



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

Contracting and Procurement Section

contracting@ps-sp.gc.ca

Attention: Chantale Grégoire

**Request For Proposal
Demande de proposition**

Offer to: Public Safety Canada

We hereby offer to provide to Canada, as represented by the Minister of Public Safety and Emergency Preparedness Canada, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction detailed herein and on any attached sheets.

Offre au: Sécurité publique Canada

Nous offrons par la présente de fournir au Canada, représenté par le ministre des Sécurité publique et Protection civile Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée.

Comments – Commentaires:

**Instructions: See Herein
Instructions: Voir aux présentes**

Issuing Office – Bureau de distribution
Public Safety Canada
Contracting and Procurement Section
269 Laurier Avenue West
Ottawa ON K1A 0P8

| | |
|---|--|
| Title – Sujet Task Authorization (TA) -SharePoint Applications Development and Support | |
| Solicitation No. – No de l'invitation 202301512 | Date March 14, 2023 |
| Solicitation Closes – L'invitation prend fin At – à .14:00 hrs On – le April 12, 2023 | Time Zone Fuseau horaire Eastern Daylight Time (EDT) |
| Delivery Required – Livraison exigée See Herein | |
| Address Enquiries to: - Adresser toutes questions à: Chantale Gregoire | |
| Telephone No. – No de telephone 343-549-5220 | |
| Destination – of Goods, Services and Construction: Destination – des biens, services et construction: Public Safety Canada 269 Laurier Avenue West, Ottawa ON K1A 0P8 | |
| Security – Sécurité Security requirement - Reliability Status. . | |

| | |
|---|------|
| Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur | |
| | |
| Telephone No. – N° de telephone Facsimile No. – N° de télécopieur | |
| Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom due fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie) | |
| | |
| Signature | Date |



**OFFER TO THE DEPARTMENT OF PUBLIC SAFETY CANADA
VENDOR INFORMATION AND AUTHORIZATION**

Each proposal must include a copy of this page properly completed and signed.

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

GST or HST Registration Number and/or Business Identification Number (Canada Revenue Agency)

Name and Title of Person authorized to sign on behalf of Vendor

Print Name: _____

Title: _____

Signature: _____ Date: _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Print Name: _____

Title: _____

Tel: _____ Fax: _____

Email: _____



PART 1 – GENERAL INFORMATION

1. INTRODUCTION

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

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

The Annexes include

- Annex A: Statement of Work
- Annex B: Basis of Payment
- Annex C: Security Requirements Checklist

2. SUMMARY

Public Safety Canada requires the provision of IT support services with a specialization in Microsoft SharePoint to support SharePoint-based portals as described in this Statement of Work. The Contractor must also provide support for Ersi ArcGIS software (online and server) as the two portals are reliant upon ArcGIS for a key functionality of their applications.

There is a security requirement associated with this requirement. For additional information, see Part 6 – Resulting Contract Clauses; Annex C, Security Requirements Checklist

The Annexes include the Statement of Work , the Basis of Payment, the Security Requirements Checklist and the Task Authorization..

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

The resulting contract will **not** include deliveries of services within locations within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs).

3. DEBRIEFINGS

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

4. SECURITY REQUIREMENTS

4.1 Security Requirement

This requirement has security requirements. At bid closing, the Bidder must:

- a) hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC); and
- b) All personnel hold a valid **RELIABILITY STATUS**, granted or approved by the CSP, PWGSC.

To be awarded the contract the bidder must meet the security requirements identified in section 3 part 2 Resulting Contract Clauses and the Security Requirements Checklist.



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* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

1.1 **2003 Standard Instructions - Goods or Services – Competitive Requirements (2020-05-28)**

The 2003 (2022-03-29) 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 fifty (150) days

2. SUBMISSION OF BIDS

Bids submitted by facsimile or by courier will not be accepted.

Bids must **only be emailed** to the email address provided below. The only acceptable email is:

contracting@ps-sp.gc.ca

Bids not received at the aforementioned email address by the closing date and time specified on page 1 of this solicitation document will not be accepted.

For email transmissions, Canada will not be responsible for any failure or delay attributable to the transmission or receipt of the email including, but not limited to:

- Receipt of garbled or incomplete bid;
- File size;
- Delay in transmission or receipt of the bid;
- Failure of the Bidder to properly identify the bid;
- Illegibility of the bid; or
- Security of the bid data.

Please note that .zip files will be rejected by Government of Canada servers.

Bids submitted by facsimile or by courier will not be accepted.



3. ENQUIRIES – BID SOLICITATION

All enquiries must be submitted in writing to the Contracting Authority no later than **5** calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

It is the responsibility of the Bidder to obtain clarification of the requirements contained herein, if necessary, prior to submitting a bid.

A request for a time extension to the bid closing date will be considered provided it is received in writing by the PS Contracting Authority at least five (5) working days before the closing date shown on page 1 of this RFP document. The request, if granted, will be communicated by [Homepage | CanadaBuys](#) at least three (3) working days before the closing, showing the revised closing date. The request, if rejected, will be directed to the originator at least three (3) working days before the closing date by the PS Contracting Authority.

4. APPLICABLE LAWS

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the bidder in its bid, if applicable*)

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.

5. IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to **the Contracting Authority** named in this bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favor a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least **five (5)** days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

6. OFFICE OF THE PROCUREMENT OMBUDSMAN

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at



1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca.



PART 3 – BID PREPARATION INSTRUCTIONS

1. BID PREPARATION INSTRUCTIONS

Canada requires that bidders submit their bid in separate files as follows:

Section I: Technical Bid: 1 soft copy, received by email
Section II: Financial Bid: 1 soft copy, received by email
Section III: Certifications 1 soft copy, received by email

Bidders may submit their bid as a single email however, each section of the bid must be submitted as a separate

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

Canada requests that bidders submit their bid in an editable format such as Microsoft Word or in PDF.

Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical proposal must exclude any reference to financial information relative to the costing of the proposal.

Failure to provide a technical proposal with the submission will result in non-compliance and will not be evaluated.

Section II: Financial Bid

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

Failure to provide a financial proposal with the submission will result in non-compliance and the bid will not be evaluated.

Section III: Certifications

Bidders must submit the certifications required under Part 5.



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 evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

2. TECHNICAL EVALUATION

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirements, or reusing the same wording as the RFP, will not be considered "demonstrated" for the purposes of this evaluation. The Bidder should provide complete details as to where, when, month and year, and how, through which activities / responsibilities, the stated qualifications / experience were obtained. Experience gained during formal education shall not be considered work experience. All requirements for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.

When completing the resource grids the specific information which demonstrates the requested criteria should be in the grid. The reference to the page and project number should also be provided so that the evaluator can verify this information. It is not acceptable that the grids contain all the project information from the résumé, only the specific answer should be provided.

Bidders are advised that the month(s) of experience listed for a project in which the timeframe overlaps that of another referenced project of the same resource 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.

Bidders are also advised that the experience is as of the closing date of the Request for Proposal. For example, if a given requirement states, "The proposed resource must have a minimum of three (3) years' experience, within the last six (6) years, working with Java", then the six (6) years are accounted for as of the closing date of the RFP.

Proposals not meeting the mandatory requirements below will be given no further consideration.



2.1. Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Any bid which fails to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion will be addressed separately.

The Bidder must provide sufficient detail to clearly demonstrate **how** they meet each mandatory requirement below. Bidders are advised that only listing experience without providing any supporting data and information to describe responsibilities, duties and relevance to the requirements, or reusing the same wording as the RFP, will not be considered “demonstrated” for the purpose of this evaluation.

| MT# | MANDATORY TECHNICAL CRITERIA | Bidder’s Response Demonstrate Compliance |
|-----|--|---|
| MT1 | <p>Bidder’s Development Experience</p> <p>The Bidder must demonstrate it has completed 2 projects where they provided professional services in support of the functional development of applications that are hosted on a collection of Microsoft SharePoint sites for services provided to client organizations, where they performed the following:</p> <ol style="list-style-type: none"> 1. applications development for enterprise-wide SharePoint portals; and 2. maintenance and enhancement work for existing applications; <p>The Bidder must provide (2) projects at a minimum period of 6 months. All projects must be conducted/completed within the last five years (as of bid closing).</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ol style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. Roles and responsibilities of the bidder as well as the work conducted under the project | |
| MT2 | <p>Bidder’s Production Support Experience:</p> <p>The Bidder must demonstrate its experience in providing professional services to client organizations for the production support of applications that are hosted on a suite of Microsoft SharePoint sites by submitting two (2) projects conducted within the last five years (as of bid closing), where they provided each of the following services:</p> | |



| MT# | MANDATORY TECHNICAL CRITERIA | Bidder's Response Demonstrate Compliance |
|-----|---|---|
| | <p>i. Help Desk Support, where each project cited must have: and</p> <ul style="list-style-type: none"> a. been for support services provided 24-hours a day, 7 days per week; b. supported to application administrators and/or end-users c. been for support services that were available in both English and French; d. employed an incident ticketing system; and e. included reporting on incidents and their resolution. <p>ii. Backup Procedures, where one of the project cited must have: and</p> <ul style="list-style-type: none"> a. been for the development and regular testing of backup/failover procedures; and b. included procedures for failing-over production of the system to a remote back-up site; <p>iii. Performance Monitoring, where one of the project t cited must have:</p> <ul style="list-style-type: none"> a. been for the monitoring of system(s) and application(s) performance; and b. Included the reporting of performance problems and potential solutions. <p>For a project t to be accepted as proof of experience, each cited project must:</p> <ul style="list-style-type: none"> iv. have been for an on-going duration or have a completed duration of 6 months (Note: duration does not include option periods that have not been exercised); <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name; ii. Project Title iii. the duration of the project , including start and end dates (dates must be identified by month and year – for example March 2010 – February 2012); iv. Description of the work, scope, and purpose v. The roles and responsibilities of the bidder as well as the work conducted under the project. | |

2.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

| RT# | RATED TECHNICAL CRITERIA (RTC) | Max. Points | Bidder's Response Demonstrate Compliance | | | | | | | | | | | | | | |
|--|--|---------------------------------------|--|---|-----------------------------|---|-----------------------------|---|----------------------------|--|----------------------------|----------------------------------|----------------------------|--|----------------------------|-----------|--|
| RT1 | <p>BIDDER'S EXPERIENCE</p> <p>The two projects submitted in response to Mandatory Criterion MT1 will be evaluated on the basis of the Bidder's experience supporting developing business applications (e.g. functional maintenance, functional application development, testing and data services) including providing professional IM/IT resources, and their relevance and similarity to Public Safety's requirements, in terms of scope, complexity and nature, as it is described in the Statement of Work (SOW) of this bid solicitation.</p> | | | | | | | | | | | | | | | | |
| RT1 a) | <p>Scope and Complexity:</p> <p>The scope and complexity of the services provided by the Bidder during the cited projects , and the extent to which this scope of services is consistent with Public Safety's requirement as expressed within the SOW of this bid solicitation. Similar and relevant services include:</p> <ol style="list-style-type: none"> 1. Providing business services for a medium (100 to 500 -users) IT system, performing any of the following: <table data-bbox="279 927 1423 1019" style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">a. establishing business requirements</td> <td style="text-align: right;">2 points per project</td> </tr> <tr> <td style="padding-left: 20px;">b. documenting the system's business architecture</td> <td style="text-align: right;">2 points per project</td> </tr> <tr> <td style="padding-left: 20px;">c. running requirements sessions and prioritization sessions.</td> <td style="text-align: right;">2 points per project</td> </tr> </table> <p style="padding-left: 20px;">Additional 1 point per project for providing services over 500 users.</p> <p style="text-align: center;">Up to 6 points per project , for a total of 14 points</p> 2. Providing training services to IT system users, performing any of the following: <table data-bbox="279 1252 1388 1399" style="width: 100%; border: none;"> <tr> <td style="padding-left: 20px;">a. IT-related Instruction/Training/user guidance/ coaching services</td> <td style="text-align: right;">1 point per project</td> </tr> <tr> <td style="padding-left: 20px;">b. creation of training materials (e.g. manuals, e-learning modules)</td> <td style="text-align: right;">1 point per project</td> </tr> <tr> <td style="padding-left: 20px;">c. preparation of training plans</td> <td style="text-align: right;">1 point per project</td> </tr> <tr> <td style="padding-left: 20px;">d. provision of technical writing services for manuals, instructions and other documents, etc.</td> <td style="text-align: right;">1 point per project</td> </tr> </table> | a. establishing business requirements | 2 points per project | b. documenting the system's business architecture | 2 points per project | c. running requirements sessions and prioritization sessions. | 2 points per project | a. IT-related Instruction/Training/user guidance/ coaching services | 1 point per project | b. creation of training materials (e.g. manuals, e-learning modules) | 1 point per project | c. preparation of training plans | 1 point per project | d. provision of technical writing services for manuals, instructions and other documents, etc. | 1 point per project | 32 | |
| a. establishing business requirements | 2 points per project | | | | | | | | | | | | | | | | |
| b. documenting the system's business architecture | 2 points per project | | | | | | | | | | | | | | | | |
| c. running requirements sessions and prioritization sessions. | 2 points per project | | | | | | | | | | | | | | | | |
| a. IT-related Instruction/Training/user guidance/ coaching services | 1 point per project | | | | | | | | | | | | | | | | |
| b. creation of training materials (e.g. manuals, e-learning modules) | 1 point per project | | | | | | | | | | | | | | | | |
| c. preparation of training plans | 1 point per project | | | | | | | | | | | | | | | | |
| d. provision of technical writing services for manuals, instructions and other documents, etc. | 1 point per project | | | | | | | | | | | | | | | | |



| RT# | RATED TECHNICAL CRITERIA (RTC) | Max. Points | Bidder's Response Demonstrate Compliance |
|-----------|---|-------------|--|
| | <p style="text-align: center;">Up to 4 points per project, for a total of 8 points</p> <p>3. Providing project management services, performing any of the following:</p> <ul style="list-style-type: none"> a) project change or risk management activities with stakeholders as well as internal and external IT system users, 1 point per project b) internal and external communications with clients and/or stakeholders, 1 point per project c) financial and budget management, 1 point per project d) briefing senior management, 1 point per project e) and other related project management activities. 1 point per project <p style="text-align: center;">Up to 5 points per project, for a total of 10 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project | | |
| RT1 b) | <p>Nature:</p> <p>The nature of the cited projects for which the Bidder has provided services, demonstrating the environment similar and relevant to Public Safety's requirement as expressed within the SOW of this bid solicitation. Similar and relevant environment includes any of the following:</p> <ul style="list-style-type: none"> a) Integration of GIS mapping software into SharePoint applications, 6 point per project b) Developing dashboards or data presentation models using ArcGIS or similar GIS software, 6 point per project | 52 | |

| RT# | RATED TECHNICAL CRITERIA (RTC) | Max. Points | Bidder's Response Demonstrate Compliance |
|-----|--|-------------|--|
| | <p> c) Application/project supported by the Bidder that involved Incident Management systems/tools, 4 point per project d) Application/project supported by the Bidder that involved Situational Awareness software, 4 point per project e) Application / project supported by the Bidder that involved support to the Emergency Management Community, 2 point per project f) Application/project supported by the Bidder that involved implementation of IM/IT systems in support of the Incident Command System (ICS), 2 point per project g) Operating in a public sector (Federal, Provincial, Territorial or Municipal) or private sector environment 2 point per project </p> <p align="center">Up to 26 points per project , for a total of 52 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project | | |



| RT# | RATED TECHNICAL CRITERIA (RTC) | Max. Points | Bidder's Response Demonstrate Compliance |
|-----------|--|-------------|--|
| RT2 | <p>BIDDER'S PRODUCTION SUPPORT EXPERIENCE</p> <p>The 2 projects submitted in response to Mandatory Criterion MT2 will be evaluated on the basis of the Bidder's experience in providing production support similar to Public Safety's requirements, in terms of scope and complexity and nature, as it is described in the SOW of this bid solicitation.</p> | | |
| RT2 a) | <p>Scope and Complexity:</p> <p>The scope and complexity of the services provided by the Bidder during the cited projects , and the extent to which this scope of services is similar and relevant to Public Safety's requirement as expressed within the SOW of this bid solicitation.</p> <p>Similar and relevant services include:</p> <ol style="list-style-type: none"> 1. <u>Help Desk Support :</u> <ol style="list-style-type: none"> a) The Bidder should demonstrate that it has provided 24-hour, 7 days per week help desk support to clients using MS Windows Server environment 4 point per project b) The Bidder should demonstrate that it has provided 24 hour, 7 days per week help desk support to clients using ESRI and ArcGIS. 4 point per project 2. <u>Backup Procedures</u> <ol style="list-style-type: none"> a) The Bidder should demonstrate that is has provided application monitoring to clients using metrics such as error rates, response times and availability/uptime 4 point per project b) The Bidder should demonstrate that is has configured a back-up server environment for clients, performed a farm-wide or partial backup, or copied configurations from a production or test environment to a backup environment 4 point per project 3. <u>Performance Monitoring</u> <ol style="list-style-type: none"> a) The Bidder should demonstrate that is has provided application monitoring to clients using metrics such as error rates, response 4 point per project | 48 | |

| RT# | RATED TECHNICAL CRITERIA (RTC) | Max. Points | Bidder's Response Demonstrate Compliance |
|-----------|---|-------------|--|
| | <p>times and availability/uptime</p> <p>b) The Bidder should demonstrate that it has performed diagnostics or made recommendations to clients with respect to firewalls, network segmentation, load balancing, installing O/S updates, HTTP settings and IP address settings 4 point per project</p> <p style="text-align: center;">Up to 24 points per project , for a total of 48 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> <ul style="list-style-type: none"> i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project | | |
| RT2 b) | <p>Nature:</p> <p>The nature of the projects for which the Bidder has provided services, demonstrating experience, relevant and similar to Public Safety's requirements as expressed in the SOW of this bid solicitation and based on the following:</p> <ul style="list-style-type: none"> a) Application/project supported by the Bidder involved services for the support of Emergency Operations Centre organizations in the public sector (Federal, Provincial or Municipal) or private sector 2 point per project b) Application/project supported by the Bidder involved in collaboration, situational awareness or business intelligence tools or processes 2 point per project <p style="text-align: center;">Up to 4 points per project, for a total of 8 points</p> <p>The Bidder should provide all relevant information for each project listed, including but not limited to:</p> | 8 | |



| RT# | RATED TECHNICAL CRITERIA (RTC) | Max. Points | Bidder's Response Demonstrate Compliance |
|-----|---|------------------------|--|
| | i. the client name ii. Project Title iii. Period of the project (mm/yy to mm/yy) iv. Description of the work, scope, and purpose v. The number of users of the IT systems vi. The roles and responsibilities of the bidder as well as the work conducted under the project | | |
| | | Maximum Points: | 140 |
| | | Minimum Points: | 70 |

NOTE: Any proposal that fails to achieve the minimum points required will be considered non-compliant and will not receive further consideration



3. FINANCIAL EVALUATION

The Bidder must complete this pricing schedule and include it in its financial bid. Prices must only appear in the Financial Bid and in no other part of the bid.

The price of bids will be evaluated in Canadian dollars, Goods and Services Tax (GST) excluded; FOB destination, Customs duties and Excise taxes included. The total amount of Goods and Services Tax or Harmonized Sales Tax is to be shown separately, if applicable.

Definition of a Day/Proration: A day is defined as 7.5 hours exclusive of meal breaks. Payment will be for days actually worked with no provision for annual leave, statutory holidays and sick leave. Time worked ("Days_worked", in the formula below) which is less than a day will be prorated to reflect actual time worked in accordance with the following formula:

$$Days_worked = \frac{Hours_Worked}{7.5_hours_per_day}$$

Note 1: The Estimated Level of Effort included in this pricing schedule is provided for bid evaluation purposes only. It is not to be considered as a contractual guarantee. Its inclusion in this pricing schedule does not represent a commitment by Public Safety that its future usage of the services described in the bid solicitation will be consistent with this estimation. Public Safety reserves the right to amend the contract up to the maximum amount permitted under the TBIPS Supply Arrangement and in accordance with the department's delegated authority during the period of the contract, including the three option periods under the contract.

Note 2: The quoted all-inclusive firm per diem rates must include the total estimated cost of any travel and living expenses that may need to be incurred inside the National Capital Region (NCR) defined in the National Capital Act (R.S.C., 1985, c. N-4), available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>). Under any resulting contract or Task Authorization, Canada will not accept the travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

Table 1 - Production Support and Maintenance Services – 24 hours a day / 7 days a week:

| Initial Contract Period – From contract award until March 31, 2026 | | | | | |
|--|-------------------|--------|--------|----------------------------|----------------------------|
| Optional Period 1 – Year 4 - From April 01,2026 to March 31, 2027 | | | | | |
| Optional Period 2 – Year 4 - From April 01,2027 to March 31, 2028 | | | | | |
| Services | Firm Monthly Rate | | | | |
| | Year 1 | Year 2 | Year 3 | Optional Period 1 (Year 4) | Optional Period 2 (Year 5) |
| Support and Maintenance (24/7) | | | | | |
| TOTAL for all five years including the optional periods: | | | | | |



Table 2 -Application Development and Enhancements - As and when required (Tasks Authorization)

| Initial Contract Period – From contract award until March 31, 2026 | | | | | |
|--|--------------------|--------|--------|----------------------------|----------------------------|
| Optional Period 1 – Year 4 - From April 01,2026 to March 31, 2027 | | | | | |
| Optional Period 2 – Year 4 - From April 01,2027 to March 31, 2028 | | | | | |
| Services | Firm Per Diem Rate | | | | |
| Name of resource and Title | Year 1 | Year 2 | Year 3 | Optional Period 1 (Year 4) | Optional Period 2 (Year 5) |
| | | | | | |
| | | | | | |
| TOTAL for all five years including the optional periods: | | | | | |

Table 3 - Onboarding New Members - As and when required (Tasks Authorization)

| Initial Contract Period – From contract award until March 31, 2026 | | | | | |
|--|-------------------|--------|--------|----------------------------|----------------------------|
| Optional Period 1 – Year 4 - From April 01,2026 to March 31, 2027 | | | | | |
| Optional Period 2 – Year 4 - From April 01,2027 to March 31, 2028 | | | | | |
| Services | Firm Monthly Rate | | | | |
| | Year 1 | Year 2 | Year 3 | Optional Period 1 (Year 4) | Optional Period 2 (Year 5) |
| Onboarding New Members/ Organization | | | | | |
| TOTAL for all five years including the optional periods: | | | | | |

Table 4 – Total

| Initial Contract Period – From contract award until March 31, 2026 | Total |
|--|-------|
| Optional Period 1 – Year 4 - From April 01,2026 to March 31, 2027 | |
| Optional Period 2 – Year 4 - From April 01,2027 to March 31, 2028 | |
| Table 1 - Support and Maintenance Services – 24 hours a day / 7 days a week: | |
| Table 2 - Application Development and Enhancements | |
| Table3 - Onboarding New Members - As and when required | |
| Total: | |

Note: The estimated value for TAs issued under this contract will not exceed \$2M; however, Public Safety reserves the right to increase this value up to our contracting delegation limits.

Bidders should note the basis of payment is defined in Part 6 – Resulting Contract Clauses

4. Basis of Selection – Highest Combined Rating of Technical Merit 70% and Price 30%

- 4.1 To be declared responsive, a bid must:
- (a) comply with all the requirements of the bid solicitation;
 - (b) meet all the mandatory evaluation criteria; and
 - (c) obtain the required minimum number of points specified in Part 4 for the point rated technical criteria.
- 4.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.
- 4.3 The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i) : $PS_i = LP / P_i \times 30$. P_i is the evaluated price (P) of each responsive bid (i).
- 4.4 A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i): $TMS_i = OS_i \times 70$. OS_i is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Article 4, determined as follows: total number of points obtained / maximum number of points available.
- 4.5 The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows: $CR_i = PS_i + TMS_i$
- 4.6 The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in article 4 will be recommended for award of a contract.
- 4.7 The table below illustrates an example where the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

| Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%) | | | |
|--|-------------------------------|-------------------------------|--------------------|
| Bidder | Bidder 1 | Bidder 2 | Bidder 3 |
| Overall Technical Score | 90 | 86 | 79 |
| Bid Evaluated Price | C\$60,000 | C\$55,000 | C\$50,000 |
| Calculations | Technical Merit Points | Price Points | Total Score |
| Bidder 1 | 90 / 100 x 70 = 63.00 | 50,000* / 60,000 x 30 = 24.99 | 87.99 |
| Bidder 2 | 85 / 100 x 70 = 59.50 | 50,000* / 55,000 x 30 = 27.27 | 86.77 |
| Bidder 3 | 79 / 100 x 70 = 55.30 | 50,000* / 50,000 x 30 = 30.00 | 85.30 |

* represents the lowest evaluated price
 In the example above, Bidder 1 is the Bidder who obtained the highest combined technical and financial score.



PART 5 – CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract. The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications 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 comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, 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 may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Required with the Bid

1.1. Certification 1 – Acceptance of Terms and Conditions

I, the undersigned, as the Bidder and/or an authorized representative of the Bidder, hereby certify that by signing the proposal submitted in response to **RFP 202301512** that I agree to be bound by the instructions, clauses and conditions in their entirety as they appear in this RFP. No modifications or other terms and conditions included in our Proposal will be applicable to the resulting contract notwithstanding the fact that our proposal may become part of the resulting contract

Name (block letters): _____

Title _____

Signature: _____

Telephone number: _____

Fax number: _____

Date: _____

1.2 Certification 2 – Integrity Provisions – Declaration of Convicted Offences

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



1.3 Certification 3 – Employment Equity, Federal Contractors' Program

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 (http://publiservice.gc.ca/services/fcp-pcf/index_f.htm) available from Human Resources and Skills Development Canada (HRSDC) - 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.

Signature

Date

1.4 Certification 4 – Former Public Servant

Former Public Servant Certification

Contracts with 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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause,

"former public servant" means a 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 and includes:

- a) an individual;
- b) an individual who has incorporated;
- c) a partnership made up 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 Public Service.

"Pension" means a pension payable pursuant to the *Public Service Superannuation Act, R.S., 1985, c. P-36* as indexed pursuant to the *Supplementary Retirement Benefits Act, R.S., 1985, c. S-24*.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above?

YES () NO ()



If so, the Bidder must provide the following information:

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

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

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,; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including Goods and Services Tax or Harmonized Sales Tax.

STATEMENT:

I, the undersigned, as a director of the Bidder, hereby certify that the information provided on this form and in the attached proposal are accurate to the best of my knowledge.

Name (block letters): _____

Title: _____

Signature: _____

Date: _____

Telephone number: _____

Email: _____

The above-named individual will serve as intermediary with Public Service Canada



1.7 Certification 8: Conflict of Interest

Canada may have engaged the assistance of private sector contractors in the preparation of this solicitation. Responses to this solicitation from any such contractor or with respect to which any such Bidder or any of its subcontractors, employees, agents or representatives are in any manner directly involved will be deemed to be in conflict of interest (real or perceived) and will not be considered. The Bidder represents and certifies that it has not received, nor requested, any information or advice from any such contractor or from any other company or individual in any way involved in the preparation of this solicitation or in the definition of the technical requirement. The Bidder further warrants and certifies that there is no conflict of interest as stated above.

Signature

Date



PART 6 – RESULTING CONTRACT CLAUSES

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

1. REQUIREMENT

See Annex A, Statement of Work.

2. TASK AUTHORIZATION (“TA”)

2.1 As and When Requested Task Authorizations: The Work or a portion of the Work to be performed under the Contract on an “as-and-when-requested basis” using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.

2.2 Assessment of Resources Proposed at TA Stage: Processes for issuing, responding to and assessing Task Authorizations are further detailed in Annex G Task Assessment Procedure.

2.3 Form and Content of Task Authorization :

a) The Contracting Authority will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Annex H.

b) The draft Task Authorization will contain the details of the activities to be performed, and must contain the following information, if applicable:

- i. a task number;
- ii. The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
- iii. the details of any financial coding to be used;
- iv. the category of resources and the number required;
- v. a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
- vi. the start and completion dates;
- vii. milestone dates for deliverables and payments (if applicable);
- viii. the number of person-days of effort required;
- ix. whether the work requires on-site activities and the location;
- x. the language profile of the resources required;
- xi. the level of security clearance required of resources;
- xii. the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and,
- xiii. any other constraints that might affect the completion of the task.



2.4 Contractor's Response to Draft Task Authorization:

The Contractor must provide the Contracting Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

2.5 Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:

To be validly issued, a TA must include the following signature(s):

- a) The Technical Authority and the Contracting Authority.
- b) Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority.

2.6 Refusal of Task Authorizations or Submission of a Response which is not Valid:

The Contractor must acknowledge every draft TA sent to it by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor in at least three instances has either not responded to Canada's request or has not submitted a valid response when sent a draft TA. A valid response is one that is submitted within the required time period and meets all requirements of the TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the TA at pricing not exceeding the rates set out in Annex B, Basis of payment. Each time the Contractor does not submit a valid response, the

Contractor agrees Canada may at its option decrease the Minimum Contract Value in the clause titled "Minimum Work Guarantee" by 2%. This decrease will be evidenced for administrative purposes only through a contract amendment issued by the Contracting Authority (which does not require the agreement of the Contractor).

2.7 Pre-Cleared Resources:

The Contractor must:

- a) ensure that the specific individuals named in Annex B of this Contract or acceptable alternatives remain available in appropriate quantities for work under the Task Authorizations to be issued in accordance with this Contract, and must also ensure that these individuals maintain any professional qualifications and security levels associated with the corresponding resource categories of the bid solicitation for which they are available; and
- b) avoid delays associated with the Contract's security requirements by initiating the assessment and security clearance of additional resources by Canada within five business days of Contract award and on an ongoing basis during the Contract Period, in the quantities specified for each resource category in the Annex B. Each such resource must meet the minimum qualifications applicable to the resource category for which they are available, as well as the security requirements identified in the Contract. If accepted by Canada, the Contract will be amended to list each such resource by name.

The resources identified in the Contract must be maintained and available in the quantities specified throughout the Contract Period. There is no limit to the number of resources that the Contractor may



submit for consideration and assessment on an ongoing basis; however, the submission of alternatives does not relieve the Contractor from its obligation to provide, for a given task, specific individuals agreed to be provided to Canada in a validly issued TA or elsewhere as required by the terms of this Contract.

2.8 Consolidation of TAs for Administrative Purposes:

The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TAs for administrative purposes.

2.9 MINIMUM WORK GUARANTEE

In this clause,

- a) **"Maximum Contract Value"** means the amount specified in the "Limitation of Expenditure" clause set out in the Contract (excluding Applicable Taxes); and
- b) **"Minimum Contract Value"** means **2%** of the Maximum Contract Value on the date the contract is first issued.

Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with Section 11 of Articles of Agreement. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work performed.

Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract:

- i. for default.
- ii. for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
- iii. for convenience within ten business days of Contract award.

3. STANDARD CLAUSES AND CONDITIONS

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada. However any reference to Public Works and Government Services Canada or its Minister contained in these terms and conditions shall be interpreted as reference to Public Safety Canada or its Minister

3.1 General Conditions

2035 (2022-12-01), General Conditions – Higher Complexity – Services, apply to and form part of the Contract.

3.2 Supplemental Conditions

4006 (2010-08-16) Supplemental General Conditions – Contractor to Own Intellectual Property Rights in Foreground Information



4. **SECURITY REQUIREMENT**

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by the CSP, PWGSC.
3. The Contractor **MUST NOT** remove any **PROTECTED** information or assets from the identified site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor 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).

5. **GENDER-BASED ANALYSIS PLUS (GBA +)**

In 1995, the Government of Canada committed to using GBA+ to advance gender equality in Canada, as part of the ratification of the [United Nations' Beijing Platform for Action](#).

Gender equality is enshrined in the *Charter of Rights and Freedoms*, which is part of the Constitution of Canada. Gender equality means that diverse groups of women, men and gender-diverse people are able to participate fully in all spheres of Canadian life, contributing to an inclusive and democratic society.

The Government recently renewed its commitment to GBA+ and is working to strengthen its implementation across all federal departments.

Public Safety Canada encourages Contractors to promote and implement GBA programming within their organization amongst their employees, agents, representatives or any of its subcontractor to support the Government of Canada in the achievement of gender equality which depends on closing key gaps between diverse groups of women, men and gender-diverse people.

6. **THE OFFICE OF THE PROCUREMENT OMBUDSMAN (OPO)**

Dispute Resolution

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 boa.opo@boa-opo.gc.ca , or by web at www.opo-boa.gc.ca.

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 boa.opo@boa-opo.gc.ca , by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca .

7. TERM OF CONTRACT

7.1 Period of the Contract

The Work is to be performed from date of contract award to **May 31, 2026**.

7.2 Optional Services

The Contractor grants to Canada the irrevocable option to acquire the services described at Annex A of the Contract under the same conditions and at the prices and/or rates stated in the Contract for two (2) optional one year periods. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.3 Termination on Thirty Days' Notice

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. 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.

8. AUTHORITIES

8.1 Contracting Authority

The Contracting Authority for the Contract is:

Contracting and Procurement Unit
Public Safety Canada
269 Laurier Avenue, West
Ottawa ON K1A 0P8

Email: contracting@ps-sp.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.



8.2 Project Authority

To be identified at Contract award.

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.

8.3 Contractor's Representative

To be identified at Contract award.

9. PAYMENT

9.1 Ongoing Services

9.1.1 Firm Fixed Price

For the Work described in sections 3 and 5 of 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 for a cost of \$_____ (*insert the amount at contract award*). 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.

9.2 As and When Required Services

9.2.2 Limitation of Expenditure –Cumulative Total of all Task Authorizations

- a) Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed (*insert at contract award*). Customs duties are included and applicable taxes are extra.
- b) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- c) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - A. when it is 75 percent committed, or
 - B. four (4) months before the contract expiry date, or
 - C. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,

whichever comes first.

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



9.3 Basis of payment: Individual task authorizations

One of the following types of basis of payment will form part of the approved TA:

a) Professional Services provided under a Task Authorization with a Ceiling Price:

For the provision of professional services the Contractor will be paid for actual time worked, in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

OR

b) Professional Services provided under a Task Authorization with a Firm Price:

For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B, Applicable taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

OR

c) Professional Services provided under a Task Authorization with a Limitation of Expenditure:

For professional services requested by Canada, in accordance with a validly issued Task Authorization, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the approved TA, as determined in accordance with the basis of payment, in Annex B, to the limitation of expenditure specified in the approved TA.

Canada's total liability to the Contractor under the approved TA must not exceed the limitation of expenditure specified in the approved TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the liability of Canada or in the price of the Work specified in the approved TA 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 TA Approval 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 TA Approval Authority. The Contractor must notify the TA Approval Authority in writing as to the adequacy of this sum:

- i. when it is 75 percent committed, or
- ii. four (4) months before the final delivery date specified in the approved TA, or
- iii. as soon as the Contractor considers that the approved TA funds are inadequate for the completion of the Work specified in the approved TA,

whichever comes first.

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



9.4 Competitive Award

The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

9.5 Professional Services Rates

In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

9.6 Purpose of Estimates

All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase services in these amounts. Any commitment to purchase specific amounts or values of services are described elsewhere in the Contract.

10. METHOD OF PAYMENT

10.1 Ongoing Services

10.1.1 Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work delivered has been accepted by Canada; and,

10.2 As and When Required Services

One, several or all of the following methods of payment will form part of the approved TA

10.2.1 Single Payment:

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- i. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- ii. all such documents have been verified by Canada;
- iii. the Work delivered has been accepted by Canada; and,



10.2.2 Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- iv. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- v. all such documents have been verified by Canada;
- vi. the Work delivered has been accepted by Canada; and,

10.2.3 Milestone Payments

Canada will pay the Contractor in accordance with the schedule of milestones below for the work performed and as covered by the invoice in accordance with the payment provisions of the Contract if:

- vii. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- viii. all such documents have been verified by Canada;
- ix. the Work delivered has been accepted by Canada; and,

The schedule of milestones for which payments will be made in accordance with the Contract is as follows:

| Milestone No. | Description or Deliverable | Firm Amount | Due Date or Delivery Date |
|---------------|----------------------------|-------------|---------------------------|
| | | \$ | |
| | | \$ | |
| | | \$ | |

11. TIME VERIFICATION

Time charged and the accuracy of the Contractor’s time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contract must repay any overpayment, at Canada’s request.

12. INVOICING INSTRUCTIONS

12.1 The Contractor must submit invoices in accordance with the information required in Section 12 of 2035, General Conditions – Higher Complexity – Services.

12.2 An invoice for a single payment cannot be submitted until all Work identified on the invoice is completed.

12.3 Each invoice must be supported by:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada.
- d) Direct Expenses will be paid at actual cost with mark-up, upon submission of an itemized statement supported by receipt vouchers



- e) Travel Expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

12.4 In the ongoing efforts of being a department that contributes to the greening initiative, as well as to improve our efficiencies when processing invoices, Public Safety Canada is moving towards receiving all invoices electronically from vendors. We ask, where possible, that vendors send their invoices electronically and do not send their invoices in paper format through regular postal mail services.

Email address: PS.InvoiceProcessing-TraitementDesFactures.SP@canada.ca

13. **CERTIFICATIONS**

13.1 **Compliance**

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

14. **APPLICABLE LAWS**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the bidder in its bid, if applicable.*)

15. **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 general conditions 2035 (2022-12-01), General Conditions – Higher Complexity – Services;
- c) the supplemental condition 4006 (2010-08-16) Supplemental General Conditions – Contractor to Own Intellectual Property Rights in Foreground Information.
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Security Requirement Checklist
- g) Annex D, Task Authorizations
- h) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award.*), as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

16. **FOREIGN NATIONALS (CANADIAN CONTRACTOR)**

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's



requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

OR

16. FOREIGN NATIONALS (FOREIGN CONTRACTOR)

The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements

17. WORK PERMIT AND LICENSES

The Contractor must obtain and maintain all permits, licenses and certificates of approval required for the Work to be performed under any applicable federal, provincial or municipal legislation.

The Contractor is responsible for any charges imposed by such legislation or regulations. Upon request, the Contractor will provide a copy of any such permit, license, or certificate to Canada.

18. NON-PERMANENT RESIDENT

Non-Permanent Resident

The Contractor is responsible for compliance with the immigration requirements applicable to non-permanent residents entering Canada to work on a temporary basis in fulfillment of this Contract. The Contractor will be responsible for all costs incurred as a result of noncompliance with immigration requirements.

OR

Non-Permanent Resident (Foreign Contractor)

The Contractor must ensure that non-permanent residents intending to work in Canada on a temporary basis in fulfillment of the Contract, who are neither Canadian citizens nor United States nationals, receive all appropriate documents and instructions relating to Canadian immigration requirements and secure all required employment authorizations prior to their arrival at the Canadian port of entry.

The Contractor must ensure that United States nationals having such intentions receive all appropriate documents and instructions in that regard prior to their arrival at the Canadian port of entry. Such documents may be obtained at the appropriate Canadian Embassy/Consulate in the Contractor's country. The Contractor will be responsible for all costs incurred as a result of noncompliance with immigration requirements.

18. INTERNATIONAL SANCTIONS

1. Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to



economic sanctions.

Details on existing sanctions can be found at: <http://www.dfait-maeci.gc.ca/trade/sanctions-en.asp>

2. It is a condition of this Contract that the Consultant not supply to the Government of Canada any goods or services which are subject to economic sanctions.
3. By law, the Consultant must comply with changes to the regulations imposed during the life of the Contract. During the performance of the Contract, should the imposition of sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services cause an impossibility of performance for the Consultant, the situation will be treated by the Parties as a force majeure. The Consultant shall forthwith inform Canada of the situation; the procedures applicable to force majeure shall then apply.

19. CANADA FACILITIES, EQUIPMENT, DOCUMENTATION & PERSONNEL

1. Access to the following Canada facilities, equipment, documentation and personnel may be required during the Contract period in order to perform the work:
 - a. Client department's premises;
 - b. Client department's computer systems;
 - c. Documentation; and
 - d. Personnel for consultation.
2. Canada's facilities, equipment, documentation and personnel are not automatically at the disposal of the Contractor. The Contractor is responsible for timely identification of the need for access to the referenced facilities, equipment, documentation and personnel.
3. Subject to the approval of the Project Authority, arrangements will be made for the Contractor to access the required facilities, equipment, documentation and personnel at the Client department's earliest convenience.

10. INSURANCE

The Contractor is responsible to decide if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor will be at its own expense and for its own benefit and protection. It will not release the Contractor from or reduce its liability under the Contract.



ANNEX A STATEMENT OF WORK SHAREPOINT APPLICATIONS DEVELOPMENT AND SUPPORT

1 INTRODUCTION

The Emergency Management and Programs Branch (EMPB) supports Public Safety Canada's legislated mandate of building a safe and resilient Canada by providing national leadership in emergency management. Within EMPB, the Government Operations Centre (GOC), and the Policy and Outreach Directorate (POD) have developed and implemented two (2) enterprise-wide business collaboration platforms based on Microsoft SharePoint 2013.

In order to deliver on their mandate, the GOC, and POD require IT Support for the ongoing development and maintenance of their respective SharePoint portals namely:

- a. GOC: Operations Centre Interconnectivity Portal (OCIP); and
- b. POD: National Emergency Management System (NEMS); including its sub-sites, the Search and Rescue Knowledge Management System (SAR KMS) and the Critical Infrastructure (CI) Gateway.

2 OBJECTIVE

Public Safety Canada requires the provision of IT support services with a specialization in Microsoft SharePoint to support SharePoint-based portals as described in this Statement of Work. The Contractor must also provide support for Ersi ArcGIS software (online and server) as the two portals are reliant upon ArcGIS for a key functionality of their applications.

This requirement as **ongoing** services and **as and when required** services.

Ongoing Services

- **Production Support and Maintenance Services – 24 hours a day / 7 days a week**

As and when required

The additional as and when required will be authorised with a Task Authorization using the basis of payment established in the contract

- **Application Development and Enhancements - As and when required**
- **Onboarding New Members - As and when required**

3 SHAREPOINT PORTALS OVERVIEW – ONGOING SERVICES

OCIP and NEMS are based on the SharePoint 2013 Enterprise edition for collecting and sharing information. These collaboration platforms reside within a High Resiliency Environment (HRE), a joint venture between multiple federal government organizations, and ensure high availability through multiple redundancies of critical systems.

The HRE is comprised of two Shared Services Canada (SSC) Data Centres, a Primary and Secondary site located at more than 100km from each other and supplied by two different power grids.

3.1 The Government Operations Centre and its Operations Centre Interconnectivity Portal (OCIP)

The Government Operations Centre (GOC) has the mandate to support response coordination to events affecting the national interest on behalf of the Government of Canada. One of GOC's



responsibilities is to provide definitive national-level situational awareness to partners and senior decision makers on a 24/7 basis. To that end, the OCIP portal was established to provide an operational capability to enable the immediate sharing and accessing of UNCLASSIFIED incident data and information between Federal partners in order to improve situational awareness and senior decision-making process.

OCIP is currently used by 30 Federal Emergency Operations Centres (EOCs) and one multi-jurisdictional EOC to collectively manage, track and/or share incidents and special events information. Each of these EOCs routinely monitors a wide variety of human and natural events within Canada and internationally. Each EOC provides situation reports compiled from a variety of sources. During non-emergency, day-to-day operations, EOCs are responsible for monitoring, validating, reporting, and responding to events within their respective mandates.

OCIP aims at improving the real time information sharing between Federal partners and offers customized SharePoint templates that contain the standard functionalities (duty log, calendar, requests for information, incident summary, etc.) required for managing incidents and sharing information between stakeholders. In addition, OCIP contains a chat tool and a map web part for incident management.

3.2 The Policy and Outreach Directorate and its National Emergency Management System (NEMS) Portal

In partnership with Defence Research and Development Canada (DRDC) Centre for Security Science (CSS), Public Safety Canada created the National Emergency Management System (NEMS) to provide an interactive and collaborative national environment that facilitates, harmonizes, and improves coherence of EM activities and knowledge sharing at the Federal, Provincial and Territorial (FPT) and Municipal levels of government and with EM institutions. The system consolidates and provides access to EM Coordinating Instruments (Policies, Processes, Support Systems/Tools and Plans); provides interactive features and forms to assist planners with EM activity and PS processes; allows database information collection, treatment and dissemination; and includes a collaborative workspace environment where Working Groups, Committees, Forums, etc., can coordinate their EM planning efforts and share knowledge.

Due to recent restructuring within the divisions of Public Safety Canada, both SARKMS and CI Gateway have been migrated and have become sub-sites of the NEMS application.

3.3 24/7 Support & Maintenance services

The Contractor will be responsible for the 24/7 support and maintenance of the existing PS portals, their respective applications and server environment from the beginning of the Contract. This service will be provided by the Contractor for a flat monthly fee for the duration of the contract period.

3.4 Current Environment Overview

The three portals operate on the MS SharePoint 2013 Enterprise edition and software is installed on thirty-one (31) Physical and Virtual Machines as follows:

- a. Ten (10) Virtual Machines and two (2) Physical Machines (web servers, application server, ArcGIS server and database servers) are used for the Production Environment in the Primary Data Centre;
- b. Six (6) Virtual Machines (web servers, application server, and database server) are used for the pre-production environment. This environment is used as a staging and training site and is co-located with the Production Environment in the Primary Data Centre; and

- c. Thirteen (13) Virtual Machines (web servers, application server, ArcGIS server and database servers) are used for the Disaster Recovery in the Secondary Data Centre.

The Contractor will be responsible for the Layer 1 (application) maintenance and support of those systems in both Data Centres on a 24/7 basis.

The addition of new member organizations, users and system functions may result in the requirement to add more physical or virtual servers.

3.5 Production Support

The Contractor must employ all processes necessary to maintain the performance and 24/7 operational availability of the portals.

User access to the NEMS, SAR KMS and CI Gateway portals is controlled by their respective administrators. User access to OCIP is controlled by the sub-site administrators of each EOC.

The Contractor must:

- a. Provide an on-line incident ticketing system to record and track problems reported by the users of the portals and provide feedback to the users on the resolution of the incident;
- b. Provide contact information for 24/7 technical support; in the case where a call-centre service is utilized, communication must be provided in the clients preferred official language (English or French);
- c. Respond to incidents on a 24/7 basis, whether reported by a User or the contractor in accordance with the times specified in the Table below:

| Incident Severity | Criteria | Maximum Response Time for OCIP (including sub-sites) | Maximum Response Time for NEMS (including sub-sites) |
|-------------------|--|--|--|
| High / Critical | System unavailable or major functionality malfunction resulting in the inability to operate. | Within 60 minutes | Within one business day. |
| Medium / Major | There is a major feature or functional failure, the solution remains operable. | Within four hours | Within two business days. |
| Low / Minor | There is a minor feature or functional issue, with no direct impact on solution. | Within one business day | Within three business days. |



- d. In collaboration with the Technical Authority, determine the requirement for initiating the back-up procedure;
- e. Maintain the existing fail-over procedure that will allow recovery from a system failure to the back-up site within 4 hours of the decision to undertake the fail-over;
- f. Report all known security intrusions in writing and by telephone to the affected Member Organization(s), the OCIP Steering Committee and the appropriate federal entity responsible for monitoring such intrusions with all information available including timeline;
- g. Monitor the performance of all production environments and the performance of each portal;
- h. Provide a weekly written status report documenting the status of ongoing incident tickets.

3.6 System Maintenance/Upgrades/Testing

The Contractor must:

- a. Maintain the production, pre-production and disaster recovery environments.
- b. Utilize the pre-production environment for the purpose of carrying out the following activities:
 - i. Performing diagnostic procedures such as information gathering, troubleshooting and problem reproduction, determine initial diagnosis, and resolve;
 - ii. Testing and validating upgrades and new functionalities prior to deployment for potential impact on OCIP/NEMS operation;
 - iii. Conduct testing (acceptance and integration) and quality assurance for new releases of OCIP/NEMS and submit to the Technical Authority for approval; and
 - iv. Maintain a log of all software problems and their status.
- c. Co-ordinate software maintenance and upgrades as and when requested:
 - v. Provide Member Organizations with a timeline for maintenance activities that may/will affect users;
 - vi. Deploy software upgrades and new functionalities;
 - vii. Maintain a log of all software release history;
 - viii. Present automatic maintenance procedures to the Technical Authority for approval before implementing them; and
 - ix. Maintain the ability to and proceed with a complete restore in the eventuality that maintenance actions or upgrades disrupt OCIP/NEMS.
- d. Provide technical advice to the OCIP, NEMS governance meetings as required and requested;
- e. Update OCIP/NEMS technical documentation to reflect architecture/structure changes;
- f. Monitor OCIP/NEMS operating system and functionalities:
 - x. Identify requirements for improvements. Carry out performance analysis and tuning as required; and
 - xi. Refer all HRE infrastructure/hardware related issues to the HRE support unit; and



- g. In collaboration with the Technical Authority exercise the disaster recovery process bi-annually. The exercise will require a planned fail-over to the disaster site, operation of the systems for an agreed period of time and the return of the operational systems to the primary site.

4 APPLICATION DEVELOPMENT (AS AND WHEN REQUIRED SERVICES)

Demand for access to these SharePoint portals has stabilized recently; however demands for new on-line tools and enhanced functionality to meet operational requirements from Public Safety and its stakeholders is expected to continue. As such, the contractor must develop new applications, tools and functionality **on an as and when required basis and as specified in any Task Authorization(s)**.

4.1 In order to facilitate this development work, the contractor's resources may be required to:

- a. Provide Information Technology support in the form of technical advice, installation/configuration/troubleshooting, etc., of software or other system requirements, attendance at workshops and collaboration with the partners to explore potential features and capabilities to the High Resilience Environment (HRE), SharePoint Platform or individual portals.
- b. Evaluate existing solutions or develop a new functionality for the following requirements:
 - i. Implement an archiving tool to facilitate the safeguarding of historical data outside of OCIP/NEMS and its subsequent removal from the database;
 - ii. Configure new virtual or physical servers;
- c. Remove older or unused portals;
- d. Configure, test and implement a new cloud-based environment to potentially replace existing server environment;
- e. Provide training specific to new functionality or assist in the development of a training program;
- f. Establish functional connectivity from NEMS to other Government of Canada support systems;
- g. Test and deploy new versions of software and/or make recommendations on upgrading to newly available versions of existing software.

5 OCIP NEW MEMBER ORGANIZATIONS (AS AND WHEN REQUIRED)

The Contractor must add new OCIP Member Organizations sub-sites upon request of the Technical Authority **on an as and when required basis and as specified in any Task Authorization(s)**.

The Contractor must provide five (5) days of support to each new OCIP Member for the following tasks:



- a. Create new OCIP sub-site based on existing template;
- b. Assistance in mapping the information it wishes to track and share within OCIP;
- c. Customization of the new Member's sub-site in accordance with its business requirements and within the boundaries of the OCIP Concept of Operations;
- d. Provision of a one-time OCIP end user training session in the form of a half day tutorial. The training tutorial has already been developed in the form of classroom-based training;
- e. Other assistance required by the new Member to establish a functioning sub-site.

After the above tasks (5a through 5e) have been completed, the Contractor may be requested to provide an additional five (5) days of support in customizing the new OCIP Member's sub-site if requested by the new Member and approved by the Technical Authority. Each five (5) day work period required to complete these tasks must be provided for a firm fixed price. This optional work will be requested via a Task Authorization amendment

6 TRANSITION OUT PHASE

The Contractor must ensure that upon Contract expiration, they will transition the support role to the new Contractor in a manner that is seamless and transparent to the users of the existing portals.

To this end the Contractor must:

- a. Attend a kick off meeting within one week of new contract award to finalize the transition plan with the new Contractor and the Technical Authority;
- b. Confirm with the Technical Authority within one week of new contract award that the portals continue to operate as they were intended;
- c. Attend weekly transition meetings with the new Contractor for one month after contract award;
- d. Confirm to the Technical Authority within one month of new contract award that the transition to the new Contractor is complete, and they have transferred all documentation necessary to allow the continued support of the existing portals and their sub-sites.

7 DEPARTMENTAL SUPPORT

The Technical Authority will be responsible for providing direction and guidance to the Contractor and accepting and approving Contractor deliverables. Additionally, as required for the completion of the work, the Technical Authority will:

- a. Provide available reference and supporting documentation to the Contractor;
- b. Review and provide comments on draft reports and all submitted deliverables in a timely manner;
- c. Provide contact information and facilitate access to stakeholders, as required, for the completion of the work;
- d. Arrange for the Contractor to have access to the HRE premises to provide services when necessary.



8 **REPORTING**

The Contractor must provide weekly written and oral progress reports at the request of the Technical Authority or their designated representative(s). There will be a weekly conference call held to discuss any ongoing issues and to track progress on certain projects.

In addition to the timely submission of all deliverables and fulfillment of obligations specified herein, it is the responsibility of the Contractor to facilitate and maintain regular communication with the Technical Authority. Communication is defined as all reasonable efforts to inform the Technical Authority of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations.

All reports must be provided in electronic format only and must be presented to the Technical Authority. In order to be considered final the deliverables must be approved and accepted by Technical Authority.

9 **LANGUAGE OF WORK**

- 9.1 All communications with Public Safety Canada staff and the Canadian public (*if applicable*) must be performed in the official language (*English or French*) preferred by the employee/citizen.
- 9.2 All deliverables must be submitted in English.
- 9.3 PS will arrange for the translation of Contractor-produced deliverables, as required.
- 9.4 The majority of work will be conducted in English. The language(s) of work and deliverables will be specified in each Task Authorization.

10 **LOCATION OF WORK**

- 10.1 The Contractor will be expected to conduct the work at their own facilities; however the contractor's resources must be available to participate in meetings at Public Safety Canada's facilities in Ottawa, ON as required. These meetings may either be in person or via teleconference as determined by the PS Project/Technical Authority. If on-site visits are required, the Contractor must adhere to workplace Covid-19 health and safety protocols.
- 10.2 Canada will not accept any travel and/or living expenses incurred by the Contractor as a consequence of any relocation required to satisfy the terms of the Contract.
- 10.3 No travel outside of the National Capital Region (NCR) is anticipated in the performance of the activities described in this Statement of Work.

11 **EQUIPEMENT**

- 11.1 PS will work with the Contractor to identify any resources that requires equipment (i.e., laptops/tablets) and network access, along with the training and information on PS network security requirements.
- 11.2 The Contractor is responsible for maintaining the security and integrity of all PS devices in its possession located at its workplace. Contractor personnel cannot be allowed to work from home using equipment provided by PS until the Contractor has determined that the Contractor personnel will be able to maintain and protect the equipment in accordance with the requirements set out in the [Public Safety Guidance on Teleworking During COVID-19 Pandemic](#). Only Contractor personnel to whom a password and access code has been granted is authorized to use equipment provided by PS.
- 11.3 The Contractor must return all PS equipment upon completion of the contract.



ANNEX B BASIS OF PAYMENT

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

(To be inserted at contract award.)

Canadian Customs Duty and GST/HST extra.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included, where applicable.

PAYMENT PERIOD

Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice is acceptable in form and content, and is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section entitled Interest on Overdue Accounts of the 31st day following that date and interest will be paid automatically in accordance with the section entitled Interest on Overdue Accounts of the General Conditions.

If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within fifteen (15) days of receipt. The 30-day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within fifteen (15) days will only result in the date specified in subsection 1 of the clause to apply for the sole purpose of calculating interest on overdue accounts.

GOOD AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)

All prices and amounts of money in the Contract are exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST), as applicable, unless otherwise indicated. The GST or HST, whichever is applicable, is extra to the price and will be paid by Canada.

The estimated GST or HST is included in the total estimated cost. GST or HST, to the extent applicable, 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 the GST or HST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency any amounts of GST and HST paid or due.



Annex C Security Requirements Checklist (SRCL)



Government of Canada / Gouvernement du Canada

| |
|--|
| Contract Number / Numéro du contrat 202301512 |
| Security Classification / Classification de sécurité UNCLASSIFIED |

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 | Public Safety Canada | 2. Branch or Directorate / Direction générale ou Direction EMPB / Government Operations Centre |
| 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 Sharepoint Applications Business Solutions for Public Safety Canada | | |
| 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 checked="" 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
UNCLASSIFIED





| |
|--|
| Contract Number / Numéro du contrat 202301512 |
| Security Classification / Classification de sécurité UNCLASSIFIED |

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?
If Yes, indicate the level of sensitivity.
Dans l'affirmative, indiquer le niveau de sensibilité :

No / Non Yes / Oui

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



Contract Number / Numéro du contrat

202301512

Security Classification / Classification de sécurité
UNCLASSIFIED

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 | | | | COMSEC | | | | | | |
|--|---------------------|---|---|-----------------------------|--------|--------------------------|---|---------------------------------------|-------------|--|---------------------|---|---|--------------|--------|--------------------------|--|
| | 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 | SECRET | TOP SECRET / TRÈS SECRET | |
| | | | | | | | | | | | A | B | C | | | | |
| Information / Assets / Renseignements / Biens / Production | | | | | | | | | | | | | | | | | |
| IT Media / Support TI | | | | | | | | | | | | | | | | | |
| 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? No / Non Yes / Oui

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? No / Non Yes / 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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



| |
|--|
| Contract Number / Numéro du contrat 202301512 |
| Security Classification / Classification de sécurité UNCLASSIFIED |

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

| | | | |
|---|---|--|--|
| 13. Organization Project Authority / Chargé de projet de l'organisme | | | |
| Name (print) - Nom (en lettres moulées) Ian Clyde | | Title - Titre OCIP Help Manager | Signature Clyde, Ian <small>Digitally signed by Clyde, Ian Date: 2023.01.12 10:41:25 -05'00'</small> |
| Telephone No. - N° de téléphone 613-410-3531 | Facsimile No. - N° de télécopieur 613-996-0995 | E-mail address - Adresse courriel ian.clyde@ps-sp.gc.ca | Date |
| 14. Organization Security Authority / Responsable de la sécurité de l'organisme | | | |
| Name (print) - Nom (en lettres moulées) Jean-Francois Houde | | Title - Titre Manager, Security Services | Signature Houde, JeanFrancois <small>Digitally signed by Houde, JeanFrancois Date: 2023.01.12 11:31:36 -05'00'</small> |
| Telephone No. - N° de téléphone 613-416-9635 | Facsimile No. - N° de télécopieur | E-mail address - Adresse courriel jean-francois.houde@ps-sp.gc.ca | Date 2023/01/12 |
| 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? | | | <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui |
| 16. Procurement Officer / Agent d'approvisionnement | | | |
| Name (print) - Nom (en lettres moulées) | | Title - Titre | Signature |
| Telephone No. - N° de téléphone | Facsimile No. - N° de télécopieur | E-mail address - Adresse courriel | Date |
| 17. Contracting Security Authority / Autorité contractante en matière de sécurité | | | |
| Name (print) - Nom (en lettres moulées) APPROVED <small>By Denis Lecompte at 10:46 am, Jan 19, 2023</small> | | Title - Titre Lecompte, Denis | Signature Lecompte, Denis <small>Digitally signed by Lecompte, Denis Date: 2023.01.19 10:46:28 -05'00'</small> |
| Telephone No. - N° de téléphone | Facsimile No. - N° de télécopieur | E-mail address - Adresse courriel | Date |



TASK AUTHORIZATION FORM

| TASK AUTHORIZATION FORM | |
|--|------------|
| Contract Number | |
| Task Authorization (TA) No. | |
| Date Issued: | |
| Delivery Date: | |
| Contractor's Name and Address | |
| | |
| Original Authorization | |
| Total Estimated Cost of Task: | \$ |
| Estimated Taxes (13 % HST): | \$ |
| Total Estimated Amount: | \$ |
| Estimated cost of Travel (if applicable) | \$ |
| GRAND TOTAL: | \$ |
| Section A – Required Work | |
| | |
| Section B – Applicable Basis of Payment | |
| | |
| Section C – Cost Breakdown of Task | |
| | |
| Section D – Applicable Method of Payment | |
| | |
| Authorization | |
| By signing this TA, the Project Authority and the Contracting Authority, certifies that the content of this TA is in accordance with the Contract. | |
| Name of Project Authority: _____ | |
| Signature _____ | Date _____ |
| Name Public Safety Contracting Authority: _____ | |
| Signature _____ | Date _____ |
| Contractor's Signature | |
| Name and title of individual authorized to sign for the Contractor | |
| _____ | |
| Signature _____ | Date _____ |