glossary and Abbreviations to assist in their response.			
MT 2	Proposed System Engineering Management Plan			
MT 2.1	Bidders must submit their proposed System Engineering Management Plan (SEMP). The SEMP must be based on DLCSMP standard, DLCSMP-SEP-2021 listed in Appendix A2 – Standards and References and must be in accordance with CDRL 200.001 and DID 200.001. Bidders must address all requirements of the DID in their proposed SEMP.	B		
MT 3	Proposed Quality Management Plan			
MT 3.1	Bidders must submit their proposed Quality Management Plan (QMP) in accordance with CDRL 400.002 and DID 400.002. Bidders must address all requirements of the DID in their proposed QMP.	B		
MT 4	Proposed Project Management Plan			
MT 4.1	Bidders must submit their proposed Project Management Plan (PMP) in accordance with CDRL 100.001 and DID 100.001. Bidders must address all requirements of the DID in their proposed PMP.	B		
MT 5	Core Work			
MT 5.1	Bidders must propose Core Work Personnel (CWP), as deemed necessary by the Bidder, to deliver the Core Work listed in Annex A:	C		
MT 5.1.1	Annex A – Core Management Work; and	C		
MT 5.1.2	Annex A – Core Engineering Management Work.	C		
MT 5.2	Bidders must clearly justify the following for each section listed above in 5.1:	C		
MT 5.2.1	Which personnel and total number of personnel will be provided as deemed necessary by the bidder; and	C		
MT 5.2.2	Roles and responsibilities of proposed personnel.	C		
Note	Bidders, at their own discretion, must decide the make-up of their proposed CWP. Bidders' proposed CWP consists of its proposed personnel as deemed necessary to deliver the Core Work.			
MT 6	Diversity and Inclusion Plan			
MT 6.1	Bidders must submit a Diversity and Inclusion Plan with their bid. The Diversity and Inclusion Plan must contain details of bidders' proposed recruitment strategy that must address the following:	D		
MT 6.1.1	The proposed recruitment strategy must target recruitment of diverse groups, which, as a minimum, must include indigenous persons and, gender diverse people. The Government of Canada GBA+ considers many other identity factors, like race, ethnicity, religion, age and mental or physical disability.	D		
MT 6.2	The proposed Diversity and Inclusion Plan must address the following in detail:	D		
MT 6.2.1	In which capacity will the new personnel from diverse groups or persons with disability be employed?	D		
MT 6.2.2	How does the Bidder intend to increase the number representation of diverse groups within its organization or persons with disability?	D		
MT 6.2.3	Does your company have an internal Diversity and Inclusion development program(s) including career development and training or in partnerships with a Co-op program(s) within Canadian Universities and/or Colleges: a. If yes, describe your program(s) or your involvement with Canadian Universities and/or Colleges. b. If no, how do you intend to develop a program(s) or partnership?	D		
MT 6.3	GBA+ Data Collection Analysis Initiatives: Bidders must provide information with respect to ongoing efforts to ensure that gender, diversity, and inclusion considerations are integrated in the development and renewal of your organization recruitment and retention plans, policies, programs, and services.	D		
Note	Associated helpful Links: i. Gender-based Analysis: Gender-Based Analysis - Canada.ca ii. Gender-based Analysis Plus (GBA+): https://women-gender-equality.canada.ca/en/gender-based-analysis-plus.html The above links are provided for information purpose only, and any content found within those links will not have any direct bearing on the bid evaluation process.			
MT 7	Indigenous Participation Plan			
MT 7.1	Bidders must submit with their bid, their proposed Indigenous Participation Plan (IPP) in accordance with CDRL 100.006 and DID 100.006. The bidder must detail the extent to which they will support the government's overall target of 5% of the Total Estimated Contract Value for Goods and/or Services to be sourced from Canadian indigenous firms and delivered to Canada.	B		

Note	<p>The Procurement Strategy for Indigenous Business (PSIB) is the Government of Canada's policy to support Indigenous businesses with access to procurement opportunities.</p> <p>This policy can be referenced at: https://www.canada.ca/en/indigenous-services-canada.html https://www.sac-isc.gc.ca/eng/1100100032802/1610723869356</p>			
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Proof of Compliance	Compliance Method
A	Bidders, with their bid, must submit references of its previous project/s to substantiate Proven Experience, or where applicable, experience gained through its parent, subsidiaries or other affiliates, or its subcontractors. Bidders, with their bid, must also submit a certificate to demonstrate that cooperation agreement(s) to access Proven Experience are in place with the Team Member at the time of bid submission. See the definition of Team Member in PART 4 – CERTIFICATIONS AND ADDITIONAL INFORMATION of the RFP.
B	Bidders must submit their proposed plan in accordance with the identified DID with their bid.
C	Bidders must submit their proposed plan to meet Core Work with their bid.
D	Bidders must submit their proposed Diversity and Inclusion Plan with their bid.

Note 1 - Reference MT 1.1.4: For evaluation purposes, if a bidder needs to submit the contract value in any other currency than Canadian dollars, then the Bidder must convert the contract value in Canadian dollars as per Bank of Canada's daily average exchange closing rates published on the APPLICATIONS solicitation publishing date. Bidders must provide the foreign currency amount, date and the conversion rate used in their bid submission for verification purposes by the bid evaluation committee.

Note 2: MT 6 - Diversity and Inclusion Plan is only a Mandatory Requirement and thus will not be rated.

Note 3: Bidders interested in submitting a bid should send an email to the Contracting Authority requesting to receive Annex F in its native format (Excel).

W8486-228518 APPLICATIONS SUSTAINMENT SERVICES
ANNEX F - COMPLIANCE MATRIX AND TECHNICAL BID EVALUATION CRITERIA
APPENDIX F2 - RATED EVALUATION CRITERIA

A	B	C	D	E	F	G	H	I	J	K	L
Item Number	Rated Requirements For Evaluation		Rating Scale					Available Points	Proof of Compliance to be Submitted by Bidders	Proposal Reference(s)	Bidder's Comments
			Inadequate	Poor	Good	Excellent	Comprehensive				
			0%	25%	50%	75%	100%				
RT 1	Proven Experience										
RT 1	For each of the three referenced projects provided for MT 1, Bidders should clearly demonstrate, in a maximum of 15 pages per project, how their experience meets the following requirements. Bidders should describe and substantiate:										
RT - 1.1	How their referenced experience relates to the services listed under the Additional Work Requirements (AWRs) defined in Section 6 of Annex A - Statement of Work.		Response contains none or less than three of the essential elements sought and/or information obtained is inadequate which demonstrates that the Bidder has very little understanding of the subject matter and/or is not close to meeting the minimum competencies required with respect to the qualification being assessed.	Three AWRs listed in Section 6 are demonstrated.	Four AWRs listed in Section 6 are demonstrated.	Five to Six AWRs listed in Section 6 are demonstrated.	All AWRs listed in Section 6 are demonstrated.	90pts (30pts max per MT1-referenced project)	A		
RT - 1.2	How their referenced integration experience relates to the APPLICATIONS requirements column titled "Services" when sorted by "Sub-System Integration" listed in the DLCSMP-SBSRM-2001 standard, particularly in the context of the list below: 1.2.1.System Management 1.2.2.Information Services 1.2.3.Gateway Services 1.2.3Battle Management or real-time tracking system or simulated tracking system		Nil "Sub-System Integration" services demonstrated.	One "Sub-System Integration" service demonstrated.	Two "Sub-System Integration" services demonstrated.	Three "Sub-System Integration" services demonstrated.	Four "Sub-System Integration" services demonstrated.	120pts (40pts max per MT1-referenced project)	A		
RT - 1.3	How their referenced experience relates to managing multiple product releases.		Response contains none of the essential elements sought and/or information provided is inadequate which demonstrates that the bidder has very little understanding of the subject matter and/or does not meet the minimum competencies required with respect to the qualification being assessed.	Bidder demonstrates how it managed a single product version.	Bidder demonstrates how it managed multiple product versions.	Bidder demonstrates how it managed a single integrated sub-system release.	Bidder demonstrates how it managed multiple integrated sub-system releases.	90pts (30pts max per MT1-referenced project)	A		
RT 2	System Engineering Management Plan										
RT - 2	Bidders should describe in their proposed System Engineering Management Plan (SEMP) how they will satisfy the following requirements. Only the following sections of Bidders' proposed SEMPs will be evaluated:										
RT - 2.1	Describe and substantiate, the management and execution of Design Authority, when delegated, should include:										
RT - 2.1 a.	Sub-System design process;		Response contains none of the essential elements sought and/or information provided is inadequate which demonstrates that the bidder has very little understanding of the subject matter and/or does not meet the minimum competencies required with respect to the qualification being assessed.	Bidder demonstrates an optimal hybrid process that includes user centred design for one of the DND described design processes in the SEP; OR Bidder demonstrates how Design Authority is executed to meet the Canada's requirements.	Bidder demonstrates an optimal hybrid process that includes user centred design for one of the design processes; AND Bidder demonstrates how Design Authority is executed to meet the Canada's requirements	Bidder demonstrates an optimal hybrid process that includes user centred design for two of the design processes; AND Bidder demonstrates how Design Authority is executed to meet the Canada's requirements	Bidder demonstrates an optimal hybrid process that includes user centred design for three or more of the design processes; AND Bidder demonstrates how Design Authority is executed to meet the Canada's requirements	100	B		
RT - 2.1 b.	Product development cycle; and		Response contains none of the essential elements sought and/or information provided is inadequate which demonstrates that the bidder has very little understanding of the subject matter and/or does not meet the minimum competencies required with respect to the qualification being assessed.	Bidder only demonstrates how the bidder engages users as part of a User Centred Designed (UCD) process during product development.	Bidder demonstrates how the bidder engages users as part of a UCD process during product development; AND Bidder demonstrates one element of the product development cycle	Bidder demonstrates how the bidder engages users as part of a UCD process during product development; AND Bidder demonstrates two elements of the product development cycle	Bidder demonstrates how the bidder engages users as part of a UCD process during product development; AND Bidder demonstrates at least three three elements of the product development cycle	100	B		

RT - 2.1 c.	Configuration management process and integration process into the Baseline and release methodology.		Response contains none of the essential elements sought and/or information provided is inadequate which demonstrates that the bidder has very little understanding of the subject matter and/or does not meet the minimum competencies required with respect to the qualification being assessed.	Bidder demonstrates a configuration management (CM) process.	Bidder demonstrates a configuration management (CM) process and an integration process; AND Demonstrates how the CM process aligns with the SEP.	Bidder demonstrates a configuration management (CM) process and an integration process; AND Bidder demonstrates how the CM processes align with the SEP; AND Bidder demonstrates how it will manage the minimum product versions.	Bidder demonstrates a configuration management (CM) process and an integration process; AND Bidder demonstrates how the CM and integration processes align with the SEP; AND Bidder demonstrates how it will manage the expected product versions.	100	B		
RT - 2.2	Describe and substantiate, the proposed handover process, specific to the APPLICATIONS Functional Grouping, of the System Design, into the Sub-System Design.		Bidder demonstrates zero handover process elements for the System Design into Sub-System Detailed Design	Bidder demonstrates one handover process element for the System Design into Sub-System Detailed Design	Bidder demonstrates two handover process elements for the System Design into Sub-System Detailed Design.	Bidder demonstrates three handover process elements for the System Design into Sub-System Detailed Design.	Bidder demonstrates more than three handover process elements for the System Design into Sub-System Detailed Design	100	B		
RT - 2.3	Describe and substantiate, based on their own experience and best practices, the Bidder's process of integrating and supporting the Verification and Validation Process as described in DLCSFM's System Engineering Plan.		Bidder demonstrates an incomplete process for supporting verification and validation with zero elements	Bidder demonstrates an incomplete process for supporting verification and validation, but includes one element	Bidder demonstrates a process for supporting verification and validation, which includes two elements	Bidder demonstrates a complete process for supporting verification and validation, which includes four elements	Bidder demonstrates a complete process for supporting verification and validation, which includes six elements	100	B		
RT - 2.4	Describe and substantiate, based on their own experience and best practices, the life-cycle management of Products to be developed under the resulting contract.		Bidder does not demonstrate a life-cycle management process for products AND/OR only explains less than two (2) principles of life-cycle management.	Bidder demonstrates a life-cycle management process for products and explains two to three principles of life-cycle management	Bidder demonstrates a life-cycle management process for products, and explains four to five principles of life-cycle management	Bidder demonstrates a complete life-cycle management process for products, and explains six to seven principles of life-cycle management	Bidder demonstrates a complete life-cycle management process for products, and explains eight principles of life-cycle management	100	B		
RT 3	Quality Management Plan										
RT 3	Based on the Bidders' proposed Quality Management Plan (QMP), the following will be evaluated:										
RT - 3.1	Quality management approach;		Response contains none of the essential elements sought and/or information provided is inadequate which demonstrates that the bidder has very little understanding of the subject matter and/or does not meet the minimum competencies required with respect to the qualification being assessed.	Bidder demonstrates the use of a standard QM process that is not based on best practices from a recognized standards organization.	Bidder demonstrates the use of a customized QM process that is based on best practices from a recognized standards organization.	Bidder demonstrates the use of a customized QM process that is based on best practices from a single recognized standards organization. Approach aligns with the SEP and the implementation of an agile or dynamic project delivery approach.	Bidder demonstrates the use of a customized QM process that is based on best practices from multiple recognized standards organizations. Approach aligns with the SEP and the implementation of an agile or dynamic project delivery approach.	60	B		
RT - 3.2	How the Bidders' QMP will be applied to the APPLICATIONS resulting contract; and		Response contains none of the essential elements sought and/or information provided is inadequate which demonstrates that the bidder has very little understanding of the subject matter and/or does not meet the minimum competencies required with respect to the qualification being assessed.	Bidder provides a QMP without any demonstration of its use in the project.	Bidder provides a QMP with demonstration of its use in the APPLICATIONS; AND demonstrates experience in developing and executing a QMP.	Bidder provides QMP with demonstration of its use in the APPLICATIONS; AND demonstrates experience in developing and executing a QMP; that includes: inspection, review, monitoring, internal audit, and audit by an external audit certification body.	Bidder provides a QMP with demonstration of its use in the APPLICATIONS; AND demonstrates experience in developing and executing a QMP; that includes: inspection, review, monitoring, internal audit, and audit by an external audit certification body and demonstrates experience implementing corrective measures if necessary.	80	B		
RT - 3.3	Certification from a recognized standards organization		Not Applicable	Bidder is not certified by a recognized standards organization.	Bidder is in the process of getting certified by a recognized standards organization.	Bidder OR one of the Bidder's Core Work Personnel is certified by a recognized standards organization.	Bidder AND one of the Bidder's Core Work Personnel are certified by a recognized standards organization.	10	C		
RT 4	Project Management Plan										
RT 4	Based on the Bidders' proposed Project Management Plan (PMP), only these sections will be evaluated in accordance with the rating scale provided below:										

RT - 4.1	Scope Management, including both Core Work and Additional Work Requirements. This includes: 4.1.1.Planning scope management 4.1.2.Collect requirements 4.1.3.Scope refinement 4.1.4.Work Breakdown Structure 4.1.5.Scope Validation 4.1.6.Scope Control 4.1.7.Product/Sub System/System Breakdown Structure 4.1.8.Reports Management		Bidder does not demonstrate a scope management plan for Core Work or AWR; AND/OR Demonstrates less than two of the components in support of Scope Management.	Bidder demonstrates a scope management plan for Core Work or AWR; AND Demonstrates two of the components in support of Scope Management.	Bidder demonstrates a scope management plan for both Core Work and AWR; AND Demonstrates three to four of the components in support of Scope Management.	Bidder demonstrates a scope management plan for both Core Work and AWR; AND Demonstrates five of the components in support of Scope Management.	Bidder demonstrates a complete scope management plan for both Core Work and AWR; AND Demonstrates all of the components in support of Scope Management.	50	B			
RT - 4.2	Human Resources Management in support of both, Core Work and Additional Work Requirements. This includes: 4.2.1.Recruitment and selection 4.2.2.Performance management 4.2.3.Learning and development 4.2.4.Succession planning 4.2.5.Compensation and benefits 4.2.6.Onboarding, availability and mobilization of Core Work personnel after contract award 4.2.7.Onboarding, availability and mobilization of AWR personnel after issuance of a task		Bidder does not demonstrate a HR management plan for Core Work or AWR; AND/OR Demonstrates less than two of the components in support of Human Resources Management.	Bidder demonstrates an HR management plan for Core Work or AWR; AND Demonstrates two of the components in support of Human Resources Management.	Bidder demonstrates an HR management plan for both Core Work and AWR; AND Demonstrates three to four of the components in support of Human Resources Management.	Bidder demonstrates an HR management plan for both Core Work and AWR; AND Demonstrates five of the components in support of Human Resources Management.	Bidder demonstrates a complete HR management plan for both Core Work and AWR; AND Demonstrates all the components in support of Human Resources Management.	70	B			
RT - 4.3	Project transition and close-out. This must include: 4.3.1.Verify acceptance of final deliverables 4.3.2.Transfer of all deliverables (complete and incomplete), including source code, development and test environments, documentation, training materials, etc. 4.3.3.Return of GFA 4.3.4.Financial assessment and completion 4.3.5.Conduct lessons learned and provide to Canada 4.3.6.Staff Transition Plan 4.3.7.Infrastructure Decommissioning Plan 4.3.8.Security Closeout Plan & Report 4.3.9.R&O Closeout Plan 4.3.10.Audit Closeout Plan 4.3.11.ITB Closeout Report		Bidder does not demonstrate a project transition and project close-out plan; AND/OR Demonstrates less than two of the components in support of Project Transition and Close-out.	Bidder demonstrates a project transition and project close-out plan; AND Demonstrates two of the components in support of Project Transition and Close-out.	Bidder demonstrates a project transition and project close-out plan; AND Demonstrates three of the components in support of Project Transition and Close-out.	Bidder demonstrates a project transition and project close-out plan; AND Demonstrates four of the components in support of Project Transition and Close-out.	Bidder demonstrates a complete project transition and project close-out plan; AND Demonstrates all components in support of Project Transition and Close-out.	30	B			
RT 5	Indigenous Participation Plan		Rating Scale									
		If the Bidder commits to Below 1% Target	If the Bidder commits to 1% to 1.99% Target	If the Bidder commits to 2% to 2.99% Target	If the Bidder commits to 3% to 3.99% Target	If the Bidder commits to 4% to 4.99% Target	If the Bidder commits to 5% or above 5% Target					
RT 5	Bidders must submit with their bid an Indigenous Participation Plan (IPP) that details the extent to which they will support the government's overall target of 5% of the Total Estimated Contract Value for Goods and/or Services to be sourced from Canadian indigenous firms and delivered to Canada under this contract.	It will be equal to 0% of the total available points	It will be equal to 20% of the total available points	It will be equal to 40% of the total available points	It will be equal to 60% of the total available points	It will be equal to 80% of the total available points	It will be equal to 100% of the total available points	50	B			
	Total Available Points							1250				
Proof of Compliance	Compliance Method											
A	Bidders, with their bid, must submit references of its previous project/s to substantiate Proven Experience, or where applicable, experience gained through its parent, subsidiaries or other affiliates, or its subcontractors. Bidders, with their bid, must submit a certificate to demonstrate that cooperation agreement(s) to access Proven Experience are in place with the Team Member at the time of bid submission. See the definition of Team Member in PART 4 –EVALUATION PROCEDURES AND BASIS OF SELECTION of the RFP.											
B	Bidders must submit their proposed plan in accordance with the identified DID with their bid.											
C	Bidders must submit the required certifications with their bid.											