Part - Partie 1 of - de 2
See Part 2 for Clauses and Conditions
Voir Partie 2 pour Clauses et Conditions

Public Works and Government Services Canada

Travaux publics et Services gouvernementaux Canada

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC
11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Quebec
K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

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

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

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

Comments - Commentaires

Title - Sujet Hosted Internet Search Service	
Solicitation No. - N° de l'invitation G9292-227373/B	**Date** 2023-03-28
Client Reference No. - N° de référence du client PReq 100017373	
GETS Reference No. - N° de référence de SEAG PW-$EEM-016-41410	
File No. - N° de dossier 016eem.G9292-227373	**CCC No./N° CCC - FMS No./N° VME**

Solicitation Closes - L'invitation prend fin

at - à **02:00 PM**	Eastern Daylight Saving Time EDT	
on - le 2023-04-18	Heure Avancée de l'Est HAE	

F.O.B. - F.A.B.
Plant-Usine: ☐ **Destination:** ☐ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à: Smyth, Meghan	**Buyer Id - Id de l'acheteur** 016eem
Telephone No. - N° de téléphone (343) 574-2678 ( )	**FAX No. - N° de FAX** ( ) -

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Specified Herein
Précisé dans les présentes

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Delivery Required - Livraison exigée See Herein – Voir ci-inclus	**Delivery Offered - Livraison proposée**

Vendor/Firm Name and Address
Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N° de téléphone
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 du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature   **Date**

Issuing Office - Bureau de distribution

Middleware division / Division Intergiciels
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th etage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5

Canada

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

SAAS BID SOLICITATION

MANAGED SEARCH SERVICE AND ASSOCIATED SERVICES

FOR

EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)

Table of Content

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

PART 1 - GENERAL INFORMATION

1.1   Introduction

The bid solicitation is divided into seven parts, annexes and forms 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, if applicable, and the basis of selection;

Part 5   Certifications: includes the certifications to be provided;

Part 6   Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7   Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

Part 8   The annexes including the Statement of Work and any other annexes.

Part 9   The Forms associated to this bid solicitation.

1.2   Summary

This bid solicitation is being issued to satisfy the requirement of Employment and Social Development Canada (ESDC) (the **"Client"**) for a commercially available Managed Search Service (MSS) software solution, delivered through a Software as a Service (SaaS) subscription model, managed by the Contractor and hosted on an SSC certified 3rd party Cloud service provider. The MSS must respond continuously to all the search requests sent through authorized search interfaces. The delivered search responses will need to be relevant with little or no search relevance tuning.

The MSS will form part of the GC Internet Search Service. It is intended to result in the award of a contract for three (3) years, plus seven (7) one-year irrevocable options allowing Canada to extend the term of the contract.

a)   There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organizational security screening or security clauses, Bidders should refer to the Industrial and Security Program (ISP) of Public Works and Government Services Canada (https://www.tpsgc-pwgsc.gc.ca/esc-src/index-eng.html) website.

b)   The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP).

c)   The Federal Contractors Program (FCP) for employment equity applies to this procurement: see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the form titled "Federal Contractors Program for Employment Equity - Certification".

1.3   Debriefings

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

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

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in 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.

b) 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.

c) The SACC Manual 2003 (2022-03-29) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:

   a. Delete: 60 days
   b. Insert: 120 days

2.2 Submission of Bids

(a) Bids must be submitted only to Public Works and Government Services Canada PSPC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

To open and epost Connect conversation, please contact the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

(b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PSPC will not be accepted.

2.3 Former Public Servant

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

(b) **Definitions**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

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

(i)   an individual;

(ii)   an individual who has incorporated;

(iii)   a partnership made of former public servants; or

(iv)   a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

(c)   **Former Public Servant in Receipt of a Pension**

As per the above definitions, if the Bidder is a FPS in receipt of a pension, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable, using the Form F - Federal Contractors Program for Employment Equity – Certification and providing related information such as:

(i)   name of former public servant;

(ii)   date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

(d)   **Work Force Adjustment Directive**

If the Bidder is a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive, the Bidder must provide the following information:

(i)   name of former public servant;

(ii)   conditions of the lump sum payment incentive;

(iii)   date of termination of employment;

(iv)   amount of lump sum payment;

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(v) rate of pay on which lump sum payment is based;

(vi) period of lump sum payment including start date, end date and number of weeks;

(vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is $5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

(a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

> *Note to Bidders:* Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. *Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form*.

2.6 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 the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

(a) The Bidder must submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

(b) The bid must be gathered per section and separated as follows:

    (i) Section I: Technical Bid

    (ii) Section II: Financial Bid

    (iii) Section III: Certifications

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

(d) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

    (i) use a numbering system that corresponds to the bid solicitation;

    (ii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and

    (iii) include a table of contents.

(e) **Submission of Only One Bid:**

    (i) A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.

    (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity Is a natural person, corporation, partnership, etc), an entity will be considered to be **"related"** to a Bidder if:

        (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);

        (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act;*

        (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(D)   the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

(iii)   Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

(f)   **Joint Venture Experience:**

(i)   Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

(ii)   A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

(iii)   Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

That show in total 100 billable days.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(iv)   Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

3.2   Section I: Technical Bid

(a)   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 and how the SaaS solution meets the requirements.

(b)   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.

(c)   The technical bid consists of the following:

(i)   **Bid Submission Form:** Bidders are requested to include the Bid Submission Form – (Referred to as Form "A" in the bid solicitation) with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

(ii)   **Substantiation of Technical Compliance:** The technical bid must substantiate the compliance with the mandatory requirements and point-rated criteria of the Statement of Work . The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bid Reference column of the MSS Requirements Tables, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(iii)   **Implementation Plan:** The Bidder must include a proposed implementation plan, which demonstrates that the Bidder's proposed implementation plan meets all the mandatory requirements for implementation described in The Statement of Work.

(iv)   **Description of the Bidder's Service Level Agreements:** The Bidder must include a description of its maintenance and support services for software as a service, which must be consistent with all the requirements described in the Resulting Contract Clauses, including the Statement of Work. At a minimum, the Bidder must describe its:

(A)   Problem reporting and response procedures;

(B)   Escalation procedures;

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(C)   Any enhancements to the basic requirements that the Bidder is offering.

(v)   **List of Proposed SaaS Solutions:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed SaaS Solution.

(vi)   **Solution System Architecture:** The Bidder must include an overview of the proposed SaaS Solution's technical architecture.

For example:

- is it a standalone solution or a consolidation of SaaS products?

- What are the key components and their interactions?

- Is it a single or multi-tenant infrastructure?

- Present to Services Canada the MSS architecture including the security layer

- Provide information to Service Canada about the functionality, architecture, data and other aspects of the infrastructure and related Applications, Content and Data Stores and Tools, as reasonably requested by Services Canada.

3.3   Section II: Financial Bid

(a)   **Pricing:** Bidders must submit their financial bid in accordance with Basis of Payment in Annex B). The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

(b)   **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:

(i)   the rate bid must not increase by more than 5% from one time period to the next, and

(ii)   the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

(c)   **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option to extend the Contract Period.

(d)   **Blank Prices:** Bidders are requested to insert "$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, $0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is $0.00 will be declared non-responsive.

(e)   **Exchange Rate Fluctuation**

(i)   C3011T (2013-11-06), Exchange Rate Fluctuation

(f)   **Electronic Payment of Invoices – Bid**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

(i)   *If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "H" Electronic Payment Instruments, to identify which ones are accepted.*

(ii)   *If Annex "H" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.*

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

3.4   Section III: Certifications

It is a requirement that bidders submit the certifications required under Part 5.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Technical Evaluation

4.1.1 Mandatory Criteria

Bidders must meet all of the mandatory technical criteria in order to be considered responsive. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

4.1.2 Point-Rated Criteria

Point-rated technical criteria not addressed will be given a score of zero.

4.2 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.

(c) In addition to any other time periods established in the bid solicitation:

(i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 4 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

(ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:

(A) verify any or all information provided by the Bidder in its bid; or

(B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

the Bidder must provide the information requested by Canada within 4 working days of a request by the Contracting Authority.

(iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.3 Technical Evaluation - Mandatory & rated criteria

(a) **Mandatory Technical Criteria:**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

(i)   Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

(ii)   The mandatory technical criteria are described in Annex A – Statement of Work.

(b)   **Point-Rated Technical Criteria:**

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The point-rated technical criteria are described in Annex A – Statement of Work.

(c)   **Demonstration** Canada may, but will have no obligation, to require that the top-ranked Bidder (identified after the financial evaluation) demonstrate any features, functionality and capabilities described in this bid solicitation or in its bid, in order to verify compliance with the requirements of this bid solicitation. If required, the demonstration must be conducted, at no cost to Canada, at a location in Canada agreed to by the Contracting Authority. Canada will provide no fewer than 5 working days of notice before the scheduled date for the demonstration. The demonstration must be conducted during normal business hours, to be determined by the Contracting Authority. Canada will pay its own travel and salary costs associated with any demonstration. Despite the written bid, if Canada determines during a demonstration that the Bidder's proposed solution does not meet the mandatory requirements of this bid solicitation, the bid will be declared non-responsive. Canada may, as a result of a demonstration, reduce the score of the Bidder on any rated requirement, if the demonstration indicates that the score provided to the Bidder on the basis of its written bid is not validated by the demonstration. The Bidder's score will not be increased as a result of any demonstration. If the Bidder's score is reduced by the demonstration, Canada will reassess the ranking of all bidders.

4.4   Financial Evaluation

(a)   The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders.

(b)   **Formulae in Pricing Tables**

If the pricing tables provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a Bidder.

(c)   **Substantiation of Professional Services Rates**

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources 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. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

(i)   an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;

(ii)   in relation to the invoice in (i), evidence from the Bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation;

(iii)   in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and

(iv)   the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

4.5   Basis of Selection

(a)   To be declared responsive, a bid must:

(i)   comply with all the requirements of the bid solicitation;

(ii) meet all mandatory criteria; and

(iii) obtain the required minimum of 310 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 655 points;

(b)   Bids not meeting (i) or (ii) or (iii) will be declared non-responsive.

(c)   The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.

(d)   To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.

(e)   To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

(f)   For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

(g)   Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 144 and the lowest evaluated price is $450,000 (450).

Table 1: Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%) - Example				
		Bidder 1	**Bidder 2**	**Bidder 3**
Overall Technical Score		115/144	89/144	92/144
Bid Evaluated Price		$550,000.00	$500,000.00	$450,000.00
Calculations	**Technical Merit Score**	115/144 x 60 = 47.92	89/144 x 60 = 46.84	92/144 x 60 = 48.42
	Pricing Score	450/550 x 40 = 32.72	450/500 x 40 = 36.00	450/450 x 40 = 40.00
Combined Rating		80.64	82.84	88.42
Overall Rating		**3rd**	**2nd**	**1st**

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

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

5.1 Certifications

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

(b) 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 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.

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

5.2 Certifications Required with Bid

Bidders must submit the following duly completed certifications as part of their bid.

(a) **Integrity Provisions - Declaration of Convicted Offences**

In accordance with the Integrity Provisions of the Standard Instructions, all Suppliers must provide with their Submission, if applicable, the declaration form available on the Forms for the Integrity Regime website (http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html), to be given further consideration in the procurement process.

(b) **Software as a Service Publisher Certification or Authorization**

If the bidder is the SaaS Service Publisher, they should include the SaaS Service Publisher Certification form available in Part 8 as Form B - Software Publisher Certification Form.

If the bidder is not the SaaS Service Publisher, they must provide the approved SaaS Service Publisher Authorization Certification approved by the Official SaaS Service Publisher in Part 8 as Form C - Software Publisher Authorization Form.

5.3 Certifications and Additional Information Precedent to Contract Award

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

(a) **Integrity Provisions – List of Names**

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

(b)   **Federal Contractors Program for Employment Equity - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Employment and Social Development Canada (ESDC) - Labour's website.

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

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex Form F Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

(c)   **Professional Services Resources**

(i)   By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.

(ii)   By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

(iii)   If the Bidder is unable to provide the services of an individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within five business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:

(A)   the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;

(B)   the name, qualifications and experience of a proposed replacement immediately available for work; and

(C)   proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

No more than one substitute will be considered for any given individual proposed in the bid. In response to the Bidder's proposed substitution, the Contracting Authority may elect in its sole discretion either to:

(A)   set aside the bid and give it no further consideration; or

(B)   evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

If no substitute is proposed the Contracting Authority will set aside the bid and give it no further consideration.

If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

(d)   **Bidder Certifies that the entire SaaS solution is commercially available ("Off-the-Shelf")**

Any equipment and software bid to meet this SaaS Solution requirement must be commercially available "off-the-shelf" (unless otherwise stated in this bid solicitation), meaning that each item of equipment and software is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that all the equipment and software bid is off-the-shelf.

(e)   **Software Publisher Certification and Software Publisher Authorization**

(i)   If the Bidder is the Software as a Service Publisher for any of the proprietary software products it bids, Canada requires that the Bidder confirm in writing that it is the SaaS Publisher. Bidders are requested to use the Software as a Service Publisher Certification Form included with the bid solicitation. Although all the contents of the Software as a Service Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

(ii)   Any Bidder that is not the Software as a Service Publisher of all the proprietary SaaS solution proposed in its bid is required to submit proof of the Software as a Service Publisher's authorization, which must be signed by the Software as a Service Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the SaaS Publisher of all of the proprietary SaaS it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software as a Service Publishers, authorization is required from each SaaS Publisher. Bidders are requested to use the Software as a Service Publisher Authorization Form included with the bid solicitation. Although all the contents of the Software as a Service Publisher Authorization Form are required, using

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

the form itself to provide this information is not mandatory. For Bidders/SaaS Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

(iii)   In this bid solicitation, "Software as a Service Publisher" means the owner of the copyright in any software as a service solutions proposed in the bid, who has the right to license (and authorize others to license/sub-license) its solutions.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

a) This document is UNCLASSIFIED, however, the Contractor shall treat as confidential, during as well as after the performance of the services contracted for, any information of the affairs of Canada of a confidential nature to which its servants or agents become privy

b) As part of Canada's acceptance process, Canada may conduct a security review with the cooperation from the bidder. If the bidder's Managed Search Service solution does not meet industry accepted security safeguards, Canada may reject the Bid or require that it be corrected at the Bidder's expense before accepting the service. No payments for the MSS solution are due under the Contract unless the Services are accepted.

6.2 Financial Capability

(a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada."

(b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 7 - RESULTING CONTRACT CLAUSES

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

Software as a Service Solution Contract Terms

This Contract is made on [CONTRACT DATE] between [CONTRACTOR NAME] (the "Contractor") and [GOVERNMENT OF CANADA ENTITY] ("Canada").

7.1   Requirement

7.1.1 Services

The Contractor agrees to provide the following Services:

(a)   providing the Services identified in Appendix A, which includes, at a minimum:

(i)   granting usage rights to the Software as a Service (SaaS) Solutions ("Solution(s)") identified in Appendix A provided by or hosted by the Contractor;

(ii)   providing Solution Documentation;

(iii)   maintaining, upgrading, and updating the Solution(s);

(iv)   managing incidents and defects to ensure the Solution(s) operate at the applicable service levels; and

(v)   providing incidental and additionally required information technology infrastructure services.

(vi)   infrastructure services required to deliver the Solution.

7.1.2 Professional Services

(a)   The Contractor agrees to provide the following Professional Services, as and when requested by Canada, using the Task Authorization process.

7.1.3 Client

(a)   Client: Under the Contract, the "Client" is Employment and Social Development Canada.

7.1.4 Reorganization of Clients

The Contractor's obligation to provide the Services and perform the Work will not be affected by (and no additional fees will be payable as a result of) any form of reorganization or restructuring of any Client. Canada may designate replacement Contracting Authority or Technical Authority.

7.1.5 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-

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

7.1.6   Purpose of Estimates

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 goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

7.1.7   Limitation of Expenditures

(a)   Canada's total liability to the Contractor under the Contract must not exceed $ _____. Customs duties are included and Applicable Taxes are extra.

The Contractor agrees to provide notification functionality or tool to Canada as part of the Services, to assist Canada in administering the Contract.

The Contractor further agree to notify the Contracting Authority and Technical Authority in writing for the following reasons, whichever comes first:
    (i)   when it is 75% committed, or
    (ii)   four months before the expiry of the subscription services or contract period, or
    (iii)   as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

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.

7.2   Term, Termination and Auto Renewal

7.2.1 Contract Period

Contract Period. The Contract Period includes the entire period of time during which the Contractor is obliged to provide the Services and perform the Work.

7.2.2 Initial Term

Initial Term. This Contract begins on the date the Contract is awarded and ends three (3) years later.

7.2.3 Option Periods

Option Periods. The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to seven (7) one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment. Canada may exercise the option(s) at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may be exercised only by the Contracting Authority, and will be evidenced, for administrative purposes only, through an amendment to the Contract.

7.2.4 Change in consumption

Change in Consumption: The Contractor grants to Canada the irrevocable option to increase or decrease their consumption of the SaaS products or services detailed in Appendix A at the time of

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

contract renewal. Where Canada's consumption of a specific SaaS products or services is decreased, the Contractor agrees that no penalty shall apply as a result.

7.2.5 Auto-Renewal Opt Out

Auto-Renewal Opt Out. Canada hereby provides notice to the Contractor that it opts out of any auto-renewal of the term obligation. The Contractor acknowledges receipt of the notice, and represents that this Contract will be valid only until the end of the Contract Period, as defined above.

7.3   Solution

7.3.1 Software as a Service

The Contractor will deliver the Solution through a Software as a Service ("SaaS") delivery model, allowing Canada to access and use the Solution which is hosted by the Contractor.

7.3.2 Commercially-Available Solution

Canada acknowledges that the Solution is a commercially-available solution provided to other customers. As part of the subscription to use the Solution, the Contractor agrees to make available to Canada all the features and functionalities included in the commercially available version of the Solution, and the incidental and required information technology infrastructure services required to deliver the Solution, all of which is included in the subscription price.

7.3.3 Software Application Evolution; Features or Functionalities

Canada acknowledges that the Solution, underlying software application or associated infrastructure may evolve during the course of the Contract Period. The Contractor agrees to continue to provide the Services as the commercially available Solution, with functionality or features with terms that are materially no less favourable than as at the time of Contract award.

7.3.4 Improvements to and Evolution of the Solution

The parties acknowledge that technology and business models evolve quickly and that any Solution provided at the beginning of the Contract Period inevitably will be different from the Solution provided at the end of the Contract Period and the method(s) by which the Solution and any potential peripherals are delivered to Canada are likely to change or evolve and that, at the time of entering into this Contract, the parties cannot possibly contemplate all the goods or services that may be delivered under this Contract, other than they will be connected to delivering to Users. With that in mind, the parties agree that:

(a)   The Contractor must maintain and continuously improve the Solution and infrastructure throughout the Contract Period on a commercially reasonable basis, and must provide those improvements and enhancements to Canada as part of Canada's subscription, with no price adjustment if those improvements and enhancements are also offered to other customers at no additional cost.

(b)   If the Contractor removes any functions from the commercial offering to the Solution and offers those functions in any new or other services or products, the Contractor must continue to provide those functions to Canada as part of Canada's subscription to the Services, under the existing terms and conditions of the Contract regardless of whether those other services or products also contain new or additional functions. Contractor has no obligation to comply with this paragraph if the Solution acquired by Canada is still offered by Contractor in parallel with the new services offered to other customers.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

7.3.5 Downgrade

If the Contractor is unable to provide the Services with no less favourable core features and functionality, the Contractor will provide written Notice to Canada identifying the circumstance, and alternative options, specifically including a reduction in pricing. If no proposed alternative option is acceptable to Canada, the Contractor agrees to consent to a termination of the Contract. The Contractor agrees to immediately repay the portion of any advance payment for the Services that is unliquidated at the date of the termination to Canada.

7.3.6 Equivalent Products

Products that are equivalent in form, fit, function and quality to the item(s) specified in the bid solicitation will be considered where the Bidder:

(a)   designates the brand name, model and/or part number of the substitute product;

(b)   states that the substitute product is fully interchangeable with the item specified;

(c)   provides complete specifications and descriptive literature for each substitute product;

(d)   provides compliance statements that include technical specifics showing the substitute product meets all mandatory performance criteria that are specified in the bid solicitation; and

(e)   clearly identifies those areas in the specifications and descriptive literature that support the substitute product's compliance with any mandatory performance criteria.

(f)   Products offered as equivalent in form, fit, function and quality will not be considered if:

(i)   the bid fails to provide all the information requested to allow the Contracting Authority to fully evaluate the equivalency of each substitute product; or

(ii)   the substitute product fails to meet or exceed the mandatory performance criteria specified in the bid solicitation for that item.

(iii)   In conducting its evaluation of the bids, Canada may, but will have no obligation to, request bidders offering a substitute product to demonstrate, at the sole cost of bidders, that the substitute product is equivalent to the item specified in the bid solicitation.

7.4   Services

7.4.1 Solution Services

(a)   **Software as a Service.** The Contractor will provide all Services required for Canada to access and use the Solution as specified in Appendix A.

(b)   **Authority.** The Contractor represents and warrants that it owns or has obtained and will maintain throughout the Contract Period, all necessary authority specifically including intellectual property rights required to provide the Services in accordance with the terms of this Contract.

(c)   **Indemnification.** The Contractor agrees to indemnify Canada against all losses and expenses (including legal fees) arising out of any intellectual property infringement claim by a third party based on Canada's use of the Solution.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(d) **Accessibility:** The Contractor must ensure that the Solution does not interfere with accessibility standards compliance, as specified in the Standard on Web Accessibility: https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601#

(e) **Usage Grant**. The Contractor grants to Canada the non-exclusive, non-assignable right to access and use the Solution from an unlimited number of locations, devices and operating environments, through secure, wireless, mobile or other connection, via the internet, a web browser or other access connection technology which may become available.

Notwithstanding anything to the contrary, Canada's Authorized Users shall have the rights granted at no additional charge, including the right to:

(i) use the Services for any legitimate business purpose regardless of such use being described or not described in the Documentation so long as the Customer is otherwise compliant with the Terms of this agreement, as well as

(ii) to exchange one Authorized User for another as often as necessary for Customer's business purposes.

(f) **Included.** The Contractor represents and warrants that the Services include

(i) hosting and maintenance of the Solution,

(ii) provision of all incidental and additional required information technology infrastructure services, in compliance with all required security standards,

the technical infrastructure that complies with all required security requirements identified in this bid solicitation, allowing Canada to use the Solution to process any of Client's Data in compliance with its expressed security standards, and

(iii) unfettered access and use by the Client, regardless of the amount of data created, processed or stored by the Solution,

(iv) Notwithstanding anything to the contrary, any aggregated, encoded or anonymized data that the SaaS publisher (may collect about Authorized Users' Use of the Services, including analytics, and which does not contain personally identifiable data ("Aggregated Data") may be shared by Vendor with third parties, including other subscribers, service providers and partners, for various purposes, including to help Vendor better understand subscribers' needs and improve the Services. Vendor grants Canada an irrevocable and perpetual license to use the Aggregated Data for its own business purposes. For the avoidance of doubt, Canada shall have no access to Aggregated Data after the contract has ended.

(g) **Restricted Usage Rights.** Canada acknowledges that in providing the Services, the Contractor is not delivering ownership rights to any software product, component of the Solution or infrastructure used by the Contractor to provide the Services, except as expressly provided in a Task Authorization. Canada will not knowingly:

(i) distribute, license, loan, or sell the Solution;

(ii) impair or circumvent the Solution's security mechanisms; or

(iii) remove, alter, or obscure any copyright, trademark, or other proprietary rights notice on or in the Solution.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(h) **Applicable Terms and Conditions**. The Contractor has advised and Canada acknowledges that the Contractor may unilaterally modify the terms under which it provides its commercial offering of the Solution, without notice to its customers, including Canada. The Contactor represents and warrants that any such modification will not result in less favourable terms, specifically including price, service levels and remedies, regardless of any notification to the contrary.

(i) **Additional Terms and Conditions.** The parties agree that any terms and conditions, including any "click-through" or "pop-up" notices, that apply to the Contractor's commercial offering of the Solution, including third party tools or incidental infrastructure, will not apply to Canada's use of the Solution. The terms and conditions of third-party tools not specified as a Service or Solution in Appendix C "Basis of Payment" are not subject to this section.

(j) **Commercial SaaS Offering.** Canada acknowledges that it will accept the Contractor's commercial SaaS offering, and states that, unless explicitly identified as Work or Services to be delivered under this Contract, Canada does not require custom development, alternative services, service levels, functionalities or features.

(k) **Data Retrieval:** The Contractor agrees to make Canada's data available at any time during the contract and for a minimum of 90 days after the end of the Contract to allow the Client sufficient time to migrate their data to a new environment, at no additional cost to Canada.

This clause also grants Canada the right to access or back up the data at any time (before the end of the Contract and up to 90 days after) at no additional cost, without restrictions on the amount of data and frequency of the transfer.

(l) **Application Programming Interfaces (API):** The Contractor must:

(i) Provide services that use open, published, supported, and documented Application Programming Interfaces (API) to support activities such as interoperability between components and to facilitate migration of applications; and,

(ii) Provide a means via API for applications to provision services, and extract reporting, billing and financial data pertaining to the cloud services consumed by the Client.

(iii) Take reasonable measures to protect both internal and external APIs through secure authentication methods. This includes ensuring that all externally exposed API queries require successful authentication before they can be called and providing the ability for Canada to meet the Government of Canada's standards on API (https://www.canada.ca/en/government/system/digital-government/modern-emerging-technologies/government-canada-standards-apis.html).

(m) **Service Portal – General:**

The Cloud Service Provider must provide a secure, web-based, self-service online portal that enables Canada to remotely administer the Cloud Services.

(i) This portal must include, at a minimum:
    a) Service provisioning;
    b) Trouble ticketing with email-based notifications;
    c) Account management and user provisioning including:
        i. ability to manage users and associated data; and,
        ii. creating, deleting, and modifying user accounts and permissions;
    d) Authentication including ability to enable SSO experience;
    e) Ability to securely access the portal using multi-factor authentication mechanisms to authenticate users;

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

f) Service health or status information including resource usage statistics, reporting on performance, thresholds and alerts; and

g) Service state transitions including starting and stopping.

(ii) Cloud Service provisioning/de-provisioning must be available via an Application Programming Interface (API). In addition, the Contractor must provide links to documentation, articles, tutorials and guidance in order to help the Government of Canada in the use of the API services.

7.4.2 Training Services

A) Providing Training:

a) Training should be provided as an initial deliverable and throughout the Contract Period on an as and when required basis.

b) The virtual training must be provided in a virtual classroom setting with a real instructor. Virtual classes are expected to be for up to 15 students and held at virtual platform approved by the Client and Contracting Authority

c) The virtual training must be available within 15 working days of the initial request, whether it be the initial training or the training issued through a Task Authorization.

d) The virtual training, including both the instruction and the course materials, must be provided in English. French language training should be available upon request.

B) Finalization of Draft Training Plan: Within __ working days of the Contract being awarded, Canada will provide any comments it has regarding the draft training plan submitted by the Contractor as part of its bid. The Contractor must update the training plan to reflect Canada's comments within 10 working days and resubmit it to Canada for approval.

7.5   Service Levels

Annex C, SaaS Service Level Agreement contains the specific information defining the levels and standards for processes and performance expectations for the Services to be delivered under the Contract, and must be read in conjunction with the following section.

7.5.1 Availability

The Contractor will make the Service available to Canada in strict compliance with Solution Documentation and Annex C, Service Level Agreement.

1.

2.

3.

4.

7.5.2 Service Credits

The Contractor will provide the applicable Service Credits to Canada for failing to achieve the uptime Solution Availability levels as defined in Annex C, Service Level Agreement.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

NOTE: This Article will be adjusted at Contract award in consideration of the Basis and Method of Payment submitted by the Contractor in the applicable Annex C Service Level Agreement or the winning bid.

[Example 1 - for delivery of goods/services] **Late Delivery:** If the Contractor does not deliver the deliverables or perform the services within the time specified in the Contract, the Contractor must provide a credit to Canada of $_____ for each calendar day of delay up to a maximum of 10 days, subject to the limitation that the total amount of liquidated damages will not exceed 10% of the price of the Work delivered late. *[If the amount of damages differs for different types of deliveries, different credit amounts could be included for each type of different delivery.]*

[Example 2 - where minimum availability level is specified elsewhere in the Contract] Credits for Failure to Meet Minimum Availability Level: If the Equipment [if you are obtaining a Service with a Minimum Availability Level, change the term "Equipment" to "Service"; for example, some telecom services may have Minimum Availability Levels] does not meet the Minimum Availability Level in any given month, Canada will be entitled to a credit in the following amount:

[describe applicable credit(s) - this is just one example] for every 0.1% below the Minimum Availability Level in any given month *[customize if credits apply weekly, quarterly, etc.]*, the Contractor must pay a credit to Canada in the amount of 1% of *[describe relevant monthly charge]* up to a total of 10% of *[describe relevant monthly charge]*. For example, if the actual availability was *[Minimum Availability Level - 0.2%]* %, then a credit of 2% of *[describe relevant monthly charge]* will apply.

[Example 3 - where a minimum service level specified] Credits for Failure to Meet Minimum Service Level: If the deliverables do not meet the Minimum Service Levels [if using this clause, you must describe the 'Minimum Service Levels' in another contract provision or the SOW] in any given month [customize if credits apply weekly, quarterly, etc.], Canada will be entitled to a credit in the following amount:

[describe applicable credits]

[Example 4 - where a maximum response time specified] Credits for Failure to Meet Response Time Requirements: If the Contractor does not meet the Response Time requirements [if using this clause, you must describe the 'Response Time' requirements in another contract provision or the SOW] in any given month [customize if credits apply weekly, quarterly, etc.], Canada will be entitled to a credit in the following amounts:

[describe applicable credits]

[Example 5 - Professional Services] If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract or validly issued Task Authorization, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.

Corrective Measures: If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Termination for Failure to Meet Availability Level *[or Service Levels or Response Times - adjust title as needed]*: In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:

the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or

the corrective measures required of the Contractor described above are not met.

This termination will be effective when the three-month notice period expires, unless *[Option 1]* the Contractor has sustained the Availability Level during those months *[or, insert Option 2]* Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those three months.

Credits Apply during Entire Contract Period: The Parties agree that the credits apply throughout the Contract Period, including during implementation.

Credits represent Liquidated Damages: The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.

Canada's Right to Obtain Payment: The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.

Canada's Rights & Remedies not Limited: The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.

Audit Rights: The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

7.5.3 Exclusions

The Contractor will expressly specify any exclusions to the Solution Availability levels identified in Annex C, Service Level Agreement.

7.5.4 Support Services

The Contractor will provide technical support assistance in strict compliance with Annex C, Service Level Agreement.

7.5.5 No infringement

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

The Contractor warrants that nothing in the Solution, or in Canada's use of the Solution, will infringe or constitute a misappropriation of the intellectual property or other rights of a third party.

7.5.6 Escalation

The Contractor will provide an escalation process for dispute resolution, which is identified in Annex C, Service Level Agreement.

7.5.7 Dispute Resolution

a) Notwithstanding anything to the contrary, unless otherwise mutually agreed in writing, in the event of a dispute, **Contractor** shall continue to perform its obligations under this contract, including without limitation the provision of any Services, in good faith during the resolution of such dispute (provided that Canada continues to make payment for undisputed Services) unless and until this Agreement is terminated in accordance with the provisions hereof.

b) Within in thirty (30) days of the termination effective date of this contract or an incorporated Schedule for cause by Canada, **Contractor** shall pay to Canada any and all Services Fee Credits already earned, but not yet applied, Additionally, **Contractor** shall refund any unearned and prepaid Services fees prorated for the remainder of the applicable Schedule's Term of Service. If this contract or a Schedule is terminated for cause by Canada, no fees otherwise due to the **Contractor**, that have not already been earned, will be due.

c) Nonpayment of an invoice subject to a good-faith dispute by Canada will not constitute a breach of the contract. Contractor will provide Canada with written notice of any payment not received when due, and Contractor shall notify Canada in writing of the failure and request payment within thirty (30) calendar days of receipt of the notification. If Canada has not paid or disputed the payment upon the expiry of this period, Contractor may suspend the Services until payment has cleared. If Canada has not paid or disputed the payment within sixty (60) days after receipt of the initial written nonpayment notice, Contractor may Terminate the Services.

7.6   Service Level Agreements

7.6.1 SaaS SLA

a) The Contractor's Published SaaS Service Level Agreement is attached in Annex C. The service level commitments (detailed in Annex C) must provide commercial client support which includes, at the minimum, any published and commercially available support (i.e. warranty, maintenance and support services) typically provided to customers who provision the SaaS Solution.

b) Services Availability: The Contractor will target to make the Services available one hundred percent (100%) of the time, twenty-four (24) hours per day, every day of the calendar year.

c) Service monitoring: The Contractor will monitor the Services 24 hours per day every day of the calendar year and shall take commercially reasonable actions to address any service issues that impact the 100% uptime target.

7.6.2 SLA Term Scope

The following terms must be addressed in the Annex C SLA:

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

a) period during which the Contractor will provide warranty and support;

b) contact and procedure information for accessing support;

c) procedures for resolution of problems;

d) response times;

e) procedures on how and when all telephone, fax or email communications will be responded to;

f) website support availability to Clients (e.g. 24 hours a day, 365 days a year, and 99.9% of the time); and,

g) maintenance entitlements (e.g. patches, updates, major/minor releases, etc.)

7.6.3 Notifications Required

The Contractor must provide the following:

h) Notification of any interruption that is expected to impact service availability and performance, as agreed to by the parties and included in the Service Level Agreements (SLAs);

i) Regular updates on the status of returning the services to an operating state according to the agreed upon SLAs and system availability requirements, both as advance alerts and post-implementation alerts;

j) Notification for services that will be discontinued and that has an impact on customer Services;

k) Information on system security alerts, advisories, and directives for vulnerabilities that pose a threat to the Cloud Services.

l) Notification of any Security breach potentially impacting Canada's data, user information, transactions, security controls or other element of the SaaS solution.

In the event that the vendor is unable to address issues to the satisfaction of Canada, both parties agree that Canada will have the right to terminate the agreement for convenience and that any unused portion of services would be refunded. In accordance with the article 7.9.5 Right to Terminate

7.6.4 Contract interpretation

Any terms contained in Annex C that purport to interpret the Contract, are the same or similar subject matter, or are related to the terms contained in Contract, are deemed stricken and are of no force or effect.

7.7   Documentation

7.7.1 Solution Documentation

The Contractor must provide or deliver access to the commercially available Solution Documentation to Canada upon Contract Award. The Contractor must update Solution Documentation on a commercially reasonable basis**.**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

7.7.2 Other Documentation

The Contractor must provide or deliver access to any documentation required in performance of the Work.

7.7.3 Translation Rights

The Contractor agrees that Canada may translate any written deliverable, including the Solution Documentation or Training Materials into English or French. The Contractor acknowledges that Canada owns any translation and is under no obligation to provide it to the Contractor. Canada will include any copyright and/or proprietary right notice that was part of the original document in any translation. The Contractor will not be responsible for technical errors that arise as a result of any translation made by Canada.

7.7.4 Moral Rights

At the request of Canada, the Contractor may provide a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the written deliverable. If the Contractor is unable or unwilling to obtain the requested waivers, the Contractor agrees to indemnify Canada against all losses and expenses (including legal fees) arising out of any moral rights infringement claim by a third party based on Canada's translation of written documentation.

7.7.5 Defective Documentation

If at any time during the Contract Period, Canada advises the Contractor a defect or non-conformance in any part of the documentation delivered with the Work, the Contractor will correct the defect or non-conformance must as soon as possible and at its own expense. Canada may provide the Contractor with information about defects or non-conformance in other documentation, including the Solution Documentation, for information purposes only.

7.8 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) These Software as a Service Solution Contract Terms, including all Appendices, Amendments, and Task Authorizations issued against the Contract;
b) Annex A - Statement of Work
c) Annex B – Basis of Payment
d) Annex C – SaaS Service Level Agreement (SLA)
e) Annex D – Task Authorization Form
f) Annex E – Definitions and Interpretations
g) Annex F – SaaS IT Security (ITS) Assessment Program
h) Annex G – Federal Contractors Program for Employment Equity
i) Annex H – Electronic Payment Instruments
j) Annex I – Relevance Test
k) Annex J – ICT Accessibility Requirements

7.9 Work

7.9.1 Professional Services

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(a) **Professional Services.** The Contractor must perform and deliver such Professional Services (the "Work") to Canada as detailed in a Task Authorization.

(b) **Conduct of the Work; Warranty.** The Contractor represents and warrants that (a) it is competent to perform the Work, (b) it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and (c) it has the necessary qualifications, including knowledge, skill, know-how and experience, to effectively perform the Work.

(c) **Time is of the Essence.** It is essential that the Work be delivered within or at the time stated in a Task Authorization.

7.9.2 Remedies

Remedies

(a) **Work.** If at any time during the Contract Period the Work fails to meet its warranty obligations, the Contractor must as soon as possible correct at its own expense any errors or defects and make any necessary changes to the Work.

(b) **Documentation.** If at any time during the Contract Period, Canada discovers a defect or non-conformance in any part of the documentation delivered with the Work, the Contractor must as soon as possible correct at its own expense the defect or non-conformance.

(c) **Canada's Right to Remedy.** If the Contractor fails to fulfill any obligation described herein within a reasonable time of receiving a notice, Canada will have the right to remedy or to have remedied the defective or non-conforming Work at the Contractor's expense. If Canada does not wish to correct or replace the defective or non-conforming Work, an equitable reduction will be made in the Contract Price.

7.9.3 Subcontracts

(a) **Conditions to Subcontracting.** The Contractor may subcontract the performance of the Work, provided (a) the Contractor obtains the Contracting Authority's prior written consent, (b) the subcontractor is bound by the terms of this Contract, and (c) the Contractor remains liable to Canada for all the Work performed by the subcontractor.

(b) **Exceptions to Subcontracting Consent.** The Contractor is not required to obtain consent for subcontracts specifically authorized in the Contract. The Contractor may also without the consent of the Contracting Authority: (i) purchase "off-the-shelf" items and any standard articles and materials that are ordinarily produced by manufacturers in the normal course of business (ii) subcontract any incidental services that would ordinarily be subcontracted in performing the Work; and (iii) permit its subcontractors at any tier to make purchases or subcontract as permitted in paragraphs (i) and (ii).

7.9.4 Excusable Delay

(a) **No Liability.** The Contractor will not be liable for performance delays nor for non-performance due to causes beyond its reasonable control that could not reasonably have been foreseen or prevented by means reasonably available to the Contractor, provided the Contractor advises the Contracting Authority of the occurrence of the delay or of the likelihood of the delay as soon as the Contractor becomes aware of it (referred to as an "**Excusable Delay**").

(b) **Notice**. The Contractor must also advise the Contracting Authority, within 15 business days, of all the circumstances relating to the delay and provide to the Contracting Authority for

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

approval a clear work around plan explaining in detail the steps that the Contractor proposes to take in order to minimize the impact of the event causing the delay.

(c) **Delivery and Due Dates**: Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.

(d) **Canada not responsible for Costs**: Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

7.9.5 Right to Terminate

If such an event prevents performance under the Contract for more than 30 calendar days, then the Contracting Authority may elect to terminate the TA, or part or all of this Contract on a "no fault" basis, meaning neither party will be liable to the other in connection with the Excusable Delay or resulting termination, and Canada will only be responsible for paying for those services received up to the effective date of the termination.

7.9.6 Professional Services: Transition Services

(a) **Migration.** The Contractor acknowledges that given the nature of the Services provided under the Contract, Canada may require service continuity. Prior to the transition to the new contractor or to Canada, the Contactor must provide all operational, technical, design and configuration information and documentation for all Services required to complete the transition, provided that it is not Contractor confidential information. The Contractor represents and warrants that it will not directly or indirectly interfere with or impede Canada's access to or transfer of Client's Data or other aspects of service migration.

(b) **Migration and Transition Services.** The Contractor agrees that, in the period leading up to the end of the Contract Period, if Migration or Transition Services are requested by Canada, it will reasonably assist Canada in the transition from the Contract to a new contract with another supplier and/or migrate Client's Data to a new supplier environment, that there will be no charge for the services other than those charges set out in the Basis of Payment.

7.9.7 Inspection and Acceptance of the Work

(a) **Inspection by Canada**: All the Work is subject to inspection and acceptance by Canada. Canada's inspection and acceptance of the Work does not relieve the Contractor of its responsibility for defects or other failures to meet the requirements of the Contract. Canada will have the right to reject any work that is not in accordance with the requirements of the Contract and the Contractor is required to correct or replace it at its own expense.

(b) **Acceptance Procedures**: Unless provided otherwise in the Contract, the acceptance procedures are as follows:

(i) when the Work is complete, the Contractor must notify the Technical Authority in writing, with a copy to the Contracting Authority, by referring to this provision of the Contract and requesting acceptance of the Work;

(ii) Canada will have 30 days from receipt of the notice to perform its inspection (the **"Acceptance Period"**).

(c) **Deficiencies and Resubmission of Deliverable**: If Canada provides notice of a deficiency during the Acceptance Period, the Contractor must address the deficiency as soon as possible

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

and notify Canada in writing once the Work is complete, at which time Canada will be entitled to re-inspect the Work before acceptance and the Acceptance Period will begin again. If Canada determines that a deliverable is incomplete or deficient, Canada is not required to identify all missing items or all deficiencies before rejecting the deliverable.

(d)   **Access to Locations**: The Contractor must provide representatives of Canada access to all locations where any part of the Work is being performed, other than multi-tenant data centres, at any time during working hours. Representatives of Canada may make examinations and such tests of the Work as they may think fit. The Contractor must provide all assistance and facilities, test pieces, samples and documentation that the representatives of Canada may reasonably require for the carrying out of the inspection. The Contractor must forward such test pieces and samples to such person or location as Canada specifies.

(e)   **Contractor Inspection for Quality**: The Contractor must inspect and approve any part of the Work before submitting it for acceptance or delivering it to Canada. All deliverables submitted by the Contractor must be of a professional quality, free of typographical and other errors, and consistent with the highest industry standards.

(f)   **Inspection Records**: The Contractor must keep accurate and complete inspection records that must be made available to Canada on request. Representatives of Canada may make copies and take extracts of the records during the performance of the Contract and for up to three years after the end of the Contract.

(g)   **Informal Feedback**: Upon request by the Contractor, Canada may provide informal feedback prior to any deliverable being formally submitted for acceptance. However, this must not be used as a form of quality control for the Contractor's Work. Canada is not obliged to provide informal feedback.

7.10   Task Authorization (TA)

The Contractor's professional services performed under this Contract will be on an "as and when requested basis" using a Task Authorization.

7.10.1 Form and Content of TA

A TA will contain (a) Contract and TA number, (b) the details of the required activities and resources, (c) a description of the deliverables, (d) a schedule indicating completion dates for the major activities or submission dates for the deliverables, (e) security requirements, and (f) costs.

7.10.2 Contractor's Response to TA

The Contractor must provide to Canada, within the period specified in the TA, the proposed total price for performing the task and a breakdown of that cost, established in accordance with the fees. 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.

7.10.3 TA Limit and Authorities for Validity Issuing TAs

A validly issued TA must be signed by the appropriate Canadian Authority as set forth in this Contract. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk.

7.10.4 Periodic Usage Reports

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

The Contractor must compile and maintain records on its provision of services to the federal government under the valid TAs issued under this Contract.

7.10.5 Consolidation of TAs for Administrative Purposes

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

7.11   Basis of Payment

> NOTE: This Article will be adjusted at Contract award to include the Basis and Method of Payment submitted by the Contractor in the applicable Annex C, Service Level Agreement or the winning bid.

7.11.1 Subscription

Subscription. For the Services, including access to and use of the Solution, Solution Documentation, Support Services, and incidental and additionally required information technology infrastructure services (all the Services described in this Contract that is not Work), Canada shall pay the prices detailed in Appendix C – Basis of Payment.

7.11.2   Professional Services provided under a Task Authorization

For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables / the firm price set out in the Task Authorization, in accordance with the firm all-inclusive per diem rates set out in Annex B – Basis of Payment Prices or in the Contractors bid, as applicable. Applicable Taxes extra

7.11.3 Price

(a)   The Contractor agrees to provide the Services and perform the Work described in the Contract in accordance with and at the prices set out in Annex B - Basis of Payment. Any pricing information included elsewhere in the Contract, including in Annex C – SaaS Solution Service Level Agreements shall be deemed stricken and is of no force or effect.

(b)   Contract Renewal Price Increase

(Option if not using 7.11.4 price stability)

In order to limit risk and foster a long term mutually profitable agreement, the client and contractor agree to limit the impact of renewal price increase to __% (e.g.10%) for equivalent functionality, and where required a negotiated increase for new functionality.

(c)   Price per license for Automation

Per license cost applies similarly for humans and robotic process automation (BOTs)

7.11.5 Pricing Stability

Pricing Stability

The Contractor acknowledges that it is important to Canada to be able to continue to access the SaaS products and services detailed in Annex A - Statement of Work after the Term of Contract. The Contractor accordingly offers to continue to provide the SaaS products and services at reasonable rates and on all of the other terms and conditions set out in this Contract, subject to

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

execution by the parties of a formal contract(s) therefor. For each of the 2 years that follow the Term of Contract, the Contractor hereby offers annual rates that are the lesser of:

(h)   the Contractor's then current published rates; and

(i)   the previously contracted rates adjusted by the percentage difference in the Consumer Price Index (CPI) as determined by Statistics Canada, for the 12 month period immediately preceding the date on which the price change is to be effective;

(j)   3% more than the annual rates provided to Canada in the preceding year under this Contract or under any extension entered into pursuant to this Article; and

(k)   Discounts offered to Canada also will be applied as future purchase discounts by Canada.

and the Contractor's obligations under this Article shall survive termination or expiry of this Contract.

7.11.6 Price Certification

The Contractor certifies that the price quoted is not in excess of the lowest price charged anyone else, including the Contractor's most favoured customer, for the like quality and quantity of the goods, services or both.

7.11.7 Discretionary Audit

The Contractor's certification that the price or rate is not in excess of the lowest price or rate charged anyone else, including the Contractor's most favoured customer, for the like quality and quantity of the goods, services or both, is subject to verification by government audit, at the discretion of Canada, before or after payment is made to the Contractor.

If the audit demonstrates that the certification is in error after payment is made to the Contractor, the Contractor must, at the discretion of Canada, make repayment to Canada in the amount found to be in excess of the lowest price or rate or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the certification is in error before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that if the Contract is still in effect at the time of the verification, the price or rate will be lowered in accordance with the results of the audit.

7.11.8 Professional Services Rates

In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources 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 within the time 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 or in part or chooses to exercise any of the rights provided to it under the General Conditions, Canada may impose sanctions or take other measures in accordance with the PSPC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

7.12   Payments

7.12.1 Invoices

(a)   **Invoice Submission**. The Contractor must submit invoices for the Services and delivery of any Work, as applicable.

(b)   **Invoice Requirements**. Invoices must be submitted in the Contractor's name and contain:

(i)   the date, the name and address of the client department, item or reference numbers, deliverable/description of the Work, contract number, Client Reference Number (CRN), Procurement Business Number (PBN), and financial code(s);

(ii)   details of expenditures (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;

(iii) Applicable Taxes must be shown as a separate line item along with corresponding registration numbers from the tax authorities and all items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices

(iv)   deduction for holdback, if applicable; and

(v)   the extension of the totals, if applicable.

(c)   **Taxes**

(i)   **Payment of Taxes**. Applicable Taxes will be paid by Canada as provided in the Invoice Submission section. It is the sole responsibility of the Contractor to charge Applicable Taxes at the correct rate in accordance with applicable legislation. The Contractor must remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

(ii)   **Withholding for Non-Residents**. Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is not a resident of Canada, unless the Contractor obtains a valid waiver from the Canada Revenue Agency. The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

(d)   **Certification of Invoices**. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

7.12.1 Payment Period

Canada will pay the Contractor's undisputed invoice amount within 30 days of receipt. In the event, an invoice is not in acceptable form and content, Canada will notify the Contractor and the 30 day payment period will begin on receipt of a conforming invoice.

7.12.3 Interest on Late Payments

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

Canada will pay to the Contractor simple interest at the Average Rate plus 3 percent per year on any amount that is overdue, from the date that amount becomes overdue until the day before the date of payment, inclusive, provided Canada is responsible for the delay in paying the Contractor. Canada will not pay interest on overdue advance payments.

7.12.4   Method of Payment

(a)   Canada will make payment to the Contract for the Services either in advance or in arrears, in accordance with Annex C Service Level Agreement or the Contractor's bid, as applicable. Where payment is made in advance, the advance payment period shall not exceed 12 months. Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or the delivery of the Services.

(b)   **Multiple Payments**

a. H1001C (2008-05-12), Multiple Payments

(c)   Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion: Canada will pay the Contractor upon completion and delivery of all the Work associated with the validly issued Task Authorization 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.

(d)   If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and owed. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section 7.3 once the dispute is resolved.

7.12.5 Limitation of Expenditure

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

7.13   Insurance Requirements

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

7.14   Limitation of Liability

7.14.1 First Party Liability

(a)   **Contract Performance:** The Contractor is fully liable for all damages to Canada, arising from the Contractor's performance or failure to perform the Contract.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(b) **Data Breach:** The Contractor is fully liable for all damages to Canada resulting from its breach of security or confidentiality obligations resulting in unauthorized access to or unauthorized disclosure of records or data or information owned by Canada or a third party.

(c) **Limitation Per Incident:** Subject to the following section, irrespective of the basis or the nature of the claim, the Contractor's total liability per incident will not exceed the cumulative value of the Contract invoices for 12 months preceding the incident.

(d) **No Limitation**: The above limitation of Contractor liability does not apply to:

   (i)   wilful misconduct or deliberate acts of wrongdoing, and

   (ii) any breach of warranty obligations.

7.14.2 Third Party Liability

Regardless whether the third party claims against Canada, the Contractor or both, each Party agrees that it will accept full liability for damages that it causes to the third party in connection with the Contract. The apportionment of liability will be the amount set out by agreement of the Parties or determined by a court. The Parties agree to reimburse each other for any payment to a third party in respect of damages caused by the other, the other Party agrees to promptly reimburse for its share of the liability.

7.15   General Provisions

7.15.1 Applicable Laws

Applicable Laws. This Contract will be interpreted and governed by the laws of [PROVINCE].

7.15.2 Survival

All the parties' obligations of confidentiality, representations and warranties set out in the Contract as well as the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

7.15.3 Severability

If any provision of this Contract is declared unenforceable by an authoritative court, the remainder of this Contract will remain in force.

7.15.4 Waiver

The failure or neglect by a party to enforce any of rights under this Contract will not be deemed to be a waiver of that party's rights.

7.15.5 No Bride

The Contractor warrants that no bribe, gift, benefit, or other inducement has been or will be paid, given, promised or offered directly or indirectly to any official or employee of Canada or to a member of the family of such a person, with a view to influencing the entry into the Contract or the administration of the Contract.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

7.15.6 Contingency Fees

The Contractor represents that it has not, directly or indirectly, paid or agreed to pay and agrees that it will not, directly or indirectly, pay a contingency fee for the solicitation, negotiation or obtaining of the Contract to any person, other than an employee of the Contractor acting in the normal course of the employee's duties. In this section, "contingency fee" means any payment or other compensation that depends or is calculated based on a degree of success in soliciting, negotiating or obtaining the Contract and "person" includes any individual who is required to file a return with the registrar pursuant to section 5 of the *Lobbying Act*, 1985, c. 44 (4th Supplement).

7.15.7 International Sanctions

(a)   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.

(b)   The Contractor must not supply to the Government of Canada any goods or services which are subject to economic sanctions.

(c)   The Contractor must comply with changes to the regulations imposed during the period of the Contract. The Contractor must immediately advise Canada if it is unable to perform the Work as a result of the imposition of economic sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services. If the Parties cannot agree on a work around plan, the Contract will be terminated.

7.15.8 Integrity Provisions - Contract

The *Ineligibility and Suspension Policy* (the "Policy") and all related Directives incorporated by reference into the bid solicitation on its closing date are incorporated into, and form a binding part of the Contract. The Contractor must comply with the provisions of the Policy and Directives, which can be found on Public Works and Government Services Canada's website at *Ineligibility and Suspension Policy*.

7.15.9 Code of Conduct for Procurement - Contract

The Contractor agrees to comply with the *Code of Conduct for Procurement* and to be bound by its terms for the period of the Contract.

7.15.10 Conflict of interest and Values and Ethics Codes for the Public Service

The Contractor acknowledges that individuals who are subject to the provisions of the *Conflict of interest Act*, 2006, c. 9, s. 2, the Conflict of interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract.

7.15.11 Compliance to Certifications

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

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

7.16 Authorities

Contracting Authority

The Contracting Authority for the Contract is:

Name:	Meghan Smyth
Title:	Supply Officer
Organization:	Public Services and Procurement Canada
Address:	10 rue Wellington, Gatineau, QC, K1A 0S5
Telephone:	343-574-2678
E-mail address:	Meghan.smyth@tpsgc-pwgsc.gc.ca

The Contracting Authority must receive a copy of the Invoice for Canada's record and review.

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.

Technical Authority

The Technical Authority for the Contract is:

Name:

Title:

Organization:

Address:

Telephone:

Facsimile:

E-mail address:

The Technical 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 Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

Client Administrative Contact

The Client Administrative Contact is:

Name:

Title:

Organization:

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

Address:

Telephone:

Facsimile:

E-mail address:

The Client Administrative Contact must receive the original Invoice. All inquiries for request for payment must be made to the Client Administrative Contact.

Contractor's Representative

The Contractor's Representative is:

Name:

Title:

Telephone:

Facsimile:

E-mail address:

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 8 - List of Annexes to the Resulting Contract

List of Annexes to the Request For Proposals:

Annex A - Statement of Work
Annex B - Basis of Payment
Annex C - SaaS Service Level Agreement (SLA)
Annex D - Task Authorization Form
Annex E - Definitions and Interpretations
Annex F - SaaS IT Security (ITS) Assessment Program
Annex G - Federal Contractors Program for Employment Equity
Annex H - Electronic Payment Instruments
Annex I - Relevance Test
Annex J - ICT Accessibility Requirements

8.1 ANNEX A – STATEMENT OF WORK

1. TITLE

Managed Search Service (MSS) and Associated Services

2. BACKGROUND

Employment and Social Development Canada (ESDC) supports Canadians in making choices that help them live productive and rewarding lives, and improve their quality of life.

Within the ESDC portfolio, Service Canada's mandate is to provide single-window access to federal government services and benefits that Canadians need. At the same time, Service Canada is mandated to modernize and improve the effectiveness and efficiency of the Government of Canada's online presence.

Through a Memorandum to Cabinet, Service Canada has been identified as the Principal Publisher of Canada.ca.
The Digital Service Directorate (DSD) within the Citizen Service Branch (CSB) manages, maintains and publishes content on the Canada.ca website, which brings under one single portal all government websites.

3. SEARCHING FUNCTIONALITY IN THE FEDERAL GOVERNMENT

Service Canada currently provides a common and shared search functionality for Government of Canada (GC) public facing Internet websites. The service helps reduce support costs by empowering the public and GC employees to find information on their own, at their convenience, from the websites. The current search functionality is configurable, indexes a large number of GC domains, and responds to a significant number of search requests.

GC Web standards

Several GC Web standards related to search functionality have come into effect over the last few years. All GC websites are required to provide accessible content. The Standard on Web Usability requires all GC websites to employ usability practices. The Standard on Web Interoperability dictates that different types of platforms, devices, networks, and applications must work together effectively, and the Standard on Optimizing Websites and Applications for Mobile Devices now requires that GC information and online services are optimized for mobile (i.e., smartphones and tablets), as well as desktop devices (i.e., personal computers and laptops).

Web usability is defined as the extent to which specified users can find, understand and use information and services online. Web usability can be measured through the effectiveness and efficiency with which users can complete defined tasks online.

All Information and Communications Technology (ICT) components of the proposed solution must conform with relevant accessibility requirements of the EN 301 549 (2019) as detailed in **[Annex J - ICT Accessibility Requirements] or with the latest version specified in the Accessible Canada Act. MSS must be compliant within 6 months from the publishing date of the latest version.**

These components include but are not limited to:

- Web

- Non-web documents
- Software
- Documentation and support services

4. OBJECTIVE

ESDC has a requirement for a commercially available Managed Search Service (MSS) software solution, delivered through a Software as a Service (SaaS) subscription model, managed by the Contractor and hosted on an SSC certified 3rd party Cloud service provider. The MSS must respond continuously to all the search requests sent through authorized search interfaces. The delivered search responses will need to be relevant with little or no search relevance tuning.

The MSS will form part of the GC Internet Search Service.

The contract for the MSS will be for an initial period of three (3) years from contract award with seven (7) additional one-year options.

5. SCOPE

The Managed Search Service (MSS) required under this RFP will be a key component in the Service Canada Search Service. ESDC aims to deploy the Managed Search Service in the fiscal year 2023–2024.

Outcomes:

- Minimize application and infrastructure build costs by procuring a turnkey solution rather than building one;
- Minimize ongoing costs by obtaining a solution that produces relevant and well-organized search results out-of-the-box with little, or no, search result tuning; and
- Enable ESDC personnel to create and update indexes, indexing rules, search forms, result pages, and result rankings (promotions).

During the Contract Period, the scope of the Contractor's work may include, but is not limited to:

- Maintaining Service Canada's access to MSS solution;
- Crawling and indexing a large number of GC domains;
- Notify Service Canada before updating and maintaining the MSS hardware and software; obtain their agreement and schedule the operations in collaboration with them;
- Supporting Service Canada Developers and Administrators;
- Billing Service Canada for service usage;
- Providing updates on product direction based on product road map; or
- Processing (fulfilling) queries from Application Servers identified by Service Canada.

The contractor's employees will not have access to any GC IT systems or physical infrastructure, they will not receive any GC equipment nor will they have access to any GC premises.

MSS will use only unclassified information to perform all its functions.

5.1 Tasks

The Contractor must perform the following tasks but not limited to:

- Successfully implement (including installation, configuration, and deployment) the solution in the cloud infrastructure provided by the bidder and make it accessible to Service Canada as per the deliverables for all two environments (staging and production);
- Present to Service Canada the MSS architecture including the security layer;
- Configure MSS to receive search requests only from IPs defined by Service Canada;

- Apply the search configuration as requested by Service Canada following contractor validation;
- Crawl and index all the domains requested by Service Canada and apply all the necessary configuration including scheduling;
- Install all the necessary monitoring controls to monitor and detect any issue related to the MSS;
- Describe to Service Canada their defined process for outages management and apply updates and changes as required by Service Canada;
- Send reports to Service Canada every 30 minutes during an outage;
- Respond to all MSS related questions submitted by Service Canada;
- Offer support for the migration;
- Define an escalation procedure and provide to Service Canada all the relevant contact information;
- Ensure MSS is compliant with all the security related requirements listed in mandatory requirements;
- In collaboration with Service Canada, define a data retention policy and ensure its implementation;
- Deploy the MSS in a production environment, with all GC sites indexed and configurations provided by Service Canada implemented;
- Provide Service Canada with access to the MSS for the purposes of analysing configuration, applying changes and creating reports;
- Cloud-host, operate, update and maintain the MSS hardware and software; or
- Update MSS to the latest stable version as it becomes available. Create a plan in collaboration with Service Canada. Inform Service Canada about any new features introduced by the new version.

5.2 Deliverables

- A search solution that complies with all GC standards, policies, directives, etc. related but not limited to topics such as information management, information technology, official languages, privacy, and security as mentioned in the section 9 called References;
- Two (2) environments with MSS fully installed and configured:
  - Staging
  - Production
- An authenticated and authorized Application Programming Interface (API) that allows Service Canada Developers to build search interfaces that are compliant with the Standard on Web Accessibility and the Standard on Web Usability;
- Maintenance and Support services for the MSS;
- Training to enable Service Canada to use the MSS;
- Provide Service Canada access to documentation for the MSS` application programing interfaces (API);
- Professional services as and when requested by Service Canada;
- Technical support;
- Documentation, reports and information as requested by Service Canada including, but not limited to, service usage tracking;
- MSS must be fully functional and operational 24 hours a day, 7 days a week, for 365 days a year, with a maximum allowable period of continuous downtime of less than 8.77 hours per year; and
- The Contractor must provide an <u>Implementation Plan</u> for MSS. The implementation plan should clearly detail all the necessary steps for a successful deployment of the MSS (e.g., installation, configuration and rollout). The structure of the plan is up to the Contractor's discretion. The contents of the Plan should include, at a minimum, the following sections:

  - Strategic configuration: The Bidder should explain how they will contribute to the early configuration of the MSS (e.g., providing strategic advice on the governance

on crawling and indexing, document tagging, improving relevancy and the use of all necessary query parameters in a search request).

- o Deployment: The MSS must be deployed and hosted on a contractor-managed end-to-end cloud system from an SSC-certified third-party cloud service provider. The data, information and all the other assets that will be stored in the cloud-based MSS are deemed Unclassified. All the necessary related configuration are required to be applied on MSS during initial setup of all the environments. This section should explain the deployment details.

- o Schedule: The Bidder should provide an implementation schedule. The schedule should include items such as creating environments, providing accounts, implementing configuration provided by Service Canada, crawling, quality assurance, testing, and user acceptance testing.

5.3 Use cases

Two basic use cases cover the operation of the system and help to explain how the components in the architecture interact.

- a. Administrator Use Case
  - Includes the Service Canada Administrator(s) interacting with MSS
- b. Search User Use Case
  - Details how Search Users interact with GC Internet Search Service and how Canada.ca cloud solution interacts with MSS when using GC websites and performing Search Queries. Under the Search User Case, Canada will not make available the IP address of the Search User(s) to the Contractor under any circumstances.

Administrator Use Case:

The following figure illustrates the high-level architecture for the Service Canada Administrator Use Case
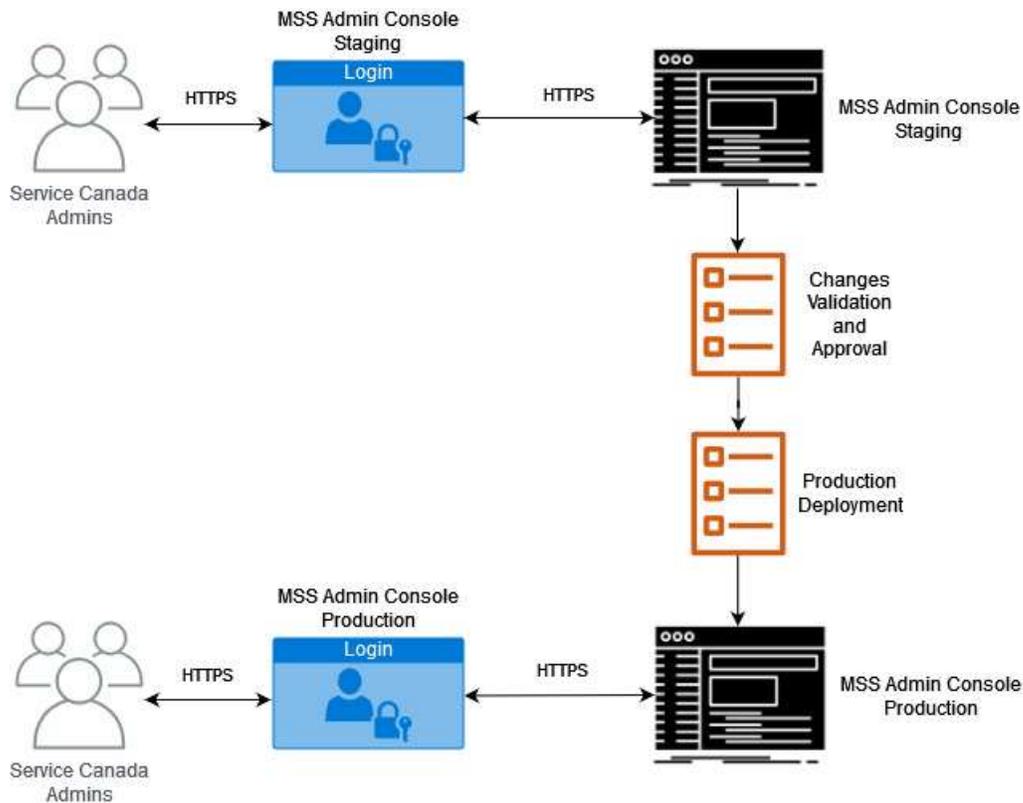
The Contractor must supply the all the components part of the MSS.

The following is an outline of the expected steps under the Administrator Use Case:

1. Service Canada admin logs in to MSS staging environment's MSS admin console over an HTTPS connection.
2. Service Canada admin applies the necessary changes in staging.
3. Service Canada admin completes testing in staging.
4. Service Canada admin opens a ticket on the contractor's support portal requesting the contractor's technical support team to review and validate the changes completed in staging.
5. The contractor's technical support team seeks Service Canada's approval for deployment of the changes to the MSS production environment.
6. Contractor's technical support deploys the changes to the MSS production environment and notifies Service Canada admin
7. Service Canada admin logs in to the MSS production environment admin console over an HTTPS connection and ensures the changes are correctly applied.

Search User Use Case:
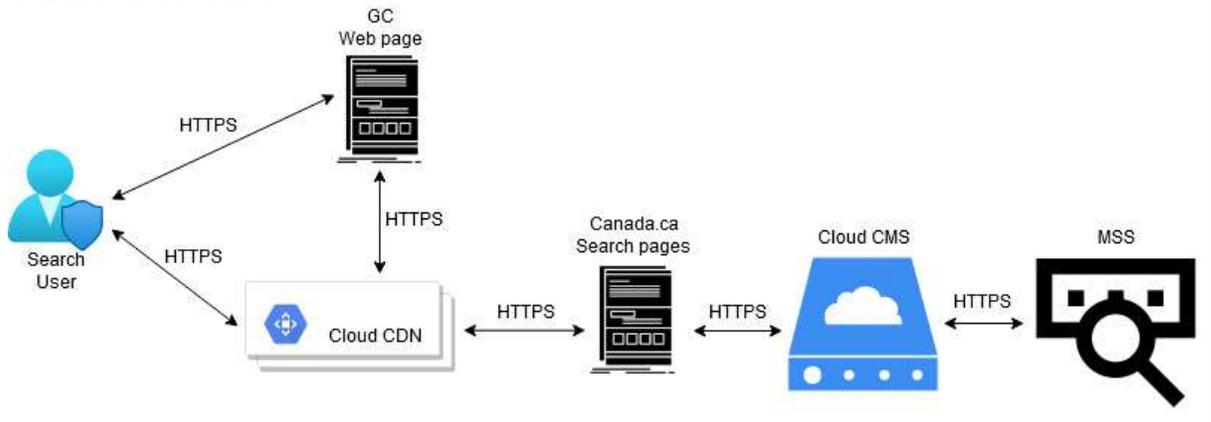
(i) Search User browses to a client website or to Canada.ca and enters a search phrase in the top-right search box and submits the request. Depending on the selected language, the English search page or the French search page will be displayed.

Notes:
See GC Language Context on the upper right.
See the GC Menu Bar Search below the GC Language Context.

(ii) Once the Search User submits the search request, Canada.ca parses the request and sends it to MSS.
(iii) MSS sends back search results over HTTPS as a valid JSON file to Canada.ca search page.
(iv) The Canada.ca search page will convert the search results to HTML and present the search results to the Search User. The Search User can then view the results.

The IP address is removed from all search requests prior to sending the request to the search engine in order to ensure the protection of Search User privacy.

5.4 Open Standards, Interfaces and Protocols

The MSS must support the following open standards:

a. Hypertext Transfer Protocol Secure (HTTPS) utilizing the Transport Layer Security (TLS) protocol version 1.2 or higher http://www.ietf.org/rfc/rfc2246.txt
b. HTTP protocol RFC 2068 http://www.rfc-editor.org/rfc/rfc2068.txt
c. Internet Protocol Version 6 (IPv6) and Internet Protocol Version 4 (IPv4)
d. Robots Exclusion Protocol (REP) or robots.txt protocol directives to include and exclude website content from being crawled and subsequently indexed

The MSS must also comply with Treasury Board of Canada Secretariat (TBS) Information Technology Policy Implementation Notices (ITPIN) on HTTPS:

a. is configured for HTTPS (and redirected from HTTP)
b. has HSTS enabled
c. implements TLS 1.2, or subsequent versions, and uses supported cryptographic algorithms and certificates, as outlined in CSE's
    1. ITSP.40.062 Guidance on Securely Configuring Network Protocols, Section 3.1 for AES cipher suites
    2. ITSP.40.111 Cryptographic Algorithms for Unclassified, Protected A, and Protected B Information
d. disables known-weak protocols such as all versions of Secure Sockets Layer (SSL) (e.g., SSLv2 and SSLv3) and older versions of TLS (e.g., TLS 1.0 and TLS 1.1), as per CSE ITSP.40.062
    i. disables known-weak ciphers (e.g., RC4 and 3DES)

For more details on the ITPIN please visit https://www.canada.ca/en/government/system/digital-government/modern-emerging-technologies/policy-implementation-notices/implementing-https-secure-web-connections-itpin.html

5.5 Technical Support

Technical support must be provided in English, during the hours of 7:00 A.M. to 7:00 P.M. Eastern-standard time, Monday to Friday, with the exception of Quebec and Ontario Provincial and Federal Statutory Holidays. Technical Support services are services related to the ongoing support and maintenance of the MSS infrastructure, environment, features and functionalities installed and configured on the initial setup and installed afterwards as requested and/or authorized by Canada. Such activities include, at a minimum:

a. Provide to Service Canada Administrators the support necessary at the initial configuration stage once the contract is awarded, to leverage the necessary MSS features and functionalities needed to be implemented across all the search interfaces managed by Service Canada Administrators;
b. Provide regular monitoring and reporting of system performance, utilization and efficiency;
c. Provide technical advice and technical and functional support to Service Canada support team;
d. Perform maintenance for all Infrastructure and Software;
e. Provide guidance and recommendation to Service Canada on defining the crawling and indexation strategy;
f. Provide Service Canada crawling and indexation services for the whole duration of the contract;

g. Provide GC with a copy of, or access to, any Contractor-supplied documentation (including updates thereto) for any new, enhanced or modified software installed by Contractor;
h. Perform diagnostics on software and services;
i. Provide information to Service Canada about the functionality, architecture, data and other aspects of the Infrastructure and related Applications, Content and Data Stores and Tools, as requested by Service Canada;;
j. Review all proposed MSS changes and upgrade plans with Service Canada prior to their application;
k. Perform preventive maintenance;
l. Perform capacity planning, including:
    i. Develop a strategy and configuration for CPU, RAM, Storage, Network, Content Delivery Network
    ii. Develop a plan for systems availability, flexibility and performance
    iii. Develop a plan for Staging and Production Environments to meet GC current and anticipated future need
m. Evaluate alternative configurations and recommend solutions;
n. Perform systems tuning including providing reasonable support and advice to the Service Canada support team on MSS tuning;
o. Perform diagnosis of all functional and technical issues;
p. Perform Root Cause analysis for all Critical problems and High problems, or as requested by GC;
q. Provide solution for MSS performance problems;
r. Explain to Service Canada the ranking algorithm and how it can be updated;
s. Improve search results relevancy as per Service Canada requests;
t. Boost (increase ranking score) and de-boost (decrease ranking score) for individual pages, list of pages or sections of the content identified through any field, either organic or synthetic, stored in the index;
u. Provide guidance and recommendations on all changes requested by Service Canada;
v. Notify Service Canada when the system has reached 75% of its capacity limit;
w. Build and implement automated scripts as required in order to facilitate Disaster Recovery execution;
x. Notify Service Canada on changes and upgrades applied to major MSS components;
y. Create, disable, terminate and purge user profiles upon request;
z. Provide to Service Canada Administrators a MSS Admin console; it must be available 24 hours a day, 365 days a year, and 99.9% of the time;
aa. Ensure response time for a search request is no greater than 10,000 milliseconds (10 seconds). Response time is measured from the time the query is sent to the MSS to the time a response is received;
bb. A response must be returned for all submitted queries; and
cc. Respond to ad hoc Service Canada information requests.

Support

The Contractor's personnel must be qualified and able to respond to the Administrators' questions and, to the extent possible, be able to resolve Administrator problems and provide advice regarding configuration problems.

The contractor must respond to a request defined as urgent by the Administrators within one (1) business hour.

The Contractor must respond by email to a problem report submitted by Administrators within the following timeframes, using the classification scheme below:

✓ Respond to critical problems within four (4) business hours
✓ Respond to high problems within one (1) business day

- ✓ Respond to medium problems within two (2) business days
- ✓ Respond to low problems within five (5) business days

The Contractor must respond to a security vulnerability related request submitted by Service Canada Administrators impacting any MSS component or third-party library using the scheme below:

- ✓ Communicate by email to Administrators the impact on MSS within one (1) hour
- ✓ Communicate the timeline to resolution to Administrators by email within four (4) hours

Problem Classification Scheme:

Critical Problem:

The email response must contain the following information:
- ✓ Impact
- ✓ Timeline
- ✓ Planned measures to be taken
- ✓ Contact information for the person managing the incident

A critical problem renders the service unavailable for use and no work-around solution is available. For example:

- ✓ 100% of the Search Users cannot run a search
- ✓ Service is inaccessible due to a software, hardware, network, or power outage
- ✓ A breach of security that has rendered the MSS inaccessible to Administrators and Search Users

High Problem:

A high problem is when Service Availability targets are degrading but users are still able to use the MSS (i.e., all users are experiencing slow search response, crawling or indexing). A high problem is also when Service Security is impacted by security vulnerabilities detected on any component or third-party library used by MSS.

Medium Problem:

A medium problem has minimal client impact or no ESDC financial impact. For example:

- ✓ Less than 10% of the users experience a slowing of service
- ✓ 2% of the client content is missing from the index
- ✓ Search relevance issues for some clients

Low Problem:

A low problem only impacts a single client and has no ESDC financial impact. For example:

- ✓ The Client is requesting a new feature or enhancement
- ✓ The Client requires coaching

6. CONSTRAINTS

Service availability targets, response times and delivery requirements apply to Contractor deliverables only and do not include ESDC supplied components.

The MSS must be accessible using HTTPS.

Training

Training should be provided on an as and when required basis and only to designated Service Canada employees.

The virtual training must be provided in a virtual classroom setting with a real instructor. Virtual classes are expected to include up to five (5) students and held through a virtual platform approved by the Client and Contracting Authority.

The virtual training must be available within five (5) business days of the request.
The virtual training, including both the instruction and the course materials, must be provided in English.

The training should be provided strategically and sparingly.

French language training should be available upon request.

7. ESDC / SERVICE CANADA SUPPORT

At the outset of the contract, the Project Authority will provide relevant background information. Every attempt will be made throughout the course of the contract to provide additional information requested by the Contractor, if deemed relevant to the project. In addition, the Project Authority will be available to respond to inquiries from the Contractor. The Contractor will be provided with access to the Project Authority and staff as required (minimum weekly) and to necessary documents as deemed relevant by the Project Authority.

8. FORMAT OF DELIVERABLES

All deliverables shall be submitted to the Project Authority in one (1) electronic copy in English.

Documents

8.1 Guidance for creating accessible documents
For practical guidance on creating accessible documents, refer to these Accessible Document Guides.

8.2 Multiple formats
Where documents are provided in more than one format (for example a report provided in both PDF and Excel format), at least one of these must be accessible as detailed in **[Annex J - ICT Accessibility Requirements]**. The accessible version must provide equivalent information to the inaccessible version. A notice must be posted indicating which format is accessible.

At the end of the contract, all the data and configuration will be required to be handed over to

Service Canada.

9. REFERENCE DOCUMENTATION

Government of Canada Policies, Standards and Directives

Standard of Web Accessibility – https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601

Security – https://www.tbs-sct.gc.ca/pol/topic-sujet-eng.aspx?ta=33

Privacy – https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12510

Communications and Federal Identity – https://www.tbs-sct.gc.ca/pol/topic-sujet-eng.aspx?ta=6

Service and Digital **–** https://www.tbs-sct.gc.ca/pol/topic-sujet-eng.aspx?ta=27

GC Cloud Services – https://gc-cloud-services.canada.ca/

Digital Standards - https://www.canada.ca/en/government/system/digital-government/government-canada-digital-standards.html

Policy on Service and Digital - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32603

Directive on Service and Digital - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32601

Standard on Metadata - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18909

Standard on Optimizing Websites and Applications for Mobile Devices - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=27088

Standard on Web Interoperability - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25875

Standard on Web Usability - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=24227

Policy on Government Security - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578

Directive on Security Management - https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32611

Directive on the Management of Communications: https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30682

Common Services Policy: https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12025

Directive on Official Languages for Communications and Services: https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26164

10. OFFICIAL LANGUAGE

All deliverables must be provided in English with the exception of training and the contractor's website, which should be available in French.

ESDC will be responsible for obtaining all required translation of deliverables, as required.

11. WORK LOCATION

The Contractor's work will be performed off-site at a location deemed suitable by the Supplier.

The Contractor will be required to attend meetings virtually, make presentations and demos, and consult and review documentation with the Project Authority and Departmental staff as required.

12. TRAVEL

There are no travel provisions associated with this statement of work.

13. DEFINITIONS

Administrators
The term Administrators refers to Service Canada Administrator(s).

Administrator (or Administration) User Interface

The Administrator User Interface is the interface that Administrators access to set-up, configure and manage a Search Engine.

Advanced Search Form
An Advanced Search Form is a web form developed by the Service Canada Developer so that the Search User can build a Search Query by filling out fields in the form.

Advertising
Advertising is the act, or practice, of calling public attention to one's product, service, or brand in order to induce people to buy or use it.

Application Programming Interface (API)
An Application Programming Interface (API) is a particular set of rules (software code) and specifications that software programs can follow to communicate with each other. It serves as an interface between different software programs and facilitates their interaction, similar to the way the user interface facilitates interaction between humans and computers.

Baseline version
The out of the box engine configuration.

Basic Search Form
A Basic Search Form is a web form developed by Service Canada containing a Search Box in which Search Users can enter simple Search Terms or a Complex Search Query. The form also includes links to search help and the Advanced Search Form.

Boolean Operators
Boolean Search Operators are logical expressions such as AND, OR, and NOT.

Business Day
A Business Day includes the days Monday through Friday (not including Saturday, Sunday, and Quebec Provincial, Ontario Provincial and Canadian Federal Statutory Holidays).

Business Hour
A Business Hour is defined as any hour in a Business Day between the hours of 7:00 A.M. and 7:00 P.M. Eastern Standard Time (EST).

Simple Query
A Simple Query is a query containing one or more Search Terms without Boolean Operators or Search Commands.

Clients

Clients send direct requests to the Service Canada Service Desk, which will open a ticket for each respective search-related request they may have, such as:
- Questions and enquiries;
- Updates to the search interface;
- Creating a search interface; or
- Making changes to the configuration.

Complex Query
A Complex Query is a query containing one or more Search Terms combined with Boolean Operators and other Search Commands specific to the MSS. **The terms Complex Query and Search Query are interchangeable.**

Duplicate Documents
Duplicate Documents are documents with the same binary content.

Managed Search Service (MSS)

MSS refers to the contractor-supplied Managed Search Service solution. The MSS is used to create the ESDC Internet search service that is provided to clients.

Metadata
Metadata refers to values contained within predefined tags in the code of a document that specify information about the document (including but not limited to the document's language, subject, creator or author). Metadata tags and values can be used by the MSS to aid in parametric searching and in the defining, ranking and display of search results.

Parametric Search
A Parametric Search is a multi-dimensional search that includes a number of simultaneous criteria (the parameters of the search). For example, finding a house in Ottawa that costs between $500-800K and that has 3 bedrooms and 2 baths is an example of a parametric search using the city, price range, bedroom and bath parameters on a real estate site from a single screen.

Production Search Engine
This refers to the Search Engine used by live Search Users.

Principal Publisher
The Principal Publisher within the Service Canada has the mandate to act as Principal Publisher for Canada.ca. As such, Principal Publisher is responsible for the infrastructure underpinning Canada.ca, the Managed Web Service and for supporting departments in publishing their content to Canada.ca in a timely and accurate manner. Principal Publisher plays a key role by providing innovative solutions enabling GC departments to quickly, easily and efficiently communicate to the public. Canada.ca is the single window of information for 83 Federal Departments and Agencies. It has become the main digital channel used by the GC to provide information to Canadians on its programs and services.

Robot Exclusion
The Robot Exclusion Standard, also known as the Robots Exclusion Protocol or robots.txt protocol, is a convention to prevent cooperating web crawlers and other web robots from accessing all or part of a website that is otherwise publicly viewable.

Search Box
A Search Box is a field within a Basic Search Form where a Search User enters their Search Query.

Search Commands
Search commands are MSS specific commands in a Search Query. Examples include restricting a query to a site, parts of a document, or a language.

Search Developer
The Search Developer does the following:

- Creates and updates the components or the application processing the search requests;
- Updates the search interfaces and supports clients with leveraging our Search service;
- Applies new templates on all the search interfaces;
- Analyzes the overall impact of any configuration change at the search engine level; and
- Investigates the search results relevancy and identifies possible improvements.

Search Engine
A Search Engine includes a search index, an Administrator User Interface, and settings such as language, character set, indexing rules, synonyms, suggested links, etc. ESDC develops Search User interfaces with the Search Engine API.

Search Query
A search query consists of Boolean Operators, Search Commands and Search Terms. For example, in the search query *Cat AND Dog INTHESITE(Canada.ca)*, AND is the Boolean Operator that combines the Search Term "cat" with the term "dog" to search for documents containing both

words within the Canada website. INTHESITE is an example of an MSS specific command called a Search Command.

Search Result
A Search Result is a specific entry in the Search Results.

Search Results
When a Search User executes a query, a list of documents matching the query is returned to them. This list is referred to as Search Results or Search Results List and is often organized into Search Result Pages.

Search Result Page
A Search Result Page is a page displaying a predefined number of search results.

Search Term
The word or words entered when conducting a search query, not including Boolean Operators or Search Commands.

Search User
Search Users have an interest in publicly available content on GC Internet websites and perform Search Queries over the Internet. They could be:

- ✓ Canadians
- ✓ Non-Canadians
- ✓ Employees of the Government of Canada
- ✓ Contractors of the Government of Canada
- ✓ Private Citizens

Search User Interface
The part of the MSS user interface that the Search User uses. It includes the Basic Search Form, Advanced Search Form and the Online Help Page, and is where Search Results are returned and presented to the Search User.

Service Availability
Service Availability is a measure of the amount of uptime the MSS is functioning correctly without outages. Availability is calculated on Contractor-supplied MSS components using the following calculation:

Annual Service Availability =
((8760 hrs. per year) minus (outage hours per year)) divided by (8760 hrs. / per year) *100.

Only outages affecting 100% of the Search Users are considered in the calculation. Service Availability is measured by Service Canada.

Service Canada Client
A client is either an internal stakeholder within ESDC/Service Canada or another Canadian Federal government department, Agency or Crown Corporation for which PRINCIPAL PUBLISHER provides the Canada.ca search service.

Service Canada Developer
The Service Canada Developer configures, customizes and modifies Internet Search Service functionality using APIs provided by the Contractor. They primarily focus on using the API to develop the Search User Interface. This role could also be performed by the Service Canada Administrator if that person has the required programming skills.

Service Canada Production Application Server
This is a Service Canada server used to host the production version of a Client Search User Interface developed by Service Canada using the MSS API.

Service Canada Search Engine Administrator
The Service Canada Search Engine Administrator does the following:

- Ensures the search engine is working under the defined parameters;
- Receives and analyzes the client's requests and asks the service provider to apply the necessary changes at the search engine level;
- Maintains and creates search interfaces, the application and the components processing the search requests;
- Ensures all the GC standards, including the ones related to security, are properly implemented at all levels (i.e., search engine, application and search interface);
- Manages all the outages and ensures that any issues related to the search engine or to any other component are resolved immediately;
- Based on the feedback received from the clients, the Service Canada administrator will update the search engine configuration through service provider support;
- Sends communications to our clients to inform them about major changes; and
- Offers support and guidance to all the existing clients and to any other department interested in our Search service.

Service Canada Service Desk
The Service Canada Service Desk is responsible for the following tasks:

- Managing incoming requests from clients/departments;
- Assigning the ticket to the Search team;
- Analyzing the ticket to ensure all the details are well understood; and
- Asking the Contractor to make and apply the required changes, if necessary.

Service Canada Staging Application Server
This is a Service Canada server used to host the test version of a client Search User Interface developed by Service Canada using the MSS API.

Shared Services Canada (SSC)
Shared Services Canada (SSC) is an agency that provides common and shared services to other GC departments, agencies and boards.

Staging Search Engine
This term refers to the Search Engine used by Clients to test their search application before it is deployed to the Service Canada Production Search Engine to be used by live Search User Interfaces.

Suggested Links
Suggested Links are links that appear at the top of the Search Results in response to a particular Search Query. They are created by the Client to offer the Search User links to specific pages that are relevant to their Search Query.

Synonym List
A Synonym List is a dictionary containing related terms. Once added to the Search Engine, these dictionaries allow a search for a term to return results for the related terms as well.

Turnkey
Turnkey implies that the solution is fully equipped and ready for operation using commercial-off-the-shelf (COTS) technology.

14. MANAGED SEARCH SERVICE (MSS) REQUIREMENTS

The Contractor must provide a solution that meets all the mandatory requirements of the Statement of Work, including the mandatory contractor and functional requirements listed in section 14.1 and 14.2 below.

14.1 Mandatory Contractor Requirements:

Number	Mandatory Contractor Requirement Description	Bid Reference (Paragraph and Page no.)
1	The Contractor must provide three (3) client references using the MSS in a production environment to search and index content on a public Internet site.	
2	The Contractor must provide Service Canada with technical web support services through a website that must include, as a minimum, frequently asked questions, troubleshooting suggestions, and technical support documents. The Contractor's website must provide support in both official languages (English and French). The Contractor's website must be available to the Service Canada Administrator 24 hours a day, 365 days a year, and must be available 99.9% of the time.	
3	The contractor must provide Service Canada Administrators a MSS Admin console; it must be available 24 hours a day, 365 days a year, and 99.9% of the time.	
4	The Contractor must deliver, enable and support an escalation procedure, triggered by the Service Canada Administrator, if support response times, service availability or search response times are not met as defined in this RFP.	
5	The Contractor must deliver, enable and support the following English documentation in electronic format: - Administration documentation that describes how to set up and operate the Search Engines. - Application Programming Interface (API) Developer documentation that describes the API functions with examples for implementing Search Queries and processing Search Results; and, - A list that includes the description and syntax of Search Commands and Boolean Operators.	
6	If requested, the Contractor must provide Service Canada with access to certification evidence for one of the following standards as part of the acceptance process: **SOC 1** - https://www.aicpa.org/interestareas/frc/assuranceadvisoryservices/aicpasoc1report.html **ISO 27001** - https://www.iso.org/standard/54534.html **SOC 2** - https://www.aicpa.org/interestareas/frc/assuranceadvisoryservices/aicpasoc2report.html **PCI Data Security Standard** - https://www.pcisecuritystandards.org/document_library	
7	The Contractor must maintain an MSS access log that includes the date and time an Administrator accessed the MSS along with their IP address.	

8	The Contractor must supply the Service Canada Administrator with a copy of the MSS access log in support of GC forensic investigations on an as needed basis.	
9	The Contractor must safeguard the network and all databases including ESDC's data or information about ESDC and its clients at all times by taking all measures reasonably necessary to secure them and protect their integrity. To do so, at a minimum, the Contractor must control access to all the databases on which any data relating to this Contract is stored; **Vulnerability Assessment and Management** The Contractor must provide the Technical Authority immediately after their occurrences information about vulnerabilities (including but not limited to any weakness or design deficiency identified in any hardware and software utilized to deliver MSS that would allow an unauthorized individual to compromise the integrity, access controls, availability, consistency or audit mechanism of the system or the data and applications it hosts). Where any vulnerability is caused by equipment manufactured by or software code written by the Contractor or a sub-contractor, the Contractor must immediately remedy the vulnerability at their own cost. Where any vulnerability is caused by equipment manufactured by or software code written by a third party (other than a sub-contractor), the Contractor must implement any upgrades, patches or other fixes as soon as possible and their own cost.	
10	The Contractor must deliver, enable and support best practices to reduce duplicate documents in the result list.	
11	The Contractor must demonstrate their processes and tools used to manage outages and how they deliver notifications to the stakeholders identified by the Contractual Authority.	
12	The Contractor must have clearly delineated roles and responsibilities for the security controls and features of the Services between the Contractor, its subcontractors and Canada, in the supply chain of the proposed cloud solution and Canada.	
13	The proposed solution must include controls to ensure appropriate isolation of resources such that Information Assets are not co-mingled with other tenant data, while in use, storage or transit, and throughout all aspects of the Bidder's solution and the Infrastructure's functionality and system administration. This includes implementing access controls and enforcing appropriate logical or physical segregation to support: i. The separation between the Bidder's internal administration from resources used by its customers; and ii. The separation of customer resources in multi-tenant environments in order to prevent one malicious or compromised consumer from affecting the service or data of another.	
14	The proposed solution must include security measures for the protection of IT facilities and information system assets on which Canada's data is stored and processed against all forms of tampering, loss, damage, and seizure. This should be based on a prevent-detect-respond-recover approach to physical security. Physical protection measures must be applied in accordance with, or use an adequate risk-based approach aligned with the physical security controls and the practices in the Treasury Board Operational Security Standard on Physical Security (http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12329). The security measures required	

	under this include, at a minimum;	
	i. sufficient redundancy and recovery capabilities within and between its IT facilities including being geographically disparate such that the loss of one data centre does not prohibit recovery of data within the prescribed Service Level Agreement;	
	ii. proper handling of IT media;	
	iii. controlled maintenance of information systems and their components to protect their integrity and ensure their ongoing availability;	
	iv. controlled access to information system output devices to prevent unauthorized access to Canada's data;	
	v. limiting physical access to its information system assets to authorized employees and contractors based on position or role and the need-to-access principle, and validated by two forms of identification;	
	vi. escorting visitors and monitoring visitor activity;	
	vii. maintaining audit logs of physical access;	
	viii. controlling and managing physical access devices;	
	ix. enforcing safeguarding measures for GC data at alternate work sites (e.g., telework sites); and	
	x. recording and monitoring all physical access to data centre	
	facilities and all logical access to information system components	
	hosting Canada's data using a combination of access logs, video	
	surveillance in all sensitive areas and intrusion detection	
	mechanisms.	
15	The Bidder must commit to completing the Supply Chain Integrity (SCI) form as supplied by Canada, providing a third-party supplier list containing information on any third parties (e.g., subsidiaries, sub-contractors, etc.) and their goods and products that would provide Canada with the proposed commercially available Software as a Service.	
16	The Contractor must demonstrate that it implements privacy by design as part of its software development lifecycle, in accordance with the requirement number 20(Secure Development) in this table. The proposed solution must: i. Involve a software development lifecycle that conforms to ISO 27032 and ISO 2018 and implements privacy by design; ii. Comply with the Privacy Management Framework and policy requirements that are specified in the ISO Standard 29100; and iii. Adhere to the privacy by design 7 foundational principles (see https://www.ipc.on.ca/wp-content/uploads/Resources/7foundationalprinciples.pdf).	
17	The Contractor must provide system documentation that demonstrates how the Software as a Service is able to meet the following Privileged Access Management Requirements: 1. Manage and monitor access to the Bidder's proposed system, including the underlying infrastructure, to ensure that all service interfaces within a multi-tenant environment (including those that are used to host Canada services) are protected from unauthorized access; 2. Restrict and minimize access to the Bidder's proposed system and	

	Canada's information assets to only authorized devices and end users with an explicit need to have access;	
	3. Enforce and audit authorizations for access to the proposed system and associated information assets;	
	4. Constrain all access to service interfaces that host assets and information assets to uniquely identified, authenticated and authorized end users, devices, and processes (or services);	
	5. Implement password policies to protect credentials from compromise by either on-line or off-line attacks and to detect these attacks by logging and monitoring events such as (i) successful use of credentials (ii) unusual use of credentials, and (iii) access to and exfiltration from the password database, in accordance with CSE's ITSP.30.031 V2 or subsequent versions (https://www.cyber.gc.ca/en/guidance/user-authentication-guidance-information-technology-systems-itsp30031-v3);	
	6. Implement multi-factor authentication mechanisms to authenticate (Tier 2 only) end users with access, in accordance with CSE's ITSP.30.031 V2 or subsequent versions (https://www.cyber.gc.ca/en/guidance/user-authentication-guidance-information-technology-systems-itsp30031-v3);	
	7. Implement role-based access control mechanisms to assign privileges which form the basis to enforce access to assets and information assets;	
	8. Define and implement separation of duties to achieve, at a minimum, separation of service management and administration roles from information system support roles, development roles from operational roles, and access management roles from other operational roles;	
	9. Adhere to the principles of least privilege and need-to-know when granting access to the proposed system and assets and information assets;	
	10. Implement access controls to objects in storage and granular authorization policies to allow or limit access;	
	11. Use security-hardened endpoints (e.g., computers, end user devices, jump servers, etc.) that are configured for least functionality (e.g., dedicated endpoint that does not have Internet browsing or open email access) to provide support and administration of the proposed system and Bidder infrastructure;	
	12. Implement an automated process to periodically audit account creation, modification, enabling, disabling, and removal actions, at a minimum; and	
	13. Upon the termination of employment, terminate or revoke authenticators and access credentials associated with any service personnel.	
18	The proposed solution must support federated identity integration including: i. Implementing multi-factor authentication mechanisms to authenticate End Users with privileged access, in accordance with CSE's ITSP.30.031 V2 or subsequent versions (https://www.cyber.gc.ca/en/guidance/user-authentication-guidance-information-technology-systems-itsp30031-v3); ii. Support for Security Assertion Markup Language (SAML) 2.0 and OpenID Connect 1.0 where the End User credentials and authentication to cloud services are under the sole control of Canada; and iii. Ability to associate unique Canada identifiers (e.g., a unique Canadian ID, Canada email address, etc.) with the corresponding cloud service user account(s).	
19	The Contractor must implement, manage, and monitor security-hardened endpoints to prevent against attacks and misuse, in accordance with industry recognized configuration guidelines such	

	as those found in NIST 800-123 (Guide to General Server Security) or in the Center for Internet (CIS) Benchmarks, or in an equivalent standard approved by Canada in writing.	
20	The Contractor, for their commercially available Software as a Service, must have implemented a software and system development lifecycle that applies information system security engineering principles throughout the information system lifecycle and in the development of software, websites and services, and conforms to industry standards and best practices, such as: (i) NIST (ii) ISO (iii) ITSG-33 (iv) SAFECode (v) Open Web Application Security Project (OWASP) standards such as Application Security Verification Standard (ASVS) or an equivalent standard approved by Canada in writing.	
21	The Contractor must manage and monitor remote administration of the Bidder's proposed system that is used to host Canada services and take reasonable measures to: 1. Implement multi-factor authentication mechanisms for authenticating remote access users, in accordance with the CCCS' ITSP.30.031 V3 (or subsequent versions); 2. Employ cryptographic mechanisms from CCCS' Approved Cryptographic Algorithms to protect the confidentiality of remote access sessions; 3. Route all remote access through controlled, monitored and audited access control points; 4. Expeditiously disconnect or disable unauthorized remote management or remote access connections; and 5. Authorize remote execution of privileged commands and remote access to security-relevant information.	
22	The proposed incident process for Information Spillage must be documented.	
23	The Contractor must provide Canada with a document that outlines the process it follows to respond to a Cryptographic Information Protection: 1. Configure any cryptography used to implement confidentiality or integrity safeguards, or used as part of an authentication mechanism (e.g., VPN solutions, TLS, software modules, PKI, and authentication tokens where applicable), in accordance with Communications Security Establishment (CSE) approved cryptographic algorithms and cryptographic key sizes and cryptoperiods; 2. Use cryptographic algorithms and cryptographic key sizes and cryptoperiods that have been validated by the Cryptographic Algorithm Validation Program, and are specified in ITSP.40.111: Cryptographic Algorithms for Unclassified, Protected A, and Protected B Information, or subsequent versions; 3. Ensure that FIPS 140 validated cryptography is employed when encryption is required, and is implemented, configured, and operated in a Cryptographic Module, validated by the Cryptographic Module Validation Program, in an approved or an allowed mode to provide a high degree of certainty that the FIPS 140-2 validated cryptographic module is providing the	

	expected security services in the expected manner; and 4. Ensure that any FIPS 140-2 modules in use have an active, current, and valid certification. FIPS 140 compliant/validated products will have certificate numbers.	

24	The contractor must provide two (2) working environments
	    a. Staging
	       i. Must be identical with production and kept in sync with Production at all times.
	       ii. Service Canada team members must have read and write permission.
	    b. Production
	       i. Service Canada team members must have read permission through an admin page in the MSS admin console.	

14.2 Mandatory Functional Requirements

Number	Mandatory Functional Requirement Description	Bid Reference (Paragraph and Page no.)
1	The MSS must be functional.	
2	The MSS must provide a relevant response to every search request sent by Service Canada.	
3	The MSS must allow Service Canada to achieve the objectives and goals as stated in section 4 of the Statement of Work.	
4	The MSS must allow Service Canada to achieve the scope as stated in section 5 of the Statement of Work.	
5	The MSS must operate in the operational environment as stated in Statement of Work.	
6	The MSS must deliver, enable and support the following volumetric requirements: • Index up to 50 million documents for all clients. • Add and remove up to one (1) million documents within a period of one (1) calendar day.	
7	The MSS must enable and support Internet Protocol version 6 (IPv6) and version 4 (IPv4).	
8	The MSS must have been available for use either as a commercially available software or as an open source solution for no less than a period of five (5) years prior to the bid closing date.	
9	The MSS must not hinder the Service Canada Developer from developing Search User Interfaces that comply with the following accessibility standards. The Administrator User Interfaces must also comply with the accessibility standards as mentioned below. • Standard on Web Accessibility: http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=23601 • Web Content Accessibility Guidelines (WCAG 2.0): http://www.w3.org/TR/WCAG20/	
10	The MSS must not hinder the Service Canada Developer from developing Search User Interfaces that comply with the Standard on Web Usability (https://www.tbs-sct.canada.ca/pol/doc-eng.aspx?id=24227).	
11	Service Canada or any of its Clients must not be prevented from being compliant with all applicable legislation, policies and standards such as Treasury Board of Canada Secretariat's Policy on Privacy Protection (https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=12510) and Policy on Government Security (https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578&section=text), and the Privacy Act (https://laws-lois.justice.gc.ca/eng/acts/P-21/index.html).	
12	The MSS must be configured in such a way as to not require Service Canada or any of its Clients to transmit Search Users' IP addresses to the Contractor.	
13	The MSS must enable and support Service Canada in creating and maintaining Basic and Advanced Search Interfaces in English and French and in configuring and using separate Staging and Production Search Engine(s).	
14	The MSS must support Unicode UTF-8 and ISO 8859-1 (Latin 1 – Western Europe) character sets.	
15	The MSS must not display any Contractor or third-party advertising in any of the Search User or Administrator User interfaces. Contractor logos are acceptable in the Administrator User interfaces but must not appear in the Search User Interface.	

16	The MSS must deliver, enable and support functionality that allows the Administrators to easily migrate Staging Search Engine settings to the Production Search Engine using configuration files.	
17	The MSS must deliver, enable and support an average annual Production Search Engine availability of no less than 99.9%. Availability is based on Contractor-supplied components using the following calculation: Annual Service Availability = ((8760 hrs. per year) minus (Outage hours per year)) divided by (8760 hrs. per year)*100 Only outages affecting 100% of the Search Users are considered in the calculation.	
18	The MSS must deliver, enable and support full redundancy with no single point of failure.	
19	The MSS must deliver, enable and support Administrator access using a user name and a strong password. A strong password must have a minimum of 10 case sensitive characters with at least one special character, one number, one capital letter, and one lower case letter.	
20	The MSS must deliver, enable and support two-factor authentication for Administrators.	
21	The MSS must deliver, enable and support the robots exclusion protocol and comply with all settings for inclusion and exclusion of content as defined in the robots.txt file located on an Internet web site indexed by the MSS. Meta tag directives must also be supported.	
22	The MSS must deliver, enable and support functionality to allow Administrators to include the following content from the index using the Administration User Interface: • A specific page; • A range of pages; • All pages linked to a page; • All sites (or parts of a site) linked to a page; • A specific site; • A range of sites; • Parts of a site such as a subdirectory; • Specific file formats; • All or some of the sites in a domain; and, • All or some of the sites in a sub-domain.	
23	The MSS must deliver, enable, and support functionality to maintain an up-to-date index of all sites identified by the Administrators. The Administrators must be provided with a user interface to specify: • Content is included in and excluded from a Search Engine index; and • Content that is to be added and/or removed daily from a Search Engine index.	
24	The MSS must deliver, enable and support the functionality to crawl publicly available Internet websites identified by the Administrators, and build and maintain a searchable index of content for the following file formats: a. Adobe Portable Document Format, Postscript (.PDF, .ps); b. Microsoft Office (.doc, .docx, .xls, .xlsx, .ppt, .pptx, .rtf); c. Lotus 1-2-3 (wk1, wk2, wk3, wk4, wk5, wki, wks); d. Lotus WordPro (lwp); e. OpenOffice (.odp, .ods, .odt); f. Text (.txt, .csv); g. HTML (hypertext markup language, .htm, .html and other file extensions); h. XML (extended markup language); and, i. JSON (JavaScript Object Notation).	
25	The MSS must deliver, enable and support functionality for Search Users to perform case-insensitive searches. For example, a search for "March" must return results that include "MARCH", "march", "MArCh", etc.	

26	The MSS must not hinder the Service Canada Developer from developing a Basic Search Form with a single Search Box for the Search User to enter: • A Single Search Term; • Multiple Search Terms; • A Complex Search; and, • Obtain relevant Search Results.	
27	The MSS must deliver, enable and support functionality for the Service Canada Developer to add a query suggestion list to the Basic Search Form Search Box, if required. As the Search User begins to type a query into the Basic Search Form Search Box, the Search Engine must automatically suggest search queries in a drop-down list box (see figure in Annex A SOW). For example, if the Search User types the characters "employ" the Search Engine will suggest "employee" and "employer" as possible queries in the drop-down list box. When the user types more characters to complete the word "employment", "employment insurance" and "employment record" appear as suggestions. Selecting an item from the drop-down list will execute the search query and a results list will appear.	
28	The MSS must deliver, enable and support functionality for the Administrators to add and remove entries in the query suggestion list for each Search Engine.	

29	The MSS must deliver, enable and support the following search operators and commands:
	• Boolean Operators which return documents:
	   ○ Containing multiple Search Terms;
	   ○ Containing at least one of the Search Terms, or
	   ○ Not including Search Terms.
	• Searches the phrase.
	• Limits the search to the title of the document.
	• Limits the search to a domain, sub-domain, site, or sub-site.
	• Limits search to a particular file format.	

30	The MSS must not hinder the Service Canada Developer from developing an Advanced Search Form for each Search Engine, from which the Search User can build a Search Query by completing one or more of the following fields (see figure below in Annex SOW): • All of the words to search; • The exact phrase to search; • Any of the words to search; • The domain, sites and sub-sites to restrict the search; • The file format of the document to search (e.g. PDF or html); • The words to exclude from the search; and, • The date and date range to search.	
31	The MSS must deliver, enable and support functionality for Administrators to include an optional Synonym List for each Search Engine. Each query term entered against the Search Engine would be expanded to include the Search Term variants as defined in the synonym list. Each Search Engine must support a minimum of 3000 synonym variants. The Administrators must be able to view, add, delete or update the Search Engine synonym list.	
32	The MSS must not hinder the Service Canada Developer from formatting the Search Results to match the client website format.	
33	The MSS must deliver, enable and support functionality for Service Canada Developers to include Suggested Links that appear at the top of the Search Results in response to a specific Search Query. Each Suggested Link must contain all the same display elements as a regular search result.	

34	The MSS must deliver, enable and support functionality for Administrators to view, edit, update, and delete Search Engine Suggested Links.	
35	The MSS must deliver, enable and support functionality for the Service Canada Developer to display automatically the Search Results of misspelled Search Queries along with a spell-corrected Search Query above the Search Results when a Search User submits a misspelled Search Query to a Search Engine.	
36	The MSS must deliver, enable and support functionality for the Service Canada Developer to rank based on the date of the document, if required. For example, a newer document would rank higher than an older document in the Search Results List.	
37	The MSS must deliver, enable and support functionality for the Service Canada Developer to display the Search Query response time and how many results matched the query at the top of the Search Results Page.	
38	The MSS must deliver, enable and support functionality for the Service Canada Developer to display highlighted Search Terms on the Search Results Page.	
39	The MSS must deliver, enable and support functionality for the Service Canada Developer to: • Make Search Results from a site more or less relevant than others in the results list; • Remove documents from the Search Results.	
40	The MSS must deliver, enable and support functionality for the Service Canada Developer to display a minimum of ten (10) Search Results per Search Result Page.	
41	The MSS must deliver, enable and support functionality for the Service Canada Developer to display the following items for each Search Result on the Search Results Page: 1. The title (with the HTML link to the document) of the document matching the Search Query; 2. The domain name and the last segment of the breadcrumb; 3. The date when the document was last updated; 4. An excerpt of document text with Search Terms highlighted; 5. The Uniform Resource Locator (URL) of the document matching the Search Query; 6. Any field resulted from indexing metadata or structured data	
42	The MSS must deliver, enable and support functionality for the Service Canada Developer to organize Search Results into Search Result Pages (for example, pages 1, 2, 3, 4, etc.) so that Search Users can jump to a specific Search Result Page from the bottom of the Search Result Page.	
43	The MSS must deliver, enable and support an Application Programming Interface (API) that allows the Service Canada Developer to: a. Submit basic and advanced form queries to a Search Engine; b. Retrieve parsable text search results; c. Bias Search Engine results by modifying the weights given to selected sites and any other fields from the index; d. Include or exclude content from the Search Engine index and define indexing priority; e. Add, update, delete synonyms for each Search Engine; and, f. Add, update, delete promoted links from the search results page.	
44	The MSS must deliver, enable and support functionality for the Administrators to track Search User Search Engine usage using the following reports: a. For a specific date range, display the following: - Total number of searches (not including multiple searches on the same keyword during the same Search User visit) - The average number of times Search Users viewed a Search Result Page after performing a search - The percentage of searches that resulted in the Search User leaving the site - The percentage of searches refined by the Search User	

	- The average length of time a Search User stays on a site after searching - The average number of results viewed by the Search User after a search - The top pages from where a search was started b. For a specific search phrase, display the following by date range: - Total number of searches (not including multiple searches on the same search term during the same Search User visit) - The average number of times Search Users viewed a Search Result Page for the search term after performing a search - The percentage of searches that resulted in the Search User leaving the web site - The percentage of searches refined by the Search User - The average length of time a Search User stays on a site after searching - The average number of results viewed by the Search User containing the search term c. For website pages from which a search originated from, display, by date range, the number of searches and drill down on the page to determine what users searched on. d. For pages reached via a search on a website, display, by date range, the number of searches and drill down on the page to determine which search terms led to the search.	
45	MSS must deliver, enable and support the functionality to boost (increase ranking score) or de-boost (decrease ranking score) for individual pages, list of pages or sections of the content identified through any field, either organic or synthetic, stored in the index.	
46	The MSS must deliver, enable and support functionality for the Administrators to export report data.	
47	The MSS must have the ability to crawl and index structured data, either in the JSON-LD or RDF format and display on Search Results Pages.	
48	The MSS must be able to schedule crawl jobs.	
49	The average and median response time to a search request must be equal to or lower than 2500 milliseconds (2.5 seconds). The maximum response time to a search request must be no greater than 10,000 milliseconds (10 seconds).	

14.3 Point-Rated (R) Criteria

The Bidder should provide a solution that meets the following point-rated criteria.
Bids will be evaluated and scored as specified in the table below. In their response, Bidders must demonstrate their ability to meet the requirement. Bidders may provide screen captures and technical or end-user documentation to supplement their responses.

No.	Rated criteria	Rating scale	Scoring	Substantiation	Bid Reference paragraph and page no.
1	The Contractor should provide search engine optimization (SEO) best practices documentation in English and French in electronic format.	Yes – 10, No –0			
2	The MSS should have been available for use either as commercially available software or as an open source solution for no less than a period of five (5) years prior to the bid closing date.	The Contractor receives 5 points for meeting this requirement. The Contractor also receives 5 extra points for each additional year that the MSS has been commercially available, up to a maximum of 15 extra points. Maximum points available: 20 points			
3	The Contractor should provide two (2) different client references that are using the MSS at the time of the bid closing date according to the following sub-criteria: a) Currently on a live Government Internet site b) Search and index English and French content c) Search and index content created in other languages used in Canada	The Contractor receives 10 points each for meeting (a) to (c). Maximum points available: 30 points			
4	The MSS should deliver, enable and support functionality for the Administrators to determine if a particular page on a website has been included in a	Yes – 10, No - 0			

	Search Engine's index.	
5	The MSS must deliver, enable and support a search response time that is no greater than 10,000 milliseconds (10 seconds). Response time is measured from the time the query is sent to the MSS to the time a response is received. Note: ESDC will measure using developer tools on the browser and system monitoring tools.	The Contractor receives 10 points if their response time is less than or equal to 600 milliseconds. The Contractor receives 5 points if their response time is between 601 milliseconds and 999 milliseconds.
6	The MSS should deliver, enable and support accent-insensitive searches. For example, a search for "santé" must return results that include "sante" and "santé" .	The Contractor receives 10 points for meeting this requirement.
7	The MSS should deliver, enable and support relevant search results based on the test provided in Annex I.	The Contractor receives points in accordance with the Scoring detailed in Annex I – Relevance Test. Maximum points available: 250 points.
8	The MSS should deliver, enable and support functionality for Administrators to include more than 3000 synonym variants in the Search Engine synonym list.	The Contractor receives 5 points for meeting this requirement.
9	The MSS should deliver, enable and support functionality for the Service Canada Developer to add a functionality to the Advanced Search Form to allow Search Users to search a numeric range.	The Contractor receives 5 points for meeting this requirement.
10	The MSS should deliver, enable and support functionality for the Service Canada Developer to include, if required, the Search Box at the top of the Search Results loaded with the original query so that the Search User can edit and re-execute the query from the Search Results Page.	The Contractor receives 10 points for meeting this requirement.

11	The MSS should deliver, enable and support functionality such that when the Search Engine detects only navigational keywords, it should present the following as the first results: a) The website name with hyperlink to site. b) A list of links to generic areas of interest within the website. Navigational searches are the words, phrases, abbreviations, and portions of domain names and URLs that Search Users use to find a website (e.g., a search for CBSA will return the Canadian Border Services Agency site as the first result and a list of related topics areas underneath it).	The Contractor receives 5 points for meeting each requirement from (a) to (b). Maximum points available: 10 points.
12	The MSS should deliver, enable and support functionality for the Service Canada Developer to use the API in order to: a) Issue an HTTPS-based search request to the MSS. b) Retrieve Search Results in JSON format in response to the HTTPS requests.	The Contractor receives 10 points for meeting each requirement from (a) to (b). Maximum points available: 20 points.
13	The MSS should deliver, enable and support functionality for the Service Canada Developer to organize search results into categories that appear at the top of the results list to help users narrow their search context. For example, if a user searches for the word Tax, links could appear at the top of the results for Tax Forms, Tax Consultants, and Tax Laws. If the Search User clicked on Tax Forms then a list of tax forms would appear.	The Contractor receives 10 points for meeting this requirement.
14	The MSS should deliver, enable and support functionality for the Service Canada Developer to display more than ten (10) Search Results per Search Result Page.	The Contractor receives 5 points for meeting this requirement.
15	The MSS should deliver, enable and support	The Contractor receives 5 points each

#	Requirement	Points
	functionality for the Service Canada Developer to display any of the following items in a Search Result: a) The size of the document; b) The language of the document; c) Content from any of the metadata fields.	meeting each requirement from (a) to (c). Maximum points available: 15 points
16	The MSS should deliver, enable and support functionality for the Service Canada Developer to add parametric searching applications based on content stored in Client webpage metadata fields or in fields generated from indexing structured data.	The Contractor receives 15 points for meeting this requirement.
17	The MSS should deliver, enable and support functionality for the Service Canada Developer to filter search results based on any of the metadata fields.	The Contractor receives 6 points for meeting this requirement.
18	The MSS should deliver, enable and support functionality for the Administrators to create custom search usage reports using a graphical user interface.	The Contractor receives 5 points for meeting this requirement.
19	The MSS should deliver, enable and support functionality for to the Administrators to evaluate the quality of the rankings given to a set of search results.	The Contractor receives 5 points for meeting this requirement.
20	The contractor should demonstrate their monitoring system and describe all monitored elements.	The Contractor receives 5 points for meeting this requirement.
21	The MSS should be deployed on Canadian soil.	The Contractor receives 5 points for meeting this requirement.
22	The MSS should deliver, enable and support functionality for Administrators to delegate restricted access to search configuration and data related only to a domain, group of domains or tagged content.	The Contractor receives 10 points for meeting this requirement.
23	The Implementation Plan should clearly explain how the contractor will install, configure and deploy the MSS.	Rating: The Contractor will be evaluated based on the quality, clarity, and comprehensiveness of their Implementation Plan, as per the following scale: • 0 points for a plan that does not satisfy the majority of requirements and demonstrates an incomplete understanding of

#	Requirement	Scoring
		• requirements • 5 points for a plan that lacks details and only partly meets the requirements • 10 points for a plan that is detailed and satisfies the minimum requirements • 20 points for a plan that is detailed, comprehensive, and exceeds requirements
24	The MSS should deliver, enable and support the Fuzzy search functionality. Fuzzy search is the ability to display documents in search results that are likely to be relevant even if the search term is not matching exactly the page's content.	The Contractor receives 2 points for meeting this requirement.
25	The MSS should deliver, enable and support the display of related searches in the response sent by the search engine.	The Contractor receives 2 points for meeting this requirement.
26	The MSS should be delivered on single tenant cloud infrastructure	The contractor receives 10 points for meeting this requirement
27	The MSS should deliver, enable and support voice search. The administrator interfaces must allow Service Canada to configure any aspects of voice search.	The Contractor receives 10 points for meeting this requirement.
28	MSS must send email alerts that are configurable at Service Canada's requests, based on conditions related to at a minimum: number of documents indexed (e.g., daily delta), response times, and crawling failures.	The Contractor receives 10 points for meeting this requirement.
29	The Contractor must deliver, enable and support an online support forum.	The Contractor receives 5 points for meeting this requirement.
	Security Monitoring and Outage Reporting	
30	The Contractor must monitor its cloud MSS for abnormal or suspicious activities. The Contractor must monitor all their infrastructure resources, including CPU, memory and storage and number of requests used for detection of abnormal or suspicious activities and also for reporting purposes.	The Contractor receives 15 points for meeting this requirement.

31	In the case of any outage, within 5 business days from its occurrence, the Contractor must send a postmortem report to the Contracting Authority, which will clearly state the root cause, all the relevant information and all the measures taken in order to avoid any future similar events. In the case of a change of control, the Contractor must advise the Contracting Authority immediately. If Service Canada determines that the change of control poses a security risk to ESDC, ESDC reserves the right to terminate the contract for convenience. **Support** The Contractor's personnel must be qualified and able to respond to the Administrators' questions and, to the extent possible, be able to resolve Administrator problems and provide advice regarding configuration problems. The Contractor should provide email support in English, 24 hours a day, 7 days a week. The contractor must respond to a request defined as urgent by the Administrators within one (1) business hour. The Contractor must respond by email to a problem report submitted by Administrators within the following timeframes, using the classification scheme below: ✓ Respond to critical problems within four (4) business hours. ✓ Respond to high problems within one (1) business day. ✓ Respond to medium problems within two (2) business days. ✓ Respond to low problems within five (5)	The Contractor receives 45 points for meeting this requirement.

business days.

The Contractor must respond to a security vulnerability related request submitted by Service Canada Administrators impacting any MSS component or third-party library using the scheme below:

- ✓ Communicate the impact on MSS to Administrators by email within one (1) hour.
- ✓ Communicate the timeline to resolution to Administrators by email within four (4) hours.

Problem Classification Scheme:

Critical Problem:

The email response must contain the following information:

- ✓ Impact
- ✓ Timeline
- ✓ Planned measures to be taken
- ✓ Contact information for the person managing the incident

A critical problem renders the service unavailable for use and no work-around solution is available. For example:

- ✓ 100% of the Search Users cannot run a search.
- ✓ Service is inaccessible due to a software, hardware, network, or power outage.
- ✓ A breach of security that has rendered the MSS inaccessible to Administrators and Search Users.

High Problem:

32	A high problem is when Service Availability targets are degrading but users are still able to use the MSS (i.e., all users are experiencing slow search response, crawling or indexing).

A high problem is also when Service Security is impacted by security vulnerabilities detected on any component or third-party library used by MSS.

Medium Problem:

A medium problem has minimal client impact or no ESDC financial impact. For example:

✓ Less than 10% of the users experience a slowing of service.
✓ 2% of the client content is missing from the index.
✓ Search relevance issues for some clients.

Low Problem:

A low problem only impacts a single client and has no ESDC financial impact. For example:

✓ The Client is requesting a new feature or enhancement.
✓ The Client requires coaching.

Service Canada team members must have read permission in Production through an admin page in the MSS admin console.
Service Canada team members should also have limited write permission in Production such as indexing or removing from index individual pages through API calls and through an admin page in the MSS admin console | | The Contractor receives 25 points for meeting this requirement. |

33	The MSS must not hinder the Service Canada Developer from developing Search User Interfaces for mobile touch devices.	The Contractor receives 5 points for meeting this requirement.	
34	Deploy the MSS in a production environment, with all GC sites indexed and configurations provided by Service Canada implemented within a 10 weeks of contract award;	The Contractor receives 20 points for meeting this requirement.	
35	The contractor must implement a data retention policy that will enforce the following: a. Centralize log storage b. Delete periodically local logs from servers as specified by GC c. Use structured Log formats (e.g., JSON) d. Hash fields in logs e. Encrypt fields values f. Remove fields from logs if is not impeding the proper functionality of the search engine, the troubleshooting or reporting activities g. Encrypt logs in transit and at rest h. Monitor cyber threats by continuously analyzing, evaluating and monitoring the networks and endpoints to identify evidence of security threats, such as intrusion, ransomware and any other type of malware attacks. i. Inspect Audit Logs frequently as specified by GC and inform GC immediately for any suspicious activity.	The Contractor receives 15 points for meeting this requirement.	

Requirement Number	Maximum Points Available	Contractor Score
R-1	10	
R-2	20	
R-3	30	
R-4	10	
R-5	10	
R-6	10	
R-7	250	
R-8	5	
R-9	5	
R-10	10	
R-11	10	
R-12	20	
R-13	10	
R-14	5	
R-15	15	
R-16	15	
R-17	6	
R-18	5	
R-19	5	
R-20	5	
R-21	5	
R-22	10	
R-23	20	
R-24	2	
R-25	2	
R-26	10	
R-27	10	
R-28	10	

R-29	5	
R-30	15	
R-31	45	
R-32	25	
R-33	5	
R-34	20	
R-35	15	
Total Technical Score (TTS) out of 655 **The minimum passing score is 310 points.**		

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

Annex B - Basis of Payment

Start of Annex B – Basis of Payment

This section documents precisely what is being acquired, at what cost and what the future costs will be, along with the mechanism for acquiring additional subscriptions.

TABLE 1 – INITIAL DELIVERABLES						
(prices in CAD, taxes excluded)						
Item No.	Description	Unit of Measure	Quantity (for evaluation purposes)	Firm Price for Year 1	Firm Price for Year 2	Firm Price for Year 3
1	Managed Search Service Solution – SaaS subscription license including Maintenance and Support Services	Per Processed Query	Tier 1: 0 to 150,000,000 Queries	$	$	$
		Per Processed Query	Above 150,000,000	$	$	$
2	Initial Virtual Training – up to 15 students per session	Per Diem	3	$	N/A	N/A
3	Implementation Cost in accordance with the Implementation Plan	One-Time Cost	1	$	N/A	N/A
Subtotal (for the purposes of bid evaluation only, the Sub-Total will equal the Sum of all cells requiring a Price entry)				$		
The Initial Software Subscription Period will be from Contract Award Date up to and including 3 Years Later.						

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Contract Period	**Tier 1** **0 to 150,000,000 Queries**	**Above 150,000,000**
Option Year 1	$	$
Option Year 2	$	$
Option Year 3	$	$
Option Year 4	$	$
Option Year 5	$	$
Option Year 6	$	$
Option Year 7	$	$
$		

TABLE 2.B – OPTIONAL DELIVERABLES TRAINING ON AN "AS AND WHEN REQUESTED" BASIS (prices in Cad, taxes excluded)			
Contract Period	**Per Diem Rate**	**Number of Days** *(for Evaluation Purposes)*	**Extended Price** *(For Evaluation Purposes)*
Initial Contract Period	**$**	5	**$**
Option Year 1	$	2	$
Option Year 2	$	2	$
Option Year 3	$	2	$
Option Year 4	$	2	$
Option Year 5	$	2	$
Option Year 6	$	2	$
Option Year 7	$	2	$
Sub-Total (for evaluation purposes, the sub-total will be the sum of the Extend Price column values**) :**			$
Notes:			

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

TABLE 2.C – OPTIONAL DELIVERABLES
PROFESSIONAL SERVICES ON AN "AS AND WHEN REQUESTED" BASIS
(prices in CAD, taxes excluded)

Contract Periods	RESOURCE CATEGORIES						Extended Price (for Evaluation Purposes)
	Project Executive		Senior Project Manager		Configuration Specialist		
	Per Diem Rate	No. of Days (for Evaluation Purposes)	Per Diem Rate	No. of Days (for Evaluation Purposes)	Per Diem Rate	No. of Days (for Evaluation Purposes)	
Initial Contract Period	$	10	$	10	$	20	$
Option Year 1	$	5	$	5	$	10	$
Option Year 2	$	5	$	5	$	10	$
Option Year 3	$	5	$	5	$	10	$
Option Year 4	$	2	$	2	$	5	$
Option Year 5	$	2	$	2	$	5	$
Option Year 6	$	2	$	2	$	5	$
Option Year 7	$	1	$	1	$	5	$
Sub-Total (for evaluation purposes, the sub-total will be the sum of the Extend Price column values) **:**							$

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

TABLE 3 – TOTAL ASSESSED PRICE FOR CALCULATION			
(prices in CAD, taxes excluded)			
Item No.	**Description**	**Price Calculations**	**Extended Price**
1	Sub-total of "Table 1 - Initial Deliverables"	= Table 1 Sub-Total	$
2	Sum of the Sub-totals of the Optional Deliverables Tables 2.A, 2.B, and 2.C	= Table 2.A Sub-Total + Table 2.B Sub-Total + Table 2.C Sub-Total	$
Total Bid Price ((Sum of Extended Prices from Items 1 and 2), for evaluation purposes)) :			$

End of Annex B – Basis of Payment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Annex C – SaaS Service Level Agreement (SLA)

Start of Annex C – SaaS SLA

By presenting a Bid, the Bidder acknowledges and agrees that any terms contained in Annex C- SaaS Solution Service Level Agreements that purport to interpret the Contract, are the same or similar subject matter, or are related to the terms contained in the Contract Clauses, are deemed stricken and are of no force or effect. Similarly, any terms contained in Annex C – SaaS Solution Service Level Agreements which include pricing information, such as (but not limited to) those that attempt to impose financial conditions, pricing terms, or compliance penalties, shall be deemed stricken and are of no force or effect.

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

End of Annex C – SaaS SLA

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

ANNEX D – TASK AUTHORIZATION FORM

Start of Annex E – Task Authorization Form

TASK AUTHORIZATION FORM FOR
_____ CONTRACT
AUTHORIZATION OF SERVICES TO BE PERFORMED
ON AN AS-AND-WHEN-REQUESTED BASIS

Contractor:	Contract No.
Financial Code:	GST Financial Code:
Task Authorization No.:	Date:

1.0 DESCRIPTION OF THE TASK / WORK TO BE PERFORMED	

2.0 PERIOD OF SERVICES	
From:	To:

3.0 SERVICES TO BE PERFORMED FOR: (LOCATION / ADDRESS)

4.0 AUTHORITIES	
Project Authority:	**Responsibility Centre:**
_____	_____

5.0 COST

Category and Level of Personnel / Category of Course	**Per Diem Rate / Rate per Course**	**No. of Days to Perform the Tasks/Work**	**Total**
	$		$
	$		$
	$		$
	$		$
	$		$
		ESTIMATED PRICE	$
		GST/HST	$
		TOTAL	$
Travel and Living Expenses: Travel and living are a direct charge on a cost reimbursable basis. All expenses shall incurred in accordance with the then-current Treasury Board guidelines. Invoices for Travel and Living costs of the Contractor's employees are to be supported by documentation (receipts) and will be	**ESTIMATED PRICE**		$

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

reimbursed in accordance with the Treasury Board Policy and Guidelines on Travel in effect at the time of travel at actual cost with on allowance for mark-up. Charges for air travel shall not exceed that for economy class.		
	GST/HST	$0
	TOTAL	$0
	GRAND TOTAL	$
You are requested to sell to Her Majesty The Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the services listed herein and on any attached sheets at the price set out therefore.		

End of Annex E – Task Authorization Form

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

ANNEX E – DEFINITIONS AND INTERPRETATIONS

Start of Annex E – Definitions and Interpretations

In this Contract, unless the context otherwise requires, the following terms shall have the following meanings:

"Asset" means all information technology resources used, accessed or managed by the Contractor to provision and deliver the Services described in this Agreement (including, without limitation, all technology resources at the Contractor's Service Locations or at the Contractor's or a Sub-contractor's data centre, networking, storage, servers, virtualization platforms, operating systems, middleware, and applications).

"Applicable Taxes" means the Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax, by law, payable by Canada such as, the Quebec Sales Tax (QST) as of April 1, 2013.

"Authorized User" means any RPA Bot, system, Electronic Person or person, including auditors, contractors, consultants, outsourcers, representatives and other third parties providing services to Customer or a member of the Customer Group (each an "Agent"), employee or customer of Customer that has been authorized by Customer to utilize the Software or Services, and whose compliance with the terms of this contract is the responsibility of the Customer, or has been provided an account in the Services by Customer and whose compliance with the terms of this Contract is the responsibility of the Customer.

"Average Rate" means the simple arithmetic mean of the Bank Rates in effect at 4:00 p.m. Eastern Time each day during the calendar month immediately before the calendar month in which payment is made.

"Bank Rate" means the rate of interest established from time to time by the Bank of Canada as the minimum rate at which the Bank of Canada makes short term advances to members of the Canadian Payments Association.

"Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Minister of Public Works and Government Services and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of Public Works and Government Services has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

"Canada Data" means information or data, regardless of form or format:

A. disclosed by or related to the Canada's personnel, clients, partners, joint venture participants, licensors, vendors or contractors;

B. disclosed by or related to End Users of the Services; or

C. collected, used or processed by, or stored for, the Services; which is directly or indirectly:

    i. disclosed to the Contractor or Sub-contractors by or on behalf of the Canada or End Users;

    ii. to which the Contractor or any Sub-contractors obtains access, intentionally or inadvertently;

    iii. resident on any Asset, or on any other network, System or Hardware used or managed for Canada by the Contractor for the Services and Contractor's services, including Contractor Infrastructure; or

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

iv.   generated, developed, acquired or otherwise obtained by the Contractor or any Sub-contractor or Sub-processor as part of or in the course of providing the Services; and includes all information derived from such information and all metadata forming part of or associated with such information. For greater certainty, "Canada Data" includes all information and data stored in or processed through the Services, Assets, or Contractor Infrastructure.

"Client" means the department or agency for which the Work and/or Services are performed under the Contract. In such respect, Client may refer to any Government Department, Departmental Corporation or Agency, or other Crown entity described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act.

"Client Data" means (i) any data provided to the Contractor by Client or at its direction in connection with the Solution and (ii) all content that the Contractor develops and delivers to Client, and that Client accepts, in accordance with this Contract.

"Cloud Computing" means a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.

"Cloud Infrastructure" means the collection of hardware and software that enables the five essential characteristics of cloud computing. The cloud infrastructure can be viewed as containing both a physical layer and an abstraction layer. The physical layer consists of the hardware resources that are necessary to support the cloud services being provided, and typically includes server, storage and network components. The abstraction layer consists of the software deployed across the physical layer, which manifests the essential cloud characteristics. Conceptually the abstraction layer sits above the physical layer.

"Cloud Service Provider ("CSP")" means the entity that owns, operates and maintains the physical infrastructure on which a Solution is hosted and from which a Solution is distributed. A CSP may also be SaaS if they host and distribute their own and third-party solutions.

"Commercially Available" means a product and/or service available to the public to obtain for use or consumption and requires no special modification or maintenance over its life cycle.

"Contract" means the Articles of Contract, any general conditions, any supplemental general conditions, annexes, appendices and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.

"Contracting Authority" means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract.

"Contractor means the entity named in the Contract to provide the Services and/or the Work to Canada

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Applicable Taxes.

"Cost" means cost determined according to Contract Cost Principles 1031-2 as revised to the date of the bid solicitation or, if there was no bid solicitation, the date of the Contract.

"Date of payment" means the date of the negotiable instrument drawn by the Receiver General for Canada to pay any amount under the Contract.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

"Deliverable" or "Deliverables", when used generically, refers to any discrete part of the Work to be performed for Canada.

"Device" means equipment having a physical central processor unit (CPU), mass storage and input output devices such as keyboard and monitor and includes servers, desktops, workstations, notebooks, laptops, personal digital assistants and mobile computing equipment.

"Documentation" means product specifications, operation manuals, user guides and other related information and documentation, including the Services Descriptions, whether in print or electronic form, provided to Customer hereunder for use with the Software or Services or any component thereof, including all updates, enhancements, modifications, revisions or additions thereto.

"Error" means any instruction or statement contained in or absent from the Solution, which, by its presence or absence, prevents the Solution from operating in accordance with the Specifications.

"Electronic Person" means any computer-based system capable of making smart autonomous decisions or otherwise interacting with the Software independently.

"Enhancements" means all modifications, patches, updates, upgrades, improvements, new releases, revisions, corrections and versions to the Software, no matter how numbered or named.

"Federal Government Working Day" is defined as Monday to Friday, 8:00 am to 4:00 pm Eastern Time, excluding statutory holidays observed by Canada.

"IaaS" or "Infrastructure as a Service" means "(t)he capability provided to the consumer is to provision processing, storage, networks, and other fundamental computing resources where the consumer is able to deploy and run arbitrary software, which can include operating systems and applications. The consumer does not manage or control the underlying cloud infrastructure but has control over operating systems, storage, and deployed applications; and possibly limited control of select networking components (e.g., host firewalls)."

"IaaS Infrastructure" means Infrastructure managed by the Contractor and provided as a Service (e.g. Data Center, Networking, Storage, Servers, Virtualization platform). This also includes the Systems, Hardware and Software that are used to manage, operate and provision an IaaS Infrastructure.

"Information Assets" means any individual data element of such Canada Data.

"Information Spillage" means incidents where an Information Asset is inadvertently placed on an Asset or System that is not authorized to process it (e.g. ITSG-33, IR-9).

"PaaS" or "Platform as a Service" means "(t)he capability provided to the consumer to deploy onto the cloud infrastructure consumer-created or acquired applications created using programming languages, libraries, services, and tools supported by the provider.

"PaaS Infrastructure" means the platform infrastructure managed by the Contractor and provided as a Service (e.g. Data Center, Networking, Storage, Servers, Virtualization platform, O/S, Middleware, and Runtime). This also includes the Systems, Hardware and Software that are used to manage, operate and provision the PaaS Infrastructure.

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them.

"Public Cloud" means the cloud infrastructure is provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination of them. It exists on the premises of the cloud provider.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

"Public Services and Procurement Canada" or "Public Works and Government Services Canada" means the Department of Public Works and Government Services as established under the Department of Public Works and Government Services Act.

"Overdue" means the time when an amount is unpaid on the first day following the day on which it is due and payable according to the Contract.

"Personal Information" means information that is about an identifiable individual and recorded in any form, as defined in section 3 of the Privacy Act. Examples include, but is not limited to the information relating to race, nationality, ethnic origin, religion, age, marital status, address, education as well as the medical, criminal, financial or employment histories of an individual. Personal information also includes any identifying number or symbol, such as the social insurance number, assigned to an individual. Definition from Government of Canada Justice Laws Website : https://laws-lois.justice.gc.ca/eng/acts/P-21/section-3.html

"Processor" means a natural or legal person, public authority, agency or other body that processes Personal Information on behalf of, and in accordance with the instructions of, Canada.

"Product Manufacturer" means the entity which assembles the component parts to manufacture a Product.

"Public Cloud" means the cloud infrastructure is provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination of them. It exists on the premises of the cloud provider.

"Public Cloud Services" means a shared pool of configurable Cloud Computing service models made available to users as a rapid, on demand, elastic self service via the Internet from a Cloud Service Provider's servers as opposed to being provided from a company's own on-premises servers, but does not include managed services, training, private or on-premise cloud services, or professional or consulting services that exceed standard public commercially available support services.

"Record" means any hard copy document or any data in a machine-readable format containing Personal Information or Canada data

"RPA Bot" means robotic process automation (RPA) tools that perform "if, then, else" statements on structured data, typically using a combination of user interface (UI) interactions, or by connecting to APIs to drive client servers, mainframes or HTML code. An RPA tool operates by mapping a process in the RPA tool language for the software "robot" (bot) to follow, with runtime allocated to execute the script by a control dashboard.

"Security Event Log" means any event, notification or alert that a device, systems or software is technically capable of producing in relation to its status, functions and activities. Security Events Logs are not limited to security devices, but are applicable to all devices, systems and software that are technically capable of producing event logs that can be used in security investigations, auditing and monitoring. Examples of Systems that can produce security event logs are, but not limited to: firewalls, intrusion prevention systems, routers, switches, content filtering, network traffic flow logs, network, authentication services, directory services, DHCP, DNS, hardware platforms, virtualization platforms, servers, operating systems, web servers, databases, applications, application/layer 7 firewalls.

"Security Incident" means any observable or measurable anomaly occurring with respect to an Asset, which results, or which may result, in:

(A) a violation of the Canada's Security Policies, a Specific Security Measure, the Contractor's or Sub-contractor's security policies or procedures, or any requirement of these Security Obligations or the Privacy Obligations; or

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

(B) the unauthorized access to, modification of, or exfiltration of any Authorized Personnel's credentials, Users' credentials, or Information Asset.

"Service Level Agreement (SLA)" means an agreement between the Contractor and Canada that defines the level of service expected from the Contractor.

"Service Location(s)" means any facility, site or other physical location owned, leased, provisioned or otherwise occupied by the Contractor or any Contractor Sub-processor from which the Contractor or any Contractor Sub-processor provides any Public Cloud Services.

"Services" means

i)   granting usage rights to the software application(s) ("Solutions")

ii)   providing Solution Documentation;

iii)   maintaining, upgrading, and updating the Solution(s);

iv)   managing incidents and defects to ensure the Solution(s) operate at the applicable service levels; and,

v)   providing incidental and additionally required information technology infrastructure services required to deliver the Solution.

"Software as a Service" or "SaaS" means the service model through which the capability provided to the consumer is to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through either a thin client interface, such as a web browser (e.g., web-based email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.

"SaaS Publisher" ("SaaSP")" means the entity that owns, operates, maintains and distributes SaaS Solutions. "Solution Availability" means the percentage of minutes in a month that the Solution is operational.

"Solution Documentation" means all of the manuals, handbooks, user guides and other human-readable material to be provided by the Contractor to Canada under the Contract for use with the Solution.

"SaaS Solution or "Solution" means the software application delivered through a SaaS distribution model in which an Application Service Provider or Cloud Service Provider makes centrally hosted software applications available to customers over the Internet, providing access to and use of a fully maintained, automatically upgraded, up-to-date Solution, technical support services, as well as physically and electronically secure information technology infrastructure, all included in the subscription service.

"Specifications" means the description of the essential, functional or technical requirements of the Services in - Service Level Agreement, including the procedures for determining whether the requirements have been met.

"Bid" means the documents that the Contractor submits in response to the Request for Proposal (RFP).

"Sub-processor" means any natural or legal person, public authority, agency or other body which processes personal information on behalf of a data controller.

"Usage rights" means granting access to and use of a Solution, also sometimes known as a subscription license.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

"User" means any individual, or system process acting on behalf of an individual, authorized by Canada to access the Services.

"Value-Added Reseller" or "VAR" means a Contractor who is an affiliate, partner, value-added reseller or other channel distributor of SaaS. VAR does not include a Software Publisher, an SaaSP, or a CSP who is also an SaaSP.

"Work" means all activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

"Workplace Technology Devices" means desktops, mobile workstations such as laptops and tablets, smartphones, phones, and peripherals and accessories such as monitors, keyboards, computer mouse, audio devices and external and internal storage devices such as USB flash drives, memory cards, external hard drives and writable CD or DVD.

Table 2: Definitions and Interpretations for security and privacy obligations

DEFINED TERMS for Security and privacy obligations

Term	Definition
Agent	An agent authorized by the Contractor that can only perform one or more of the following duties under the terms of the Framework Agreement and any corresponding Service Order. 1) provide billing information 2) invoicing 3) provide consumption reporting services 4) receive payment on behalf of the Contractor An agent does not have or provide SSC access to any master accounts nor do they have access to a client tenant, client data or client master accounts.
Canada's Data	Information or data, including but not limited to all text, sound, video, or image files, software and related metadata, regardless of form or format:
	(A) disclosed by Canada's personnel, clients, partners, joint venture participants, licensors, vendors or suppliers through the use of the Cloud Services; (B) disclosed by End Users of the Cloud Services; or (C) collected, used, processed by, or stored within the Cloud Services; which is directly or indirectly disclosed to the Contractor or Subcontractors by or on behalf of Canada or through the use of the Cloud Services including any such information or data to which (i) the Contractor or any Subcontractors obtains access, intentionally or inadvertently; (ii) resident on any network, System or Hardware used or managed for Canada by the Contractor for the Cloud Services and Contractor's services, including Contractor Infrastructure.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Cloud Computing	Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction. **Definition taken from the Institute of Standards and Technology (NIST) definition of Cloud Computing, located in SP 800-145 at the following link:** SP 800-145, The NIST Definition of Cloud Computing | CSRC
	https://csrc.nist.gov/publications/detail/sp/800-145/final
Cloud Service Provider (CSP)	A *Cloud Service Provider* is an entity (can include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that is the originator of the *Public Cloud Service* in its entirety.
Commercially Available	A service available to the public to obtain for use or consumption.
Compromise	A breach of government security which includes, but is not limited to: • unauthorized access to, disclosure, modification, use, interruption, removal, or destruction of sensitive information or assets, causing a loss of confidentiality, integrity, availability or value; • any action, conduct, threat or gesture of a person toward an employee in the workplace or an individual within federal facilities that caused harm or injury to that employee or individual; and, • events causing a loss of integrity or availability of government services or activities.
Contractor	A *Contractor* is the entity (can include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) delivering the Cloud Services to the Government of Canada and its partners. It is the entity approved reference as the *'Contractor'* on the Resulting Contract.
End User	Any individual, or system process acting on behalf of an individual, authorized by Canada to access the Cloud Services.
Information Spillage	Refers to incidents where an Information Asset is inadvertently placed on an Asset or System that is not authorized to process it (e.g. ITSG-33, IR-9).
Master Account	An account with root level privileges to generate client accounts or sub-accounts that will enable departmental access to commercially available public cloud services.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

Metadata	Information describing the characteristics of data including, for example, structural metadata describing data structures (e.g., data format, syntax, and semantics) and descriptive metadata describing data contents (e.g., information security labels). (Reference: NIST SP 800-53 Rev. 4)
Personal Information	Information that is about an identifiable individual and recorded in any form, as defined in section 3 of the Privacy Act. Examples include, but are not limited to the information relating to race, nationality, ethnic origin, religion, age, marital status, address, education as well as the medical, criminal, financial or employment histories of an individual. Personal information also includes any identifying number or symbol, such as the social insurance number, assigned to an individual. (Reference: https://laws-lois.justice.gc.ca/eng/acts/P-21/section-3.html)
Privacy breach	A privacy breach involves improper or unauthorized collection, use, disclosure, retention and/or disposal of Personal Information. (Reference: TBS Guidelines for Managing Privacy Breaches)
Public Cloud Services	"Public Cloud" means the cloud infrastructure is provisioned for open use by the general public. It may be owned, managed, and operated by a business, academic, or government organization, or some combination of them. It exists on the premises of the cloud provider. Public Cloud Services refers to a shared pool of configurable *Cloud Computing* service models made available to users as a rapid, on demand, elastic self service via the Internet from a Cloud Service Provider's servers as opposed to being provided from a company's own on-premises servers.
Record	Any hard copy document or any data in a machine-readable format containing Personal Information
Security Event	Any event, omission or situation that may be detrimental to government security, including threats, vulnerabilities and security incidents. Examples of cyber security events: Disclosure of a new vulnerability, intelligence that a threat actor may be planning an attack against a GC information system (e.g. Distributed Denial of Service (DDOS) attack), attempts at breaching the network perimeter, etc.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

Security Event Log	Any event, notification or alert that a device, systems or software is technically capable of producing in relation to its status, functions and activities. Security Events Logs are not limited to security devices, but are applicable to all devices, systems and software that are technically capable of producing event logs that can be used in security investigations, auditing and monitoring. Examples of Systems that can produce security event logs are, but not limited to: firewalls, intrusion prevention systems, routers, switches, content filtering, network traffic flow logs, network, authentication services, directory services, DHCP, DNS, hardware platforms, virtualization platforms, servers, operating systems , web servers, databases, applications, application/layer 7 firewalls.
Security Incident	Any event (or collection of events), act, omission or situation that has resulted in a compromise. Examples of cyber security incidents: Active exploitation of one or more identified vulnerabilities, exfiltration of data, failure of a security control, breach of a cloud-hosted or managed GC service, etc.
Security Event	Any event, omission or situation that may be detrimental to government security, including threats, vulnerabilities and security incidents. Examples of cyber security events: Disclosure of a new vulnerability, intelligence that a threat actor may be planning an attack against a GC information system (e.g. Distributed Denial of Service (DDOS) attack), attempts at breaching the network perimeter, etc.
Service Level Agreement (SLA)	Service Level Agreement is a contract between a service provider (either internal or external) and the end user that defines the level of service expected from the service provider.
Service Location(s)	Any facility, site or other physical location owned, leased, provisioned or otherwise occupied by the Supplier or any Supplier Sub-processor from which the Supplier or any Supplier Sub-processor provides any Services.
Subcontractor	Any person to whom the Contractor subcontracts the performance of the Contractor's services, in whole or in part.
Sub-processor	Any a natural or legal person, public authority, agency or other body which processes personal data on behalf of a data controller or Contractor

End of Annex E – Definitions and Interpretations

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

ANNEX F – SAAS IT SECURITY (ITS) ASSESSMENT PROGRAM

Start of Annex F – SaaS IT Security (ITS) Assessment Program

---

1. **Making a Submission to the SaaS IT Security Assessment Program**

    (a) To make a submission to the program, a Bidder must complete the following steps:

    (b) Contact the CCCS Contact Centre: contact@cyber.gc.ca or 613-949-7048 or 1-833-CYBER-88.

    (c) Prepare to enter into a bi lateral non-disclosure agreement (NDA) with the CCCS.

    (d) Provide all documentation for the assessment to the CCCS Contact Centre. When providing documents, Pretty Good Privacy (PGP) encryption program credentials should be used to encrypt the documents. See section 2 – PGP Key for a copy of the PGP key.

2. **PGP Key**

    (a) Email or phone the CCCS Contact Centre to request the necessary public key for the CCCS PGP key. Use this key to encrypt sensitive documents that you are submitting for the SaaS ITS Assessment Program.

3. **Contacts and Assistance**

    (a) The CCCS Contact Centre is the point of contact for all document submissions related to the SaaS ITS Assessment Program. The SaaS Assessment team lead, or an authorized delegate, has access to this mailbox. All SaaS ITS Assessment documentation will be managed and protected using PGP encryption during transmission (see section 2 for a copy of the PGP key). All documentation will also be handled and managed following CCCS information management policies.

<div align="center">

CCCS Contact Centre
contact@cyber.gc.ca
613-949-7048 or 1-833-CYBER-88

</div>

End of Annex F– SaaS IT Security (ITS) Assessment Program

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

ANNEX G – FEDRAL CONTRACTOR PROGRAM FOR EMPLOYMENT EQUITY

Start of Annex G - Federal Contractor Program For Employment Equity

---

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION
(insert if applicable)

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit Employment and Social Development Canada (ESDC) – Labour's website.

Date:_____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

( )   A1.   The Bidder certifies having no work force in Canada.

( )   A2.   The Bidder certifies being a public sector employer.

( )   A3.   The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.

( )   A4.   The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

        A5.   The Bidder has a combined workforce in Canada of 100 or more employees; and

( )   A5.1.   The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

( )   A5.2.   The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

( ) B1. The Bidder is not a Joint Venture.

OR

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

(   ) B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed Annex G Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

_____

End of Annex G - Federal Contractor Program For Employment Equity

_____

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

ANNEX H – ELECTRONIC PAYMENT INSTRUMENTS

Start of Annex H - Electronic Payment Instruments

As indicated in Part 3, clause 3.1.2, the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):
( ) VISA Acquisition Card;
( ) MasterCard Acquisition Card;
( ) Direct Deposit (Domestic and International);
( ) Electronic Data Interchange (EDI);
( ) Wire Transfer (International Only);
( ) Large Value Transfer System (LVTS) (Over $25M)

End Of Annex H - Electronic Payment Instruments

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

ANNEX I - RELEVANCE TEST

Start Of Annex I – Relevance Test

Bids that meet all mandatory criteria will be subjected to the Relevance Test as part of the Technical Evaluation.

1) Purpose

The purpose of the relevance test is to evaluate the relevance of the search results delivered by the Bidder's proposed solution.

2) Notification and Preparation

Following review of the mandatory technical criteria, the Contracting Authority will notify all Bidders who have met the mandatory criteria that their proposed solution will be subjected to the Relevance Test. After being notified by the Contracting Authority, the Bidder will be given a maximum of 6 working days to make the proposed solution available to the Client.

The solution must be complete and functional at that point in time, and must consist of the following:

- The Bidder's standard basic search interface to perform single keyword or multi-keyword searches (Standard on Web Accessibility compliant interface is not required). Additionally:

- The Bidder should limit the index to sites within the *.gc.ca and Canada.ca domains;

- The Bidder should not load any synonyms;

- The Bidder should not load any suggested links;

- Depth of crawl and field weighting should be set to the Bidder's recommended settings; and

- The Bidder should set the Search Results List to include 10 search results per page.

3) Test Period

ESDC may begin the Relevance Test once all notified Bidders have made their proposed solution(s) available to ESDC Client, or once the 6 working day maximum has expired, whichever is earlier. The Relevance Test will be conducted between the hours of 9am to 5pm EST and will be completed within 5 working days once it has begun.

4) Test Setup

An evaluation team composed of 6 Service Canada representatives will perform the Relevance Test on behalf of Canada. Service Canada may hire any independent consultant, or use any Government resources, to perform the Relevance Test.

The same 6 representatives will perform the Relevance Tests for all Bidders.

Service Canada will supply the following items:

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

- A high-speed Internet link;

- Microsoft Edge web browser;

- ESDC laptop with standard configuration;

- Other browsers like Mozilla Firefox and Chrome;

- A Telephone;

- A Projector and Screen.

The Bidder must supply:

- A valid Licensed Software Subscription Services configured as described in the Notification and Preparation section above (if this requirement is not met, the Bidder will receive 0 points for the Relevance Test) and one technical resource to assist with technical issues during the testing period.

- In connection with the Relevance Test, the Bidder grants to ESDC a limited license to use the Bidder's proposed Licensed Software Subscription Services for testing and evaluation purposes.

5) Test Procedures

A) Each member of the evaluation team will perform a set of 10 French and 10 English queries using the Licensed Software Subscription Services. These queries will be among the most common searches performed using the existing service, however Bidders will not be informed in advance of the exact queries to be performed. The same set of queries will be used in the Relevance Tests for all notified Bidders.

B) Bidders may not monitor, manipulate or manually adjust the search results during the Relevance Test, or the Bidder will receive 0 points for the Relevance Test.

C) Only search results that load immediately following the search execution will be considered. Search refinement techniques will not be permitted.

D) Technical issues encountered with Licensed Software Subscription Services during the Relevance Test Period should be fixed within 48 hours after being notified by the Contracting Authority. ESDC is not required to delay the Relevance Test beyond this 48-hour period if the issue is not resolved. The Crown will permit the Bidder to correct a maximum of 2 technical issues. If ESDC is unable to proceed with the Relevance Test after the 48-hour period, or more than 2 technical issues are encountered, the Bidder will receive 0 points for the Relevance Test.

E) Each evaluation team member will decide in advance as to what is their desired result for each query in the search results set (e.g. For example: they could decide that a search for "passport" should return a link to a site or high- level page about passports, . They may decide that a search for a "passport form" should return a link to a passport application form).

F) The evaluation team members will then each access the Bidder's proposed Licensed Software Subscription Service and perform, sequentially, all the queries in the set. The evaluation team members will not communicate with each other during the Relevance Test, including during the periods they are scoring the queries.

6) Test Evaluation Criteria and Scoring

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

A) After each query, each member of the evaluation team will independently enter one of the following scores into the Relevance Score column of the Test Score Table:

i.   Ten (10) points if their desired result appears 1st in the results list;

ii.   Five (5) points if their desired result in the top three (3) results;

iii.   Two (2) points if their desired result in the top five (5) results;

iv.   One (1) point if their desired result is on the first page of results; and,

v.   Zero (0) points if their desired result is not on the first page of results.

B) Additionally, after each query, each member of the evaluation team will independently enter one of the following scores into the Variety Score column of the Test Score Table:

i.   Ten (10) points if 8 to 10 results on the first page of results are relevant in the opinion of the evaluator;

ii.   Five (5) points if 5 to 7 results on the first page of results are relevant in the opinion of the evaluator;

iii.   Two (2) points if 3 to 4 results on the first page of results are relevant in the opinion of the evaluator;

iv.   One (1) points if 1 to 2 results on the first page of results are relevant in the opinion of the evaluator; and

v.   Zero (0) points if no relevant results appear on the first page of results in the opinion of the evaluator.

C) The Relevance Scores and the Variety Scores for the 10 French queries and the 10 English queries will be added together to obtain a score out of a possible 400 points for each of the 6 evaluators. The scores for the 6 evaluators will be added together to obtain a total score out of 2400 points.

The total score out of 2400 points will be divided by 9.6 and then rounded to the nearest whole number to obtain a final score out of 250 points. **The score out of 250 points is the number of points the Bidder will receive for Rated Requirement R-7.**

End Of Annex I – Relevance Test

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

8.10   Annex J ICT Accessibility Requirements

Start of Annex J – ICT Accessibility Requirements

ICT Accessibility Requirements (Based on EN 301 549 v2.1.2)

What is ICT?

Information and Communications Technology (ICT) includes hardware, software, voice communication, video capabilities and digital content (including web and non-web based information).

What is ICT accessibility and why is it important?

"ICT accessibility ensures that people with and without disabilities can access the same information, perform the same tasks, and receive the same services using information technology. It is the digital equivalent to accessibility in the physical environment —the curb cuts, ramps, railings, etc., of the digital age. While ICT accessibility can provide usability benefits to everyone who uses ICT, it is a vital necessity to many people with disabilities." - NASCIO - Accessibility in IT Procurement

About this document

This document lists relevant ICT accessibility requirements from the EN 301 549 v2.1.2 (2018-08) Harmonised European Standard "Accessibility requirements for ICT products and services", which includes the Web Content Accessibility Guidelines (WCAG) 2.1 level AA.

At first glance, some requirements may appear to be unrelated to this product or service. They have been included for consideration since the full feature set of a Vendor's product or service may not be known. For example, a video may be embedded into product documentation, so accessibility requirements for video and audio may become relevant.

Appendices include definitions, references, and practical guidance on creating accessible documentation.

Sources used to compile this document

- EN 301 549 v2.12 (2018-08) Harmonised European Standard "Accessibility requirements for ICT products and services" (PDF)
- Web Content Accessibility Guidelines (WCAG) 2.1 (W3C Recommendation 05 June 2018)
- Understanding WCAG 2.1 (Updated 16 November 2018)
- How to Meet WCAG 2.1 (Quick Reference)
- VPAT® 2.3 EU

Part A - Functional performance statements

These are explanatory (non-testable) statements that introduce the core aspects that the offered product or service must provide to be considered accessible.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

4.2.1. Usage without vision: Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that does not require vision.

- NOTE 1: A web page or application with a well formed semantic structure can allow users without vision to identify, navigate and interact with a visual user interface.
- NOTE 2: Audio and tactile user interfaces may contribute towards meeting this clause.

4.2.2. Usage with limited vision: Where ICT provides visual modes of operation, some users will need the ICT to provide features that enable users to make better use of their limited vision.

- NOTE 1: Magnification, reduction of required field of vision and control of contrast, brightness and intensity can contribute towards meeting this clause.
- NOTE 2: Where significant features of the user interface are dependent on depth perception, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.
- NOTE 3: Users with limited vision may also benefit from non-visual access (see clause 4.2.1).

4.2.3. Usage without perception of colour: Where ICT provides visual modes of operation, some users will need the ICT to provide a visual mode of operation that does not require user perception of colour.

- NOTE: Where significant features of the user interface are colour-coded, the provision of additional methods of distinguishing between the features may contribute towards meeting this clause.

4.2.4. Usage without hearing: Where ICT provides auditory modes of operation, some users need ICT to provide at least one mode of operation that does not require hearing.

- NOTE: Visual and tactile user interfaces may contribute towards meeting this clause.

4.2.5. Usage with limited hearing: Where ICT provides auditory modes of operation, some users will need the ICT to provide enhanced audio features.

- NOTE 1: Enhancement of the audio clarity, reduction of background noise, increased range of volume and greater volume in the higher frequency range can contribute towards meeting this clause.
- NOTE 2: Users with limited hearing may also benefit from non-hearing access (see clause 4.2.4).

4.2.6. Usage without vocal capability: Where ICT requires vocal input from users, some users will need the ICT to provide at least one mode of operation that does not require them to generate vocal output.

- NOTE 1: This clause covers the alternatives to the use of orally-generated sounds, including speech, whistles, clicks, etc.
- NOTE 2: Keyboard, pen or touch user interfaces may contribute towards meeting this clause.

4.2.7. Usage with limited manipulation or strength: Where ICT requires manual actions, some users will need the ICT to provide features that enable users to make use of the ICT through alternative actions not requiring manipulation or hand strength.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

- NOTE 1: Examples of operations that users may not be able to perform include those that require fine motor control, path dependant gestures, pinching, twisting of the wrist, tight grasping, or simultaneous manual actions.
- NOTE 2: One-handed operation, sequential key entry and speech user interfaces may contribute towards meeting this clause.
- NOTE 3: Some users have limited hand strength and may not be able to achieve the level of strength to perform an operation. Alternative user interface solutions that do not require hand strength may contribute towards meeting this clause.

4.2.8. Usage with limited reach: Where ICT products are free-standing or installed, the operational elements will need to be within reach of all users.

- NOTE: Considering the needs of wheelchair users and the range of user statures in the placing of operational elements of the user interface may contribute towards meeting this clause.

4.2.9. Minimize photosensitive seizure triggers: Where ICT provides visual modes of operation, some users need ICT to provide at least one mode of operation that minimizes the potential for triggering photosensitive seizures.

- NOTE: Limiting the area and number of flashes per second may contribute towards meeting this clause.

4.2.10. Usage with limited cognition: Some users will need the ICT to provide features that make it simpler and easier to use.

- NOTE 1: This clause is intended to include the needs of persons with limited cognitive, language and learning abilities.
- NOTE 2: Adjustable timings, error indication and suggestion, and a logical focus order are examples of design features that may contribute towards meeting this clause.

4.2.11. Privacy: Where ICT provides features that are provided for accessibility, some users will need their privacy to be maintained when using those ICT features that are provided for accessibility.

- NOTE: Enabling the connection of personal headsets for private listening, not providing a spoken version of characters being masked and enabling user control of legal, financial and personal data are examples of design features that may contribute towards meeting this clause.

Part B - Functional accessibility requirements

Explanation of the table columns

- **"EN 301 549 clause"** includes all clauses of the EN 301 549 v2.12 that may apply to the ICT product or service. If WCAG 2.1 is referenced, we include the full text of the WCAG success criterion along with links to the criterion, "Understanding the requirement", "How to meet the requirement" and definitions of standardized words.
- **"Determination of compliance"** describes how to test if you have met the requirement. These are copied from EN 301 549 v2.12 Annex C.

Scope

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

The following Functional Accessibility Requirements are applicable to the Functional Performance Statements in Part A. If a solution meets all of these it is considered to have met the Functional Performance Statements and is therefore deemed to conform with EN 301 549 v2.12.

Clauses 5, 5.2, 9, 9.0, 9.1, 9.1.1, 9.1.1.1, 9.1.2, 9.1.2.1, 9.1.2.2, 9.1.2.3, 9.1.2.4, 9.1.2.5, 9.1.3, 9.1.3.1, 9.1.3.2, 9.1.3.3, 9.1.3.4, 9.1.3.5, 9.1.4, 9.1.4.1, 9.1.4.2, 9.1.4.3, 9.1.4.4, 9.1.4.5, 9.1.4.10, 9.1.4.11, 9.1.4.12, 9.1.4.13, 9.2, 9.2.1, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.2, 9.2.2.1, 9.2.2.2, 9.2.3, 9.2.3.1, 9.2.4, 9.2.4.1, 9.2.4.2, 9.2.4.3, 9.2.4.4, 9.2.4.5, 9.2.4.6, 9.2.4.7, 9.2.5, 9.2.5.1, 9.2.5.2, 9.2.5.3, 9.2.5.4, 9.3, 9.3.1, 9.3.1.1, 9.3.1.2, 9.3.2, 9.3.2.1, 9.3.2.2, 9.3.2.3, 9.3.2.4, 9.3.3, 9.3.3.1, 9.3.3.2, 9.3.3.3, 9.3.3.4, 9.4, 9.4.1, 9.4.1.1, 9.4.1.2, 9.4.1.3, 9.5, 10, 10.0, 10.1, 10.1.1, 10.1.1.1, 10.1.2, 10.1.2.1, 10.1.2.2, 10.1.2.3, 10.1.2.4, 10.1.2.5, 10.1.3, 10.1.3.1, 10.1.3.2, 10.1.3.3, 10.1.3.4, 10.1.3.5, 10.1.4, 10.1.4.1, 10.1.4.2, 10.1.4.3, 10.1.4.4, 10.1.4.5, 10.1.4.10, 10.1.4.11, 10.1.4.12, 10.1.4.13, 10.2, 10.2.1, 10.2.1.1, 10.2.1.2, 10.2.1.4, 10.2.2, 10.2.2.1, 10.2.2.2, 10.2.3, 10.2.3.1, 10.2.4, 10.2.4.2, 10.2.4.3, 10.2.4.4, 10.2.4.6, 10.2.4.7, 10.2.5, 10.2.5.1, 10.2.5.2, 10.2.5.3, 10.2.5.4, 10.3, 10.3.1, 10.3.1.1, 10.3.1.2, 10.3.2, 10.3.2.1, 10.3.2.2, 10.3.3, 10.3.3.1, 10.3.3.2, 10.3.3.3, 10.3.3.4, 10.4, 10.4.1, 10.4.1.1, 10.4.1.2, 10.5, 10.6, 11, 11.0, 11.1, 11.1.1, 11.1.1.1, 11.1.1.1.1, 11.1.1.1.2, 11.1.2, 11.1.2.1, 11.1.2.1.1, 11.1.2.1.2, 11.1.2.1.2.1, 11.1.2.1.2.2, 11.1.2.2, 11.1.2.3, 11.1.2.3.1, 11.1.2.3.2, 11.1.2.4, 11.1.2.5, 11.1.3, 11.1.3.1, 11.1.3.1.1, 11.1.3.1.2, 11.1.3.2, 11.1.3.2.1, 11.1.3.2.2, 11.1.3.3, 11.1.3.4, 11.1.3.5, 11.1.4, 11.1.4.1, 11.1.4.2, 11.1.4.3, 11.1.4.4, 11.1.4.4.1, 11.1.4.4.2, 11.1.4.5, 11.1.4.5.1, 11.1.4.5.2, 11.1.4.10, 11.1.4.10.1, 11.1.4.10.2, 11.1.4.11, 11.1.4.12, 11.1.4.13, 11.2, 11.2.1, 11.2.1.1, 11.2.1.1.1, 11.2.1.1.2, 11.2.1.2, 11.2.1.4, 11.2.1.4.1, 11.2.1.4.2, 11.2.2, 11.2.2.1, 11.2.2.2, 11.2.3, 11.2.3.1, 11.2.4, 11.2.4.3, 11.2.4.4, 11.2.4.6, 11.2.4.7, 11.2.5, 11.2.5.1, 11.2.5.2, 11.2.5.3, 11.2.5.4, 11.3, 11.3.1, 11.3.1.1, 11.3.1.1.1, 11.3.1.1.2, 11.3.2, 11.3.2.1, 11.3.2.2, 11.3.3, 11.3.3.1, 11.3.3.1.1, 11.3.3.1.2, 11.3.3.2, 11.3.3.3, 11.3.3.4, 11.4, 11.4.1, 11.4.1.1, 11.4.1.1.1, 11.4.1.1.2, 11.4.1.2, 11.4.1.2.1, 11.4.1.2.2, 11.5, 11.5.1, 11.5.2, 11.5.2.1, 11.5.2.2, 11.5.2.3, 11.5.2.4, 11.5.2.5, 11.5.2.6, 11.5.2.7, 11.5.2.8, 11.5.2.9, 11.5.2.10, 11.5.2.11, 11.5.2.12, 11.5.2.13, 11.5.2.14, 11.5.2.15, 11.5.2.16, 11.5.2.17, 11.6, 11.6.1, 11.6.2, 11.7, 11.8, 11.8.1, 11.8.2, 11.8.3, 11.8.4, 11.8.5, 12, 12.1, 12.1.1, 12.1.2, 12.2, 12.2.1, 12.2.2, 12.2.3 and 12.2.4 have been deemed relevant to this ICT.

EN 301 549 clause	Determination of compliance
5 Generic requirements	---
5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.	**C.5.2 Activation of accessibility features** Type of assessment Inspection Pre-conditions 1. The ICT has documented accessibility features to meet a specific need. Procedure 1. Check that it is possible to activate those accessibility features without relying on a method that does not support that need. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	Pass: Check 1 is true Fail: Check 1 is false
9 Web	---
9.0 General (informative) Requirements in clause 9 apply to web pages (as defined in clause 3.1) including: • Conformance with WCAG 2.0 Level AA is equivalent to conforming with clauses 9.1.1, 9.1.2, 9.1.3.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.1.4, 9.2.1.1, 9.2.1.2, 9.2.2, 9.2.3, 9.2.4, 9.3, 9.4.1.1, 9.4.1.2 and the conformance requirements of clause 9.5 of the present document. • Conformance with WCAG 2.1 Level AA is equivalent to conforming with all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5 of the present document. • Requirements for other documents and software are provided in clauses 10 and 11 respectively. NOTE 1: When evaluating web sites they are evaluated as individual web pages. Web applications, mobile web applications etc. are covered under the definition of web page which is quite broad and covers all web content types. The web content requirements in clauses 9.1 to 9.4 set out all of the Level A and Level AA Success Criteria from the W3C Web Content Accessibility Guidelines (WCAG 2.1) [5]: • Web Pages conforming to WCAG 2.0 Level A and AA also conform to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2 and the conformance requirements of clause 9.5. • Web Pages that conform to WCAG 2.1 Level AA conform to all of clauses 9.1 to 9.4 and the conformance requirements of clause 9.5. • Web Pages conforming to clauses 9.1.1.1 to 9.1.3.3, 9.1.4.1 to 9.1.4.5, 9.2.1.1, 9.2.1.2, 9.2.2.1 to 9.2.4.7, 9.3.1.1 to 9.4.1.2, and the	**C.9.0 General (informative)** Clause 9.0 is informative only and contains no requirements requiring test.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
conformance requirements of clause 9.5, also conform to WCAG 2.0 Level AA. • Web Pages that conform to all of clauses 9.1 to 9.4, and the conformance requirements of clause 9.5, conform to WCAG 2.1 Level AA. NOTE 2: WCAG 2.0 is identical to ISO/IEC 40500 (2012): "Information technology - W3C Web Content Accessibility Guidelines (WCAG) 2.0" [4]. The requirements in clauses 9.1 to 9.4 are written using the concept of satisfying success criteria (defined in clause 3.1). A web page satisfies a WCAG success criterion when the success criterion does not evaluate to false when applied to the web page. This implies that if the success criterion puts conditions on a specific feature and that specific feature does not occur in the web page, then the web page satisfies the success criterion. NOTE 3: For example, a web page that does not contain pre-recorded audio content in synchronized media will automatically satisfy WCAG success criterion 1.2.2 (captions - pre-recorded) and, in consequence, will also conform to clause 9.1.2.2. In addition to Level AA success criteria, the Web Content Accessibility Guidelines also include success criteria for Level AAA. NOTE 4: The body of the present document does not include the Level AAA success criteria, both to avoid confusion with the Level A and Level AA based requirements and for harmonisation with other procurement standards. Web authors and procurement accessibility specialists are encouraged to improve accessibility beyond the requirements of the present document and should therefore consider whether any of the WCAG Level AAA success criteria offer suggestions that may be applicable and relevant to their project, as well as potentially beneficial to some users. NOTE 5: The W3C states that "It is not recommended that Level AAA conformance be required as a general policy for entire sites because it is not possible to	

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
satisfy all Level AAA Success Criteria for some content".	
9.1 Perceivable	---
9.1.1 Text alternatives	---
9.1.1.1 Non-text content Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text content. **WCAG 2.1 Success Criterion 1.1.1 Non-text content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory	**C.9.1.1.1 Non-text content** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	
9.1.2 Time-based media	---
9.1.2.1 Audio-only and video-only (prerecorded) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). **WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)** Understanding Audio-only and Video-only (Prerecorded) How to Meet Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	**C.9.1.2.1 Audio-only and video-only (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.2 Captions (prerecorded) Where ICT is a web page, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).	**C.9.1.2.2 Captions (prerecorded)** Type of assessment Inspection

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded) Understanding Captions (Prerecorded) How to Meet Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.3 Audio description or media alternative (prerecorded) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). **WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)** Understanding Audio Description or Media Alternative (Prerecorded) How to Meet Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	**C.9.1.2.3 Audio description or media alternative (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.4 Captions (live) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.4 Captions (Live). **WCAG 2.1 Success Criterion 1.2.4 Captions (Live)**	**C.9.1.2.4 Captions (live)** Type of assessment Inspection

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Understanding Captions (Live) How to Meet Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.2.5 Audio description (prerecorded) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). **WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).** Understanding Audio Description (Prerecorded) How to Meet Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	**C.9.1.2.5 Audio description (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3 Adaptable	---
9.1.3.1 Info and relationships Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. **WCAG 2.1 Success Criterion 1.3.1 Info and Relationships**	**C.9.1.3.1 Info and relationships** Type of assessment Inspection Pre-conditions 1. The ICT is a web page.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Understanding Info and Relationships How to Meet Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.2 Meaningful sequence Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	**C.9.1.3.2 Meaningful sequence** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.3 Sensory characteristics Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. **WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics** Understanding Sensory Characteristics How to Meet Sensory Characteristics	**C.9.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
(Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. Note: For requirements related to color, refer to Guideline 1.4.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.4 Orientation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	**C.9.1.3.4 Orientation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.3.5 Identify input purpose Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. **WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose** Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA)	**C.9.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4 Distinguishable	---
9.1.4.1 Use of colour Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color** Understanding Use of Color How to Meet Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	**C.9.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.2 Audio control Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.2 Audio Control. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control (Level A)	**C.9.1.4.2 Audio control** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.2 Audio Control. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.3 Contrast (minimum) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum) How to Meet Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	**C.9.1.4.3 Contrast (minimum)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.4 Resize text Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.4 Resize text.	**C.9.1.4.4 Resize text** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 1.4.4 Resize text Understanding Resize text How to Meet Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.5 Images of text Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.5 Images of Text. **WCAG 2.1 Success Criterion 1.4.5 Images of Text.** Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	**C.9.1.4.5 Images of text** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.10 Reflow Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.10 Reflow.	**C.9.1.4.10 Reflow** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 1.4.10 Reflow Understanding Reflow How to Meet Reflow (Level AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels. Except for parts of the content which require two-dimensional layout for usage or meaning. Note: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For web content which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. Note: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content.	Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.10 Reflow. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.11 Non-text contrast Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA)	**C.9.1.4.11 Non-text contrast** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result Pass: Check 1 is true Fail: Check 1 is false
9.1.4.12 Text spacing Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing. **WCAG 2.1 Success Criterion 1.4.12 Text spacing** Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	**C.9.1.4.12 Text spacing** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
9.1.4.13 Content on hover or focus Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other non-modal popups that display on hover and focus are examples of additional content covered by this criterion.	**C.9.1.4.13 Content on hover or focus** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. Result Pass: Check 1 is true Fail: Check 1 is false
9.2 Operable	---
9.2.1 Keyboard accessible	---

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
9.2.1.1 Keyboard Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.1 Keyboard. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	**C.9.2.1.1 Keyboard** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.1.2 No keyboard trap Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap. **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap** Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit	**C.9.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
methods, the user is advised of the method for moving focus away. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	Pass: Check 1 is true Fail: Check 1 is false
9.2.1.4 Character key shortcuts Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts (Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	**C.9.2.1.4 Character key shortcuts** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.2 Enough time	---
9.2.2.1 Timing adjustable Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable. **WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable**	**C.9.2.2.1 Timing adjustable** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Understanding Timing Adjustable How to Meet Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. Note: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.	1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.2.2 Pause, stop, hide Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide. **WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide** Understanding Pause, Stop, Hide	**C.9.2.2.2 Pause, stop, hide** Type of assessment Inspection Pre-conditions 1. The ICT is a web page.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
How to Meet Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. Note: For requirements related to flickering or flashing content, refer to Guideline 2.3. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference. Note: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. Note: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken.	Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.3 Seizures and physical reactions	---

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
9.2.3.1 Three flashes or below threshold Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold. **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. Note: Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.	**C.9.2.3.1 Three flashes or below threshold** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4 Navigable	---
9.2.4.1 Bypass blocks Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks. **WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks** Understanding Bypass Blocks How to Meet Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	**C.9.2.4.1 Bypass blocks** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.1 Bypass Blocks. Result Pass: Check 1 is true

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
	Fail: Check 1 is false
9.2.4.2 Page titled Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.2 Page Titled. **WCAG 2.1 Success Criterion 2.4.2 Page Titled** Understanding Page Titled How to Meet Page Titled (Level A) Web pages have titles that describe topic or purpose.	**C.9.2.4.2 Page titled** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.2 Page Titled. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.3 Focus Order Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.3 Focus Order. **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order How to Meet Focus Order (Level A) If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	**C.9.2.4.3 Focus Order** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.3 Focus Order. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.4 Link purpose (in context)	**C.9.2.4.4 Link purpose (in context)** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)- **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)** Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.5 Multiple ways Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.5 Multiple Ways. **WCAG 2.1 Success Criterion 2.4.5 Multiple Ways** Understanding Multiple Ways How to Meet Multiple Ways (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	**C.9.2.4.5 Multiple ways** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.5 Multiple Ways. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.6 Headings and labels Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.6 Headings and Labels.	**C.9.2.4.6 Headings and labels** Type of assessment Inspection

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 2.4.6 Headings and Labels Understanding Headings and Labels How to Meet Headings and Labels (Level AA) Headings and labels describe topic or purpose.	Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.4.7 Focus visible Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.4.7 Focus Visible. **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	C.9.2.4.7 Focus visible Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.5 Input modalities	---
9.2.5.1 Pointer gestures Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures. **WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures**	C.9.2.5.1 Pointer gestures Type of assessment Inspection Pre-conditions 1. The ICT is a web page.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Understanding Pointer Gestures How to Meet Pointer Gestures (Level A) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).	Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.5.2 Pointer cancellation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation. **WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation** Understanding Pointer Cancellation How to Meet Pointer Cancellation (Level A) For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; • Essential: Completing the function on the down-event is essential.	**C.9.2.5.2 Pointer cancellation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Note: Functions that emulate a keyboard or numeric keypad key press are considered essential. Note: This requirement applies to web content that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology).	
9.2.5.3 Label in name Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name. **WCAG 2.1 Success Criterion 2.5.3 Label in Name** Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the start of the name.	**C.9.2.5.3 Label in name** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result Pass: Check 1 is true Fail: Check 1 is false
9.2.5.4 Motion actuation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion	**C.9.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity.	Pass: Check 1 is true Fail: Check 1 is false
9.3 Understandable	---
9.3.1 Readable	---
9.3.1.1 Language of page Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.1 Language of Page. **WCAG 2.1 Success Criterion 3.1.1 Language of Page** Understanding Language of Page How to Meet Language of Page (Level A) The default human language of each Web page can be programmatically determined.	**C.9.3.1.1 Language of page** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.1 Language of Page. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.1.2 Language of parts Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.1.2 Language of Parts. **WCAG 2.1 Success Criterion 3.1.2 Language of Parts** Understanding Language of Parts How to Meet Language of Parts	**C.9.3.1.2 Language of parts** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
(Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.1.2 Language of Parts. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2 Predictable	---
9.3.2.1 On focus Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.1 On Focus. **WCAG 2.1 Success Criterion 3.2.1 On Focus** Understanding On Focus How to Meet On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	**C.9.3.2.1 On focus** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2.2 On input Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A) Changing the setting of any user interface component does not automatically cause a change	**C.9.3.2.2 On input** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.2 On Input.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
of context unless the user has been advised of the behavior before using the component.	Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2.3 Consistent navigation Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation. **WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation** Understanding Consistent Navigation How to Meet Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	**C.9.3.2.3 Consistent navigation** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.3 Consistent Navigation. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.2.4 Consistent identification Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.2.4 Consistent Identification. **WCAG 2.1 Success Criterion 3.2.4 Consistent Identification** Understanding Consistent Identification How to Meet Consistent Identification (Level AA) Components that have the same functionality within a set of Web pages are identified consistently.	**C.9.3.2.4 Consistent identification** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.2.4 Consistent Identification. Result Pass: Check 1 is true

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
	Fail: Check 1 is false
9.3.3 Input assistance	---
9.3.3.1 Error identification Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.9.3.3.1 Error identification** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.3.2 Labels or instructions Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	**C.9.3.3.2 Labels or instructions** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.3.3 Error suggestion	**C.9.3.3.3 Error suggestion**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. Result Pass: Check 1 is true Fail: Check 1 is false
9.3.3.4 Error prevention (legal, financial, data) Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data). **WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)** Understanding Error Prevention (Legal, Financial, Data) How to Meet Error Prevention (Legal, Financial, Data) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: • Reversible: Submissions are reversible. • Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.	**C.9.3.3.4 Error prevention (legal, financial, data)** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data) . Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
• Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.	
9.4 Robust	---
9.4.1 Compatible	---
9.4.1.1 Parsing Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.1 Parsing. **WCAG 2.1 Success Criterion 4.1.1 Parsing** Understanding Parsing How to Meet Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. Note: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.	**C.9.4.1.1 Parsing** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.1 Parsing. Result Pass: Check 1 is true Fail: Check 1 is false
9.4.1.2 Name, role, value Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value. **WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value** Understanding Name, Role, Value How to Meet Name, Role, Value (Level A) For all user interface components (including but not limited to: form elements, links and components	**C.9.4.1.2 Name, role, value** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. Note: This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.	Result Pass: Check 1 is true Fail: Check 1 is false
9.4.1.3 Status messages Where ICT is a web page, it shall satisfy WCAG 2.1 Success Criterion 4.1.3 Status Messages. **WCAG 2.1 Success Criterion 4.1.3 Status Messages** Understanding Status Messages How to Meet Status Messages (Level AA) In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.	**C.9.4.1.3 Status messages** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure 1. Check that the web page does not fail WCAG 2.1 Success Criterion 4.1.3 Status Messages. Result Pass: Check 1 is true Fail: Check 1 is false
9.5 WCAG conformance requirements Where ICT is a web page, it shall satisfy all the following five WCAG 2.1 conformance requirements at Level AA [5]. 1. Conformance level 2. Full pages 3. Complete processes 4. Only Accessibility-Supported Ways of Using Technologies 5. Non-interference NOTE 1: A Web page that meets all of requirements 9.1 to 9.4, or where a Level AA conforming alternate	**C.9.5 WCAG conformance requirements** Type of assessment Inspection Pre-conditions 1. The ICT is a web page. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
version (as defined in WCAG 2.1 [5]) is provided, will meet conformance requirement 1. NOTE 2: According to W3C: "WCAG 2.1 extends Web Content Accessibility Guidelines 2.0 [4], which was published as a W3C Recommendation December 2008. Content that conforms to WCAG 2.1 also conforms to WCAG 2.0, and therefore to policies that reference WCAG 2.0" [4]. NOTE 3: Conformance requirement 5 states that all content on the page, including content that is not otherwise relied upon to meet conformance, meets clauses 9.1.4.2, 9.2.1.2, 9.2.2.2 and 9.2.3.1. WCAG 2.1 conformance requirements at Level AA [5]	1. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "1: Conformance level" at Level AA. 2. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "2: Full pages". 3. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "3: Complete processes". 4. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "4: Only Accessibility-Supported Ways of Using Technologies". 5. Check that the web page satisfies WCAG 2.1 [5] conformance requirement "5: Non-interference". Result Pass: All checks are true Fail: Any check is false
10 Non-web documents	---
10.0 General (informative) Requirements in clause 10 apply to documents: • that are not web pages; • that are not embedded in web pages; • that are embedded in web pages and that are not used in the rendering and that are not intended to be rendered together with the web page in which they are embedded. Clause 9 provides requirements for documents that are in web pages or that are embedded in web pages and that are used in the rendering or that are intended to be rendered together with the web page in which they are embedded. NOTE 1: Some examples of documents are letters, spreadsheets, emails, books, pictures, presentations, and movies that have an associated user agent such as a document reader, editor or media player.	**C.10.0 General (informative)**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
NOTE 2: A single document may be composed of multiple files such as the video content, closed caption text, etc. This fact is not usually apparent to the end-user consuming the document/content. NOTE 3: Documents require a user agent in order for the content to be presented to users. The requirements for user agents can be found in clause 11. NOTE 4: The requirements for content that is part of software, can be found in clause 11. NOTE 5: The success criteria set out in clause 10 are intended to harmonize with the Working Group Note [i.26] produced by the W3C's WCAG2ICT Task Force.	
10.1 Perceivable	---
10.1.1 Text alternatives	---
10.1.1.1 Non-text content Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.1.1 Non-text Content. NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate. **WCAG 2.1 Success Criterion 1.1.1 Non-text Content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)	**C.10.1.1.1 Non-text content** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text content. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
• Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	
10.1.2 Time-based media	---
10.1.2.1 Audio-only and video-only (prerecorded) Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). NOTE: The alternative can be provided directly in the document - or provided in an alternate version that meets the success criterion. **Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)** Understanding Audio-only and Video-only (Prerecorded)	**C.10.1.2.1 Audio-only and video-only (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
How to Meet Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Pass: Check 1 is true Fail: Check 1 is false
10.1.2.2 Captions (prerecorded) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded).** Understanding Captions (Prerecorded) How to Meet Captions (Prerecorded) (Level A)	**C.10.1.2.2 Captions (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	
10.1.2.3 Audio description or media alternative (prerecorded) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "Also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded).** Understanding Audio Description or Media Alternative (Prerecorded) How to Meet Audio Description or Media Alternative (Prerecorded) (Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	**C.10.1.2.3 Audio description or media alternative (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.2.4 Captions (live) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.4 Captions (Live). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized	**C.10.1.2.4 Captions (live)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.4 Captions (Live)** Understanding Captions (Live) How to Meet Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.2.5 Audio description (prerecorded) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded)** Understanding Audio Description (Prerecorded) How to Meet Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	**C.10.1.2.5 Audio description (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3 Adaptable	---
10.1.3.1 Info and relationships	**C.10.1.3.1 Info and relationships** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. **WCAG 2.1 Success Criterion 1.3.1 Info and Relationships** Understanding Info and Relationships How to Meet Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.2 Meaningful sequence Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	**C.10.1.3.2 Meaningful sequence** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.3 Sensory characteristics Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics.	**C.10.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Understanding Sensory Characteristics How to Meet Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound. Note: For requirements related to color, refer to WCAG 2.1 - Guideline 1.4.	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.4 Orientation Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	**C.10.1.3.4 Orientation** Type of assessment Inspection Pre-conditions: 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.3.5 Identify input purpose Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose.	**C.10.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4 Distinguishable	---
10.1.4.1 Use of colour Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color.** Understanding Use of Color How to Meet Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	**C.10.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.2 Audio control	**C.10.1.4.2 Audio control** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.1. **Table 10.1: Document success criterion: Audio control** If any audio in a document plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, all content in the document (whether or not it is used to meet other success criteria) shall meet this success criterion. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.2 Audio Control, replacing "on a Web page" with "in a document" "any content" with "any part of a document", "whole page" with "whole document", "on the Web page" with "in the document", removing "See Conformance Requirement 5: Non-Interference" and adding note 1. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control (Level A)	Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.1. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.3 Contrast (minimum) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum) How to Meet Contrast (Minimum)	**C.10.1.4.3 Contrast (minimum)** Type of assessment: Inspection Pre-conditions 1. The ICT is a non-web document. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
(Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.4 Resize text Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.4 Resize Text. NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom. NOTE 2: This success criterion is about the ability to allow users to enlarge the text on screen at least up to 200 % without needing to use assistive technologies. This means that the application provides some means for enlarging the text 200 % (zoom or otherwise) without loss of content or functionality or that the application works with the platform features that meet this requirement. **WCAG 2.1 Success Criterion 1.4.4 Resize Text** Understanding Resize text How to Meet Resize text (Level AA)	**C.10.1.4.4 Resize text** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	
10.1.4.5 Images of text Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 1.4.5 Images of Text. **WCAG 2.1 Success Criterion 1.4.5 Images of Text** Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	**C.10.1.4.5 Images of text** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.10 Reflow Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.2. **Table 10.2: Document success criterion: Reflow** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels.	**C.10.1.4.10 Reflow** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.2. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Except for parts of the content which require two-dimensional layout for usage or meaning. NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For documents which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024px at 400% zoom. NOTE 2: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and interfaces where it is necessary to keep toolbars in view while manipulating content. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.10 Reflow replacing the original WCAG 2.1 notes with notes 1 and 2, above. **WCAG 2.1 Success Criterion 1.4.10 Reflow** Understanding Reflow How to Meet Reflow (Level AA)	Pass: Check 1 is true Fail: Check 1 is false
10.1.4.11 Non-text contrast Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast.** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):	**C.10.1.4.11 Non-text contrast** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
• User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	Pass: Check 1 is true Fail: Check 1 is false
10.1.4.12 Text spacing Where ICT is a non-web document that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing. **WCAG 2.1 Success Criterion 1.4.12 Text spacing** Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	**C.10.1.4.12 Text spacing** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result Pass: Check 1 is true Fail: Check 1 is false
10.1.4.13 Content on hover or focus	**C.10.1.4.13 Content on hover or focus** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus.** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.	Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus. Result Pass: Check 1 is true Fail: Check 1 is false
10.2 Operable	---
10.2.1 Keyboard accessible	---
10.2.1.1 Keyboard	**C.10.2.1.1 Keyboard**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.1.1 Keyboard. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.1.2 No keyboard trap Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.3. **Table 10.3: Document success criterion: No keyboard trap** If keyboard focus can be moved to a component of the document using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether or not it is used	**C.10.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.3. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
to meet other success criteria) to meet this success criterion. NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" and with the addition of note 2 above and with note 1 above re-drafted to avoid the use of the word "must". **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap** Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A)	
10.2.1.4 Character key shortcuts Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts (Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off;	**C.10.2.1.4 Character key shortcuts** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure: 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
• Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	
10.2.2 Enough time	---
10.2.2.1 Timing adjustable Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.4. **Table 10.4: Document success criterion: Timing adjustable** For each time limit that is set by the document, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. NOTE 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with WCAG 2.1 Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action.	**C.10.2.2.1 Timing adjustable** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.4. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable replacing "the content" with "documents" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above. **WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable** Understanding Timing Adjustable How to Meet Timing Adjustable (Level A)	
10.2.2.2 Pause, stop, hide Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.5. **Table 10.5: Document success criterion: Pause, stop, hide** For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. NOTE 1: For requirements related to flickering or flashing content, refer to WCAG 2.1 Guideline 2.3. NOTE 2: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet	**C.10.2.2.2 Pause, stop, hide** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.5. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
other success criteria or not) to meet this success criterion. NOTE 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so. NOTE 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. NOTE 5: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide replacing "page" and "Web page" with "document", removing "See Conformance Requirement 5: Non-Interference" in note 2 of the success criterion, with the words "WCAG 2.1" added before the word "Guideline" in note 1 above and with note 2 above re-drafted to avoid the use of the word "must". **Guideline 2.3 Seizures and Physical Reactions** **Do not design content in a way that is known to cause seizures or physical reactions.** **WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide** Understanding Pause, Stop, Hide How to Meet Pause, Stop, Hide (Level A)	
10.2.3 Seizures and physical reactions	---
10.2.3.1 Three flashes or below threshold Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.6.	**C.10.2.3.1 Three flashes or below threshold** Type of assessment Inspection

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Table 10.6: Document success criterion: Three flashes or below threshold Documents do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. NOTE 1: Since any part of a document that does not meet this success criterion can interfere with a user's ability to use the whole document, it is necessary for all content in the document (whether it is used to meet other success criteria or not) to meet this success criterion. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold replacing "Web pages" with "documents", "the whole page" with "the whole document", "the Web page" with "the document" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must". **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A)	Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.6. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4 Navigable	---
10.2.4.2 Document titled Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.7. **Table 10.7: Document success criterion: Document titled** Documents have titles that describe topic or purpose. NOTE 1: The name of a document (e.g. document, media file) is a sufficient title if it describes the topic or purpose.	**C.10.2.4.2 Document titled** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.2 Page Titled replacing "Web pages" with "documents" and with the addition of note 1 above. **WCAG 2.1 Success Criterion 2.4.2 Page Titled** Understanding Page Titled How to Meet Page Titled (Level A)	1. Check that the document does not fail the Success Criterion in Table 10.7. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.3 Focus Order Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.8. **Table 10.8: Document success criterion: Focus order** If a document can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.3 Focus Order replacing "Web page" with "document". **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order How to Meet Focus Order (Level A)	**C.10.2.4.3 Focus Order** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.8. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.4 Link purpose (in context) Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)**	**C.10.2.4.4 Link purpose (in context)** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.6 Headings and labels Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. **WCAG 2.1 Success Criterion 2.4.6 Headings and Labels** Understanding Headings and Labels How to Meet Headings and Labels (Level AA) Headings and labels describe topic or purpose	**C.10.2.4.6 Headings and labels** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.4.7 Focus visible Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 2.4.7 Focus Visible **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA)	**C.10.2.4.7 Focus visible** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	1. Check that the document does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5 Input modalities	---
10.2.5.1 Pointer gestures Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.9. **Table 10.9: Document success criterion: Pointer gestures** All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. NOTE 1: This requirement applies to documents that interpret pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures replacing the original WCAG 2.1 note with note 1 above. **WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures** Understanding Pointer Gestures How to Meet Pointer Gestures (Level A)	C.10.2.5.1 Pointer gestures Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.9 Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5.2 Pointer cancellation Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.10.	C.10.2.5.2 Pointer cancellation Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Table 10.10: Document success criterion: Pointer cancellation For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; • Essential: Completing the function on the down-event is essential. NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential. NOTE 2: This requirement applies to a document that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation replacing the original WCAG 2.1 note with notes 1 and 2 above. **WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation** Understanding Pointer Cancellation How to Meet Pointer Cancellation (Level A)	Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the success criterion in Table 10.10 Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5.3 Label in name Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name.	C.10.2.5.3 Label in name Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
WCAG 2.1 Success Criterion 2.5.3 Label in Name Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the start of the name.	1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result Pass: Check 1 is true Fail: Check 1 is false
10.2.5.4 Motion actuation Where ICT is a non-web document, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: • Supported Interface: The motion is used to operate functionality through an accessibility supported interface; • Essential: The motion is essential for the function and doing so would invalidate the activity.	**C.10.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result Pass: Check 1 is true Fail: Check 1 is false
10.3 Understandable	---
10.3.1 Readable	---

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
10.3.1.1 Language of page Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.11. **Table 10.11: Document success criterion: Language of page** The default human language of each document can be programmatically determined. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.1 Language of Page replacing "web page" with "document". **WCAG 2.1 Success Criterion 3.1.1 Language of Page** Understanding Language of Page How to Meet Language of Page (Level A)	**C.10.3.1.1 Language of page** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.11. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.1.2 Language of parts Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.12. **Table 10.12: Document success criterion: Language of parts** The human language of each passage or phrase in the document can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. NOTE 1: There are some document technologies where there is no assistive technology supported method for marking the language for the different passages or phrases in the document, and it would not be possible to meet this success criterion with those technologies. NOTE 2: Inheritance is one common method. For example a document provides the language that it is	**C.10.3.1.2 Language of parts** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.12. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
using and it can be assumed that all of the text or user interface elements within that document will be using the same language unless it is indicated. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.2 Language of Parts replacing "content" with "document" and with the addition of notes 1 and 2 above. **WCAG 2.1 Success Criterion 3.1.2 Language of Parts** Understanding Language of Parts How to Meet Language of Parts (Level AA)	
10.3.2 Predictable	---
10.3.2.1 On focus Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.2.1 On Focus. NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and editing functionality depending upon what portion of the compound document is being interacted with (e.g. a presentation that contains an embedded spreadsheet, where the menus and toolbars of the user agent change depending upon whether the user is interacting with the presentation content, or the embedded spreadsheet content). If the user uses a mechanism other than putting focus on that portion of the compound document with which they mean to interact (e.g. by a menu choice or special keyboard gesture), any resulting change of context would not be subject to this success criterion because it was not caused by a change of focus. **WCAG 2.1 Success Criterion 3.2.1 On Focus** Understanding On Focus How to Meet On Focus (Level A)	**C.10.3.2.1 On focus** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
When any user interface component receives focus, it does not initiate a change of context.	
10.3.2.2 On input Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	**C.10.3.2.2 On input** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.2.2 On Input. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.3 Input assistance	---
10.3.3.1 Error identification Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.10.3.3.1 Error identification** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.3.2 Labels or instructions	**C.10.3.3.2 Labels or instructions**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false
10.3.3.3 Error suggestion Where ICT is a non-web document, it shall satisfy the WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	**C.10.3.3.3 Error suggestion** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail WCAG 2.1 Success Criterion 3.3.3 Error Suggestion [4]. Result: Pass: Check 1 is true Fail: Check 1 is false
10.3.3.4 Error prevention (legal, financial, data) Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.13.	**C.10.3.3.4 Error prevention (legal, financial, data)** Type of assessment

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance

Table 10.13: Document success criterion: Error prevention (legal, financial, data)
 	
For documents that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:
 	
  1. Reversible: Submissions are reversible.
  2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.
  3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.
 	
NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data) replacing "web pages" with "documents".
 	
WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)
 	
Understanding Error Prevention (Legal, Financial, Data)
 	
How to Meet Error Prevention (Legal, Financial, Data)
 	
(Level AA)
	Inspection
	
	Pre-conditions
	
	1. The ICT is a non-web document.
	
	Procedure
	
	1. Check that the document does not fail the Success Criterion in Table 10.13.
	
	Result
	
	Pass: Check 1 is true
	
	Fail: Check 1 is false

10.4 Robust	---
10.4.1 Compatible	---
10.4.1.1 Parsing Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.14. **Table 10.14: Document success criterion: Parsing** For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications,	**C.10.4.1.1 Parsing** Type of assessment Inspection Pre-conditions 1. The ICT is a non-web document. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features. NOTE 1: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. NOTE 2: Markup is not always available to assistive technology or to user selectable user agents such as browsers. In such cases, conformance to this provision would have no impact on accessibility as it can for web content where it is exposed. NOTE 3: Examples of markup that is separately exposed and available to assistive technologies and to user agents include but are not limited to: documents encoded in HTML, ODF, and OOXML. In these examples, the markup can be parsed entirely in two ways: (a) by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats. NOTE 4: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.1 Parsing replacing "In content implemented using markup languages" with "For documents that use markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent" with the addition of notes 2 and 3 above. **WCAG 2.1 Success Criterion 4.1.1 Parsing** Understanding Parsing How to Meet Parsing (Level A)	1. Check that the document does not fail the Success Criterion in Table 10.14. Result Pass: Check 1 is true Fail: Check 1 is false
10.4.1.2 Name, role, value Where ICT is a non-web document, it shall satisfy the success criterion in Table 10.15.	**C.10.4.1.2 Name, role, value** Type of assessment Inspection

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Table 10.15: Document success criterion: Name, role, value For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. NOTE 1: This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification. NOTE 2: For document formats that support interoperability with assistive technology, standard user interface components often meet this success criterion when used according to the general design and accessibility guidance for the document format. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value replacing the original WCAG 2.1 note with note 1 and with the addition of note 2 above. **WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value** Understanding Name, Role, Value How to Meet Name, Role, Value (Level A)	Pre-conditions 1. The ICT is a non-web document. Procedure 1. Check that the document does not fail the Success Criterion in Table 10.15. Result Pass: Check 1 is true Fail: Check 1 is false
10.5 Caption positioning Where ICT is a non-web document that contains synchronized media with captions, the captions should not obscure relevant information in the synchronized media.	**C.10.5 Caption positioning** Clause 10.5 contains no requirements requiring test.
10.6 Audio description timing	**C.10.6 Audio description timing**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Where ICT is a non-web document that contains synchronized media with audio description, the audio description should not interfere with relevant audio information in the synchronized media.	Clause 10.6 contains no requirements requiring test.
11 Software	---
11.0 General (informative) This clause provides requirements for: • platform software; • software that provides a user interface including content that is in the software; • authoring tools; • software that operates as assistive technology. NOTE 1: User agents are examples of software that provide a user interface. NOTE 2: The requirements for Web content, including software that is Web content, can be found in clause 9. NOTE 3: The requirements for documents, that may be presented by user agents, can be found in clause 10. NOTE 4: Although the accessibility of command line interfaces is not dealt with in the present document, accessibility may be achieved by context specific requirements, some of which may be found in clauses 5 or 11. Requirements in clauses 11.1 to 11.5 apply to software: • that is not a web page; • not embedded in web pages nor used in the rendering or functioning of the page. Clause 9 provides requirements for software that is in web pages or that is embedded in web pages and that is used in the rendering or that is intended to be rendered together with the web page in which it is embedded. Some requirements in clauses 11.1 to 11.5 have different versions for open or closed functionality. In	**C.11.0 General (informative)** Clause 11.0 is advisory only and contains no requirements requiring test.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
those cases, the corresponding clause will be divided into two subclauses. The success criteria set out in clauses 11.1 to 11.5 are intended to harmonize with the W3C Working Group Note [i.26] produced by the W3C's WCAG2ICT Task Force. NOTE 5: Software that provides a user interface includes its own content. Some examples of content in software include: the controls and text displayed in a menu bar of a graphical user interface application, images that appear in a toolbar, prompts spoken in an auditory user interface, other user interaction controls, and other text, graphics or material that is not loaded from outside the software.	
11.1 Perceivable	---
11.1.1 Text alternatives	---
11.1.1.1 Non-text content	---
11.1.1.1.1 Non-text content (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy WCAG 2.1 Success Criterion 1.1.1 Non-text Content. NOTE: CAPTCHAs do not currently appear outside of the Web. However, if they do appear, this guidance is accurate. **WCAG 2.1 Success Criterion 1.1.1 Non-text Content** Understanding Non-text Content How to Meet Non-text Content (Level A) All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below. • Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success	**C.11.1.1.1.1 Non-text content (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.1.1 Non-text Content. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Criterion 4.1.2 for additional requirements for controls and content that accepts user input.) • Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.) • Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content. • Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content. • CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities. • Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.	
11.1.1.1.2 Non-text content (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.6 (Speech output for non-text content).	**C.11.1.1.1.2 Non-text content (closed functionality)** Type of assessment Testing Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Non-text content is presented to users via speech output.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	Procedure 1. Check that speech output is provided as an alternative for non-text content. 2. Check that the non-text content is not pure decoration. 3. Check that the non-text content is not used only for visual formatting. 4. Check that the speech output follows the guidance for "text alternative" described in WCAG 2.1 Success Criterion 1.1.1 Non-text Content. Result Pass: Check (1 and 2 and 3 and 4 are true) or (1 and 2 are false) or (1 and 3 are false) Fail: Checks (1 true and 2 false) or (1 true and 3 false) or (1 and 2 and 3 are true and 4 is false)
11.1.2 Time-based media	---
11.1.2.1 Audio-only and video-only (prerecorded)	---
11.1.2.1.1 Audio-only and video-only (prerecorded - open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading and where pre-recorded auditory information is not needed to enable the use of closed functions of ICT, it shall satisfy the WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). NOTE: The alternative can be provided directly in the software - or provided in an alternate version that meets the success criterion. **Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded)** Understanding Audio-only and Video-only (Prerecorded)	**C.11.1.2.1.1 Audio-only and video-only (prerecorded - open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. 3. Pre-recorded auditory information is not needed to enable the use of closed functions of ICT. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
How to Meet Audio-only and Video-only (Prerecorded) (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content	1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.1 Audio-only and Video-only (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.1.2 Audio-only and video-only (prerecorded - closed functionality)	---
11.1.2.1.2.1 Prerecorded audio-only (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where pre-recorded auditory information is needed to enable the use of closed functions of ICT, the functionality of software that provides a user interface shall meet requirement 5.1.5 (Visual output for auditory information).	**C.11.1.2.1.2.1 Prerecorded audio-only (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Pre-recorded auditory information is needed to enable the use of closed functions of ICT. Procedure 1. Check that the visual information is equivalent to the pre-recorded auditory output. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	Pass: Check 1 is true Fail: Check 1 is false
11.1.2.1.2.2 Prerecorded video-only (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information).	**C.11.1.2.1.2.2 Prerecorded video-only (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Pre-recorded video content is needed to enable the use of closed functions of ICT. 4. Speech output is provided as non-visual access to non-text content displayed on closed functionality. Procedure 1. Check that the speech output presents equivalent information for the pre-recorded video content. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.2 Captions (prerecorded) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized	**C.11.1.2.2 Captions (prerecorded)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded)** Understanding Captions (Prerecorded) How to Meet Captions (Prerecorded) (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.2 Captions (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.3 Audio description or media alternative (prerecorded)	---
11.1.2.3.1 Audio description or media alternative (prerecorded - open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that "audio description" is "also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded)** Understanding Audio Description or Media Alternative (Prerecorded) How to Meet Audio Description or Media Alternative (Prerecorded)	**C.11.1.2.3.1 Audio description or media alternative (prerecorded - open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.3 Audio Description or Media Alternative (Prerecorded). Result Pass: Check 1 is true

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
(Level A) An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Fail: Check 1 is false
11.1.2.3.2 Audio description or media alternative (prerecorded - closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.7 (Speech output for video information).	**C.11.1.2.3.2 Audio description or media alternative (prerecorded - closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Speech output is provided as non-visual access to non-text content displayed on closed functionality. Procedure 1. Check that the speech output presents equivalent information for the pre-recorded video content. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.4 Captions (live) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.4 Captions (Live). NOTE: The WCAG 2.1 definition of "captions" notes that "in some countries, captions are called subtitles". They are also sometimes referred to as "subtitles for	**C.11.1.2.4 Captions (live)** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
the hearing impaired". Per the definition in WCAG 2.1, to meet this success criterion, whether called captions or subtitles, they would have to provide "synchronized visual and / or text alternative for both speech and non-speech audio information needed to understand the media content" where non-speech information includes "sound effects, music, laughter, speaker identification and location". **WCAG 2.1 Success Criterion 1.2.4 Captions (Live)** Understanding Captions (Live) How to Meet Captions (Live) (Level AA) Captions are provided for all live audio content in synchronized media.	1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.4 Captions (Live). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.2.5 Audio description (prerecorded) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). NOTE 1: The WCAG 2.1 definition of "audio description" says that audio description is "Also called 'video description' and 'descriptive narration'". NOTE 2: Secondary or alternate audio tracks are commonly used for this purpose. **WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded).** Understanding Audio Description (Prerecorded) How to Meet Audio Description (Prerecorded) (Level AA) Audio description is provided for all prerecorded video content in synchronized media.	C.11.1.2.5 Audio description (prerecorded) Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.2.5 Audio Description (Prerecorded). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3 Adaptable	---
11.1.3.1 Info and relationships	---

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
11.1.3.1.1 Info and relationships (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. NOTE: In software, programmatic determinability is best achieved through the use of accessibility services provided by platform software to enable interoperability between software and assistive technologies and accessibility features of software. (see clause 11.5 Interoperability with assistive technology). **WCAG 2.1 Success Criterion 1.3.1 Info and Relationships** Understanding Info and Relationships How to Meet Info and Relationships (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	**C.11.1.3.1.1 Info and relationships (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.1 Info and Relationships. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.1.2 Info and relationships (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with information that is visible on the screen at any point in time.	**C.11.1.3.1.2 Info and relationships (closed functionality)** This clause is informative only and contains no requirements requiring test.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.	
11.1.3.2 Meaningful sequence	---
11.1.3.2.1 Meaningful sequence (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. **WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence** Understanding Meaningful Sequence How to Meet Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	**C.11.1.3.2.1 Meaningful sequence (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.2 Meaningful Sequence. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.2.2 Meaningful sequence (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen. NOTE 1: Many people who are legally blind still have visual ability, and use aspects of the visual display even if it cannot be fully comprehended. An audio alternative that is both complete and complementary includes all visual information such as focus or highlighting, so that the audio can be correlated with	**C.11.1.3.2.2 Meaningful sequence (closed functionality)** This clause is informative only and contains no requirements requiring test.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
information that is visible on the screen at any point in time. NOTE 2: Examples of auditory information that allows the user to correlate the audio with the information displayed on the screen include structure and relationships conveyed through presentation.	
11.1.3.3 Sensory characteristics Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. **Success Criterion 1.3.3 Sensory Characteristics** Understanding Sensory Characteristics How to Meet Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.	**C.11.1.3.3 Sensory characteristics** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.3 Sensory Characteristics. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.4 Orientation Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.4 Orientation. **WCAG 2.1 Success Criterion 1.3.4 Orientation** Understanding Orientation How to Meet Orientation (Level AA) Content does not restrict its view and operation to a single display orientation, such as portrait or	**C.11.1.3.4 Orientation** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
landscape, unless a specific display orientation is essential. Note: Examples where a particular display orientation may be essential are a bank check, a piano application, slides for a projector or television, or virtual reality content where binary display orientation is not applicable.	1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.4 Orientation. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.3.5 Identify input purpose Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. **WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose** Understanding Identify Input Purpose How to Meet Identify Input Purpose (Level AA) The purpose of each input field collecting information about the user can be programmatically determined when: • The input field serves a purpose identified in the Input Purposes for User Interface Components section; and • The content is implemented using technologies with support for identifying the expected meaning for form input data.	**C.11.1.3.5 Identify input purpose** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.3.5 Identify Input Purpose. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4 Distinguishable	---
11.1.4.1 Use of colour Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.4.1 Use of Color. **WCAG 2.1 Success Criterion 1.4.1 Use of Color** Understanding Use of Color	**C.11.1.4.1 Use of colour** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
How to Meet Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Note: This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.	Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.1 Use of Color. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.2 Audio control Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.1. **Table 11.1: Software success criterion: Audio control** If any audio in a software plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. NOTE 1: Since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software, all content in the software (whether or not it is used to meet other success criteria) shall meet this success criterion. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.2 Audio Control replacing "on a Web page" with "in a software", "any content" with "any part of a software", "whole page" with "whole software", "on the Web page" with "in the software", removing "See Conformance Requirement 5: Non-Interference" and adding note 1. **WCAG 2.1 Success Criterion 1.4.2 Audio Control** Understanding Audio Control How to Meet Audio Control	**C.11.1.4.2 Audio control** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.1. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
(Level A)	
11.1.4.3 Contrast (minimum) Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). **WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum)** Understanding Contrast (Minimum) How to Meet Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no contrast requirement.	**C.11.1.4.3 Contrast (minimum)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.3 Contrast (Minimum). Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.4 Resize text	---
11.1.4.4.1 Resize text (open functionality) Where ICT is non-web software that provides a user interface and that supports access to enlargement features of platform or assistive technology, it shall satisfy the WCAG 2.1 Success Criterion 1.4.4 Resize Text. NOTE 1: Content for which there are software players, viewers or editors with a 200 percent zoom feature would automatically meet this success criterion when used with such players, unless the content will not work with zoom.	**C.11.1.4.4.1 Resize text (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to enlargement features of platform or assistive technology.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
NOTE 2: This success criterion is about the ability to allow users to enlarge the text on screen at least up to 200 % without needing to use assistive technologies. This means that the application provides some means for enlarging the text 200 % (zoom or otherwise) without loss of content or functionality or that the application works with the platform features that meet this requirement. **WCAG 2.1 Success Criterion 1.4.4 Resize text** Understanding Resize text How to Meet Resize text (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.4 Resize text. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.4.2 Resize text (closed functionality) Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement). NOTE: Because the text rendering support in a closed environment may be more limited than the support found in user agents for the Web, meeting 11.1.4.4.2 in a closed environment may place a much heavier burden on the content author.	**C.11.1.4.4.2 Resize text (closed functionality)** Type of assessment Inspection and measurement Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to enlargement features of platform or assistive technology. 3. A viewing distance is specified by the supplier. Procedure 1. Measure the height of a capital letter H. 2. Check that it subtends an angle of at least 0,7 degrees at the specified viewing distance. Result Pass: Check 2 is true

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
	Fail: Check 2 is false
11.1.4.5 Images of text	---
11.1.4.5.1 Images of text (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 1.4.5 Images of Text. **Criterion 1.4.5 Images of Text.** Understanding Images of Text How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	**C.11.1.4.5.1 Images of text (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.5 Images of Text. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.5.2 Images of text (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it does not need to meet the WCAG 2.1 Success Criterion 1.4.5 Images of Text because there is no need to impose a requirement on all closed functionality that text displayed on the screen actually be represented internally as text (as defined by WCAG 2.1), given that there is no interoperability with assistive technology. **Criterion 1.4.5 Images of Text.** Understanding Images of Text	**C.11.1.4.5.2 Images of text (closed functionality)** This clause is informative only and contains no requirements requiring test.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
How to Meet Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. Note: Logotypes (text that is part of a logo or brand name) are considered essential.	
11.1.4.10 Reflow	---
11.1.4.10.1 Reflow (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the success criterion in Table 11.2. **Table 11.2: Document success criterion: Reflow (open functionality)** Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for: • Vertical scrolling content at a width equivalent to 320 CSS pixels; • Horizontal scrolling content at a height equivalent to 256 CSS pixels; Except for parts of the content which require two-dimensional layout for usage or meaning. NOTE 1: 320 CSS pixels is equivalent to a starting viewport width of 1280 CSS pixels wide at 400% zoom. For non-web software which are designed to scroll horizontally (e.g. with vertical text), the 256 CSS pixels is equivalent to a starting viewport height of 1024 px at 400% zoom. NOTE 2: Examples of content which require two-dimensional layout are images, maps, diagrams, video, games, presentations, data tables, and	**C.11.1.4.10.1 Reflow (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.2 Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
interfaces where it is necessary to keep toolbars in view while manipulating content. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 1.4.10 Reflow replacing the original WCAG 2.1 notes with notes 1 and 2, above. **WCAG 2.1 Success Criterion 1.4.10 Reflow** Understanding Reflow How to Meet Reflow (Level AA)	
11.1.4.10.2 Reflow (closed functionality) Where ICT is non-web software that provides a user interface which is not able to access the enlargement features of platform or assistive technology, it shall meet requirement 5.1.4 (Functionality closed to text enlargement).	**C.11.1.4.10.2 Reflow (closed functionality)** Type of assessment Inspection and measurement Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. A functionality of the ICT is closed to enlargement features of platform or assistive technology. 3. A viewing distance is specified by the supplier. Procedure 1. Measure the height of a capital letter H. 2. Check that it subtends an angle of at least 0,7 degrees at the specified viewing distance. Result Pass: Check 2 is true Fail: Check 2 is false
11.1.4.11 Non-text contrast	**C.11.1.4.11 Non-text contrast**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. **WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast** Understanding Non-text Contrast How to Meet Non-text Contrast (Level AA) The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s): • User Interface Components: Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author; • Graphical Objects: Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.	Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion WCAG 2.1 Success Criterion 1.4.11 Non-text Contrast. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.12 Text spacing Where ICT is non-web software that provides a user interface and that does not have a fixed size content layout area that is essential to the information being conveyed, it shall satisfy WCAG 2.1 Success Criterion 1.4.12 Text spacing. **WCAG 2.1 Success Criterion 1.4.12 Text spacing** Understanding Text Spacing How to Meet Text Spacing (Level AA) In content implemented using markup languages that support the following text style properties, no loss of	**C.11.1.4.12 Text spacing** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
content or functionality occurs by setting all of the following and by changing no other style property: • Line height (line spacing) to at least 1.5 times the font size; • Spacing following paragraphs to at least 2 times the font size; • Letter spacing (tracking) to at least 0.12 times the font size; • Word spacing to at least 0.16 times the font size. Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.	1. Check that the software does not fail the Success Criterion WCAG 2.1 Success Criterion 1.4.12 Text spacing. Result Pass: Check 1 is true Fail: Check 1 is false
11.1.4.13 Content on hover or focus Where ICT is a non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus. **WCAG 2.1 Success Criterion 1.4.13 Content on Hover or Focus** Understanding Content on Hover or Focus How to Meet Content on Hover or Focus (Level AA) Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true: • Dismissable: A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content; • Hoverable: If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing; • Persistent: The additional content remains visible until the hover or focus trigger is	**C.11.1.4.13 Content on hover or focus** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 1.4.13 Content on hover or focus. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
removed, the user dismisses it, or its information is no longer valid. Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author. Note: Examples of additional content controlled by the user agent include browser tooltips created through use of the HTML title attribute. Note: Custom tooltips, sub-menus, and other nonmodal popups that display on hover and focus are examples of additional content covered by this criterion.	
11.2 Operable	---
11.2.1 Keyboard accessible	---
11.2.1.1 Keyboard	---
11.2.1.1.1 Keyboard (open functionality) Where ICT is non-web software that provides a user interface and that supports access to keyboards or a keyboard interface, it shall satisfy the WCAG 2.1 Success Criterion 2.1.1 Keyboard. NOTE: This does not imply that software is required to directly support a keyboard or "keyboard interface". Nor does it imply that software is required to provide a soft keyboard. Underlying platform software may provide device independent input services to applications that enable operation via a keyboard. Software that supports operation via such platform device independent services would be operable by a keyboard and would comply. **WCAG 2.1 Success Criterion 2.1.1 Keyboard** Understanding Keyboard How to Meet Keyboard (Level A) All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying	**C.11.2.1.1.1 Keyboard (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to keyboards or a keyboard interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.1.1 Keyboard. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
function requires input that depends on the path of the user's movement and not just the endpoints. Note: This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not. Note: This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.	
11.2.1.1.2 Keyboard (closed functionality) Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality).	**C.11.2.1.1.2 Keyboard (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to keyboards or keyboard interfaces. Procedure 1. Check that all functionality of the user interface is operable without vision. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.1.2 No keyboard trap Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.3. **Table 11.3: Software success criterion: No keyboard trap** If keyboard focus can be moved to a component of the software using a keyboard interface, then focus can be moved away from that component using only a	**C.11.2.1.2 No keyboard trap** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. NOTE 1: Since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software, it is necessary for all content in the software (whether or not it is used to meet other success criteria) to meet this success criterion. NOTE 2: Standard exit methods may vary by platform. For example, on many desktop platforms, the Escape key is a standard method for exiting. NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap replacing "content", "page" and "Web page" with "software", removing "See Conformance Requirement 5: Non-Interference" and with the addition of note 2 above " and with note 1 above re-drafted to avoid the use of the word "shall". **WCAG 2.1 Success Criterion 2.1.2 No Keyboard Trap** Understanding No Keyboard Trap How to Meet No Keyboard Trap (Level A)	Procedure 1. Check that the software does not fail the Success Criterion in Table 11.3. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.1.4 Character key shortcuts	---
11.2.1.4.1 Character key shortcuts (open functionality) Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. **WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts** Understanding Character Key Shortcuts How to Meet Character Key Shortcuts	**C.11.2.1.4.1 Character key shortcuts (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
(Level A) If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true: • Turn off: A mechanism is available to turn the shortcut off; • Remap: A mechanism is available to remap the shortcut to use one or more non-printable keyboard characters (e.g. Ctrl, Alt, etc.); • Active only on focus: The keyboard shortcut for a user interface component is only active when that component has focus.	Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.1.4 Character Key Shortcuts. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.1.4.2 Character key shortcuts (closed functionality) Where ICT is non-web software that provides a user interface which is closed to keyboards or keyboard interface, it shall meet requirement 5.1.6.1 (Operation without keyboard interface: Closed functionality).	**C.11.2.1.4.2 Character key shortcuts (closed functionality)** Type of assessment Inspection Pre-conditions 1. ICT functionality is closed to keyboards or keyboard interfaces. Procedure 1. Check that all functionality is operable without vision. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.2 Enough time	---
11.2.2.1 Timing adjustable Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.4.	**C.11.2.2.1 Timing adjustable** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Table 11.4: Software success criterion: Timing adjustable For each time limit that is set by the software, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. NOTE 1: This success criterion helps ensure that users can complete tasks without unexpected changes in content or context that are a result of a time limit. This success criterion should be considered in conjunction with WCAG 2.1 Success Criterion 3.2.1, which puts limits on changes of content or context as a result of user action. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable replacing "the content" with "software" and with the words "WCAG 2.1" added before the word "Success Criterion" in note 1 above. **WCAG 2.1 Success Criterion 2.2.1 Timing Adjustable** Understanding Timing Adjustable How to Meet Timing Adjustable	1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.4. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
(Level A)	
11.2.2.2 Pause, stop, hide Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.5. **Table 11.5: Software success criterion: Pause, stop, hide** For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. NOTE 1: For requirements related to flickering or flashing content, refer to WCAG 2.1 Guideline 2.3. NOTE 2: This success criteria is applicable to all content in the software (whether or not there is an alternate accessible mode of operation of the software) since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software (including a user interface element that enables the user to activate the alternate accessible mode of operation). NOTE 3: Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.	**C.11.2.2.2 Pause, stop, hide** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.5. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
NOTE 4: An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not indicating progress could confuse users or cause them to think that content was frozen or broken. NOTE 5: This is to be applied to all content. Any content, whether informative or decorative, that is updated automatically, blinks, or moves may create an accessibility barrier. NOTE 6: This success criterion is identical to the WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide replacing "page" and "Web page" with "software", removing "See Conformance Requirement 5: Non-Interference" in note 2 of the success criterion, with the words "WCAG 2.1" added before the word "Guideline" in note 1 above, with note 2 above re-drafted to avoid the use of the word "must" and with the addition of note 5 above. **WCAG 2.1 Success Criterion 2.2.2 Pause, Stop, Hide** Understanding Pause, Stop, Hide How to Meet Pause, Stop, Hide (Level A)	
11.2.3 Seizures and physical reactions	---
11.2.3.1 Three flashes or below threshold Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.6. **Table 11.6: Software success criterion: Three flashes or below threshold** Software does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. NOTE 1: This success criteria is applicable to all content in the software (whether or not there is an alternate accessible mode of operation of the	**C.11.2.3.1 Three flashes or below threshold** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.6.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
software) since any part of a software that does not meet this success criterion can interfere with a user's ability to use the whole software (including a user interface element that enables the user to activate the alternate accessible mode of operation). NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold replacing "Web pages" with "software", "the whole page" with "the whole software", "the Web page" with "the software" and removing "See Conformance Requirement 5: Non-Interference" and with note 1 above re-drafted to avoid the use of the word "must". **WCAG 2.1 Success Criterion 2.3.1 Three Flashes or Below Threshold** Understanding Three Flashes or Below Threshold How to Meet Three Flashes or Below Threshold (Level A)	Result Pass: Check 1 is true Fail: Check 1 is false
11.2.4 Navigable	---
11.2.4.3 Focus order Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.7. **Table 11.7: Software success criterion: Focus order** If software can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 2.4.3 Focus order replacing "Web page" with "software". **WCAG 2.1 Success Criterion 2.4.3 Focus Order** Understanding Focus Order	**C.11.2.4.3 Focus order** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.7. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
How to Meet Focus Order (Level A)	
11.2.4.4 Link purpose (in context) Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). **WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context)** Understanding Link Purpose (In Context) How to Meet Link Purpose (In Context) (Level A) The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	**C.11.2.4.4 Link purpose (in context)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.4 Link Purpose (In Context). Result Pass: Check 1 is true Fail: Check 1 is false
11.2.4.6 Headings and labels Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. NOTE: In software, headings and labels are used to describe sections of content and controls respectively. In some cases it may be unclear whether a piece of static text is a heading or a label. But whether treated as a label or a heading, the requirement is the same: that if they are present they describe the topic or purpose of the item(s) they are associated with. **WCAG 2.1 Success Criterion 2.4.6 Headings and Labels** Understanding Headings and Labels How to Meet Headings and Labels	**C.11.2.4.6 Headings and labels** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.6 Headings and Labels. Result Pass: Check 1 is true

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
(Level AA) Headings and labels describe topic or purpose.	Fail: Check 1 is false
11.2.4.7 Focus visible Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 2.4.7 Focus Visible. **WCAG 2.1 Success Criterion 2.4.7 Focus Visible** Understanding Focus Visible How to Meet Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	**C.11.2.4.7 Focus visible** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.4.7 Focus Visible. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.5 Input modalities	---
11.2.5.1 Pointer gestures Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.8. **Table 11.8: Software success criterion: Pointer gestures** All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. NOTE 1: This requirement applies to non-web software that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.1 Pointer	**C.11.2.5.1 Pointer gestures** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.8. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
Gestures replacing the original WCAG 2.1 note with note 1 above. **WCAG 2.1 Success Criterion 2.5.1 Pointer Gestures** Understanding Pointer Gestures How to Meet Pointer Gestures (Level A)	Pass: Check 1 is true Fail: Check 1 is false
11.2.5.2 Pointer cancellation Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.9. **Table 11.9: Software success criterion: Pointer cancellation** For functionality that can be operated using a single pointer, at least one of the following is true: • No Down-Event: The down-event of the pointer is not used to execute any part of the function; • Abort or Undo: Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion; • Up Reversal: The up-event reverses any outcome of the preceding down-event; • Essential: Completing the function on the down-event is essential. NOTE 1: Functions that emulate a keyboard or numeric keypad key press are considered essential. NOTE 2: This requirement applies to non-web software that interprets pointer actions (i.e. this does not apply to actions that are required to operate the user agent or assistive technology). NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 2.5.2 Pointer	**C.11.2.5.2 Pointer cancellation** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.9. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
Cancellation replacing the original WCAG 2.1 note with notes 1 and 2 above. **WCAG 2.1 Success Criterion 2.5.2 Pointer Cancellation** Understanding Pointer Cancellation How to Meet Pointer Cancellation (Level A)	
11.2.5.3 Label in name Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.5.3 Label in Name. **WCAG 2.1 Success Criterion 2.5.3 Label in Name** Understanding Label in Name How to Meet Label in Name (Level A) For user interface components with labels that include text or images of text, the name contains the text that is presented visually. Note: A best practice is to have the text of the label at the start of the name.	**C.11.2.5.3 Label in name** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.5.3 Label in Name. Result Pass: Check 1 is true Fail: Check 1 is false
11.2.5.4 Motion actuation Where ICT is non-web software that provides a user interface, it shall satisfy WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. **WCAG 2.1 Success Criterion 2.5.4 Motion Actuation** Understanding Motion Actuation	**C.11.2.5.4 Motion actuation** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
How to Meet Motion Actuation (Level A) Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when: - Supported Interface: The motion is used to operate functionality through an accessibility supported interface; - Essential: The motion is essential for the function and doing so would invalidate the activity.	2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 2.5.4 Motion Actuation. Result Pass: Check 1 is true Fail: Check 1 is false
11.3 Understandable	---
11.3.1 Readable	---
11.3.1.1 Language of software	---
11.3.1.1.1 Language of software (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the success criterion in Table 11.10. **Table 11.10: Software success criterion: Language of software** The default human language of software can be programmatically determined. NOTE 1: Where software platforms provide a "locale / language" setting, applications that use that setting and render their interface in that "locale / language" would comply with this success criterion. Applications that do not use the platform "locale / language" setting but instead use an accessibility-supported method for exposing the human language of the software would also comply with this success criterion. Applications implemented in technologies where assistive technologies cannot determine the human language and that do not support the platform "locale /	**C.11.3.1.1.1 Language of software (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.10. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
language" setting may not be able to meet this success criterion in that locale / language. NOTE 2: This success criterion is identical to the WCAG 2.1 Success Criterion 3.1.1 Language of page, replacing "each web page" with "software" and with the addition of note 1 above. **WCAG 2.1 Success Criterion 3.1.1 Language of Page** Understanding Language of Page How to Meet Language of Page (Level A)	
11.3.1.1.2 Language of software (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.14 (Spoken languages).	**C.11.3.1.1.2 Language of software (closed functionality)** Type of assessment Testing Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. The speech output is provided as non-visual access to closed functionality. 4. The speech output is not proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. 5. The content is not generated externally and is under the control of the ICT vendor. 6. The displayed languages can be selected using non-visual access.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
	7. The user has not selected a speech language that is different from the language of the displayed content. Procedure 1. Check that the speech output is in the same human language of the displayed content provided. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.2 Predictable	---
11.3.2.1 On focus Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.2.1 On Focus. NOTE: Some compound documents and their user agents are designed to provide significantly different viewing and editing functionality depending upon what portion of the compound document is being interacted with (e.g. a presentation that contains an embedded spreadsheet, where the menus and toolbars of the user agent change depending upon whether the user is interacting with the presentation content, or the embedded spreadsheet content). If the user uses a mechanism other than putting focus on that portion of the compound document with which they mean to interact (e.g. by a menu choice or special keyboard gesture), any resulting change of context would not be subject to this success criterion because it was not caused by a change of focus. **WCAG 2.1 Success Criterion 3.2.1 On Focus** Understanding On Focus How to Meet On Focus (Level A) When any user interface component receives focus, it does not initiate a change of context.	C.11.3.2.1 On focus Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.2.1 On Focus. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
11.3.2.2 On input Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.2.2 On Input. **WCAG 2.1 Success Criterion 3.2.2 On Input** Understanding On Input How to Meet On Input (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.	**C.11.3.2.2 On input** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.2.2 On Input. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3 Input assistance	---
11.3.3.1 Error identification	---
11.3.3.1.1 Error identification (open functionality) Where ICT is non-web software that provides a user interface and that supports access to assistive technologies for screen reading, it shall satisfy the WCAG 2.1 Success Criterion 3.3.1 Error Identification. **WCAG 2.1 Success Criterion 3.3.1 Error Identification** Understanding Error Identification How to Meet Error Identification (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	**C.11.3.3.1.1 Error identification (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to assistive technologies for screen reading. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.3.1 Error Identification. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	Pass: Check 1 is true Fail: Check 1 is false
11.3.3.1.2 Error Identification (closed functionality) Where ICT is non-web software that provides a user interface which is closed to assistive technologies for screen reading, it shall meet requirement 5.1.3.15 (Non-visual error identification).	**C.11.3.3.1.2 Error Identification (closed functionality)** Type of assessment Testing Pre-conditions 1. ICT is non-web software that provides a user interface. 2. The user interface is closed to assistive technologies for screen reading. 3. Speech output is provided as non-visual access to closed functionality. 4. An input error is automatically detected. Procedure 1. Check that speech output identifies the item that is in error. 2. Check that the speech output describes the item that is in error. Result Pass: Checks 1 and 2 are true Fail: Check 1 or check 2 false
11.3.3.2 Labels or instructions Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. **WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions** Understanding Labels or Instructions	**C.11.3.3.2 Labels or instructions** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
How to Meet Labels or Instructions (Level A) Labels or instructions are provided when content requires user input.	Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion 3.3.2 Labels or Instructions. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3.3 Error suggestion Where ICT is non-web software that provides a user interface, it shall satisfy the WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. **WCAG 2.1 Success Criterion 3.3.3 Error Suggestion** Understanding Error Suggestion How to Meet Error Suggestion (Level AA) If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	**C.11.3.3.3 Error suggestion** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. Procedure 1. Check that the software does not fail WCAG 2.1 Success Criterion WCAG 2.1 Success Criterion 3.3.3 Error Suggestion. Result Pass: Check 1 is true Fail: Check 1 is false
11.3.3.4 Error prevention (legal, financial, data) Where ICT is non-web software that provides a user interface, it shall satisfy the success criterion in Table 11.11. **Table 11.11: Software success criterion: Error prevention (legal, financial, data)** For software that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage	**C.11.3.3.4 Error prevention (legal, financial, data)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible. 2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. NOTE: This success criterion is identical to the WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data) replacing "web pages" with "software". **WCAG 2.1 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data)** Understanding Error Prevention (Legal, Financial, Data) How to Meet Error Prevention (Legal, Financial, Data) (Level AA)	Procedure 1. Check that the software does not fail the Success Criterion in Table 11.11. Result Pass: Check 1 is true Fail: Check 1 is false
11.4 Robust	---
11.4.1 Compatible	---
11.4.1.1 Parsing	---
11.4.1.1.1 Parsing (open functionality) Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the success criterion in Table 11.12. **Table 11.12: Software success criterion: Parsing** For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any	**C.11.4.1.1.1 Parsing (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
IDs are unique, except where the specifications allow these features. NOTE 1: Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete. NOTE 2: Markup is not always available to assistive technology or to user selectable user agents such as browsers. In such cases, conformance to this provision would have no impact on accessibility as it can for web content where it is exposed. NOTE 3: Examples of markup that is separately exposed and available to assistive technologies and to user agents include but are not limited to: documents encoded in HTML, ODF, and OOXML. In these examples, the markup can be parsed entirely in two ways: (a) by assistive technologies which may directly open the document, (b) by assistive technologies using DOM APIs of user agents for these document formats. NOTE 4: Examples of markup used internally for persistence of the software user interface that are never exposed to assistive technology include but are not limited to: XUL, GladeXML, and FXML. In these examples assistive technology only interacts with the user interface of generated software. NOTE 5: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.1 Parsing replacing "In content implemented using markup languages" with "For software that uses markup languages, in such a way that the markup is separately exposed and available to assistive technologies and accessibility features of software or to a user-selectable user agent" with the addition of notes 2, 3 and 4 above. **WCAG 2.1 Success Criterion 4.1.1 Parsing** Understanding Parsing How to Meet Parsing (Level A)	1. Check that the software does not fail the Success Criterion in Table 11.12. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
11.4.1.1.2 Parsing (closed functionality) Where ICT is non-web software that provides a user interface which is closed to all assistive technology it shall not have to meet the "Parsing" success criterion in Table 11.10 because the intent of this success criterion is to provide consistency so that different user agents or assistive technologies will yield the same result.	**C.11.4.1.1.2 Parsing (closed functionality)** Clause 11.4.1.1.2 contains no requirements requiring test.
11.4.1.2 Name, role, value	---
11.4.1.2.1 Name, role, value (open functionality) Where ICT is non-web software that provides a user interface and that supports access to any assistive technologies, it shall satisfy the success criterion in Table 11.13. **Table 11.13: Software success criterion: Name, role, value** For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. NOTE 1: This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification. NOTE 2: For conforming to this success criterion, it is usually best practice for software user interfaces to use the accessibility services provided by platform software. These accessibility services enable interoperability between software user interfaces and both assistive technologies and accessibility features of software in standardised ways. Most platform accessibility services go beyond programmatic exposure of name and role, and programmatic setting of states, properties and values (and notification of same), and specify additional information that could or should be exposed and / or set (for instance, a list of the available actions for a given user interface	**C.11.4.1.2.1 Name, role, value (open functionality)** Type of assessment Inspection Pre-conditions 1. The ICT is non-web software that provides a user interface. 2. The software provides support to at least one assistive technology. Procedure 1. Check that the software does not fail the Success Criterion in Table 11.13. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
component, and a means to programmatically execute one of the listed actions). NOTE 3: This success criterion is identical to the WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value replacing the original WCAG 2.1 note with: "This success criterion is primarily for software developers who develop or use custom user interface components. Standard user interface components on most accessibility-supported platforms already meet this success criterion when used according to specification." and the addition of note 2 above. **WCAG 2.1 Success Criterion 4.1.2 Name, Role, Value** Understanding Name, Role, Value How to Meet Name, Role, Value (Level A)	
11.4.1.2.2 Name, role, value (closed functionality) Where ICT is non-web software that provides a user interface which is closed to all assistive technology it shall not have to meet the "Name, role, value" success criterion in Table 11.11 because this success criterion requires information in a programmatically determinable form.	**C.11.4.1.2.2 Name, role, value (closed functionality)** Clause 11.4.1.2.2 contains no requirements requiring test.
11.5 Interoperability with assistive technology	---
11.5.1 Closed functionality Where the closed functionality of software conforms to clause 5.1 (Closed functionality) it shall not be required to conform with clause 11.5.2 to clause 11.5.2.17.	**C.11.5.1 Closed functionality** Type of assessment Inspection Pre-conditions 1. The software has closed functionality. Procedure 1. Check that the closed functionality conforms to clause 5.1. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
	If check 1 is true, the software is not required to conform to clauses 11.5.2 to 11.5.17 If check 1 is false the software is required to conform to clauses 11.5.2 to 11.5.17
11.5.2 Accessibility services	---
11.5.2.1 Platform accessibility service support for software that provides a user interface Platform software shall provide a set of documented platform services that enable software that provides a user interface running on the platform software to interoperate with assistive technology. Platform software should support requirements 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirements are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste. NOTE 1: These define the minimum functionality of software providing user interfaces when using platform services. NOTE 2: In some platforms these services may be called accessibility services, but in some other platforms these services may be provided as part of the user interface services. NOTE 3: User interface services that provide accessibility support by default are considered to be part of the services provided to conform to this clause (e.g. the service for creating a new user interface element provides role, state, boundary, name and description). NOTE 4: To comply with this requirement the platform software can provide its own set of services or expose the services provided by its underlying platform layers, if those services conform to this requirement. NOTE 5: Within specific programming environments, the technical attributes associated with the user interface properties described in clauses 11.5.2.5 to	**C.11.5.2.1 Platform accessibility service support for software that provides a user interface** Type of assessment Inspection Pre-conditions 1. The software evaluated is platform software. Procedure 1. Check that the platform software documentation includes information about platform services that may be used by software that provides a user interface to interoperate with assistive technology. Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
11.5.2.17 might have different names than those used within the clauses.	
11.5.2.2 Platform accessibility service support for assistive technologies Platform software shall provide a set of documented platform accessibility services that enable assistive technology to interoperate with software that provides a user interface running on the platform software. Platform software should support the requirements of clauses 11.5.2.5 to 11.5.2.17 except that, where a user interface concept that corresponds to one of the clauses 11.5.2.5 to 11.5.2.17 is not supported within the software environment, these requirement are not applicable. For example, selection attributes from 11.5.2.14 (Modification of focus and selection attributes) may not exist in environments that do not allow selection, which is most commonly associated with copy and paste. NOTE 1: These define the minimum functionality available to assistive technologies when using platform services. NOTE 2: The definition of platform in clause 3.1 applies to software that provides services to other software, including but not limited to, operating systems, web browsers, virtual machines. NOTE 3: In some platforms these services may be called accessibility services, but in some other platforms these services may be provided as part of the user interface services. NOTE 4: Typically these services belong to the same set of services that are described in clause 11.5.2.1. NOTE 5: To comply with this requirement the platform software can provide its own set of services or expose the services provided by its underlying platform layers, if those services conform to this requirement.	**C.11.5.2.2 Platform accessibility service support for assistive technologies** Type of assessment Inspection Pre-conditions 1. The software evaluated is platform software. Procedure 1. Check that the platform software documentation includes information about platform accessibility services that enables assistive technology to interoperate with software that provides a user interface running on the platform software. Result Pass: Check 1 is true Fail: Check 1 is false
11.5.2.3 Use of accessibility services Where the software provides a user interface it shall use the applicable documented platform accessibility services. If the documented platform accessibility services do not allow the software to meet the applicable requirements of clauses 11.5.2.5 to 11.5.2.17, then software that provides a user interface	**C.11.5.2.3 Use of accessibility services** Type of assessment Inspection

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
shall use other documented services to interoperate with assistive technology. NOTE: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2. It is best practice to develop software using toolkits that automatically implement the underlying platform accessibility services.	Pre-conditions 1. The software evaluated is software that provides a user interface. Procedure 1. Check that the software uses the applicable documented platform accessibility services. 2. Check that the software can meet the applicable requirements 11.5.2.5 to 11.5.2.17 whilst using the documented platform accessibility services. 3. Check that the software can meet requirements 11.5.2.5 to 11.5.2.17 whilst using the documented platform accessibility services and other documented services. Result Pass: Check 1 is true and check 2 or check 3 is true Fail: Check 1 or check 3 is false
11.5.2.4 Assistive technology Where the ICT is assistive technology it shall use the documented platform accessibility services. NOTE 1: The term "documented platform accessibility services" refers to the set of services provided by the platform according to clauses 11.5.2.1 and 11.5.2.2. NOTE 2: Assistive technology can also use other documented accessibility services.	**C.11.5.2.4 Assistive technology** Type of assessment Inspection Pre-conditions 1. The ICT is assistive technology. Procedure 1. Check that the assistive technology uses the documented platform accessibility services. Result Pass: Check 1 is true Fail: Check 1 is false
11.5.2.5 Object information	**C.11.5.2.5 Object information**

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the user interface elements' role, state(s), boundary, name, and description programmatically determinable by assistive technologies.	Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. Procedure 1. Check that the user interface element's role is programmatically determinable by assistive technologies. 2. Check that the user interface element's state(s) is programmatically determinable by assistive technologies. 3. Check that the user interface element's boundary is programmatically determinable by assistive technologies. 4. Check that the user interface element's name is programmatically determinable by assistive technologies. 5. Check that the user interface element's description is programmatically determinable by assistive technologies. Result Pass: Checks 1, 2, 3, 4 and 5 are true Fail: Check 1 or 2 or 3 or 4 or 5 is false
11.5.2.6 Row, column, and headers Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the row and column of each cell in a data table, including headers of the row and column if present, programmatically determinable by assistive technologies.	**C.11.5.2.6 Row, column, and headers** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	2. There are data tables in the user interface. Procedure 1. Select a data table in which the tests are to be performed. 2. Check that each cell's row is programmatically determinable by assistive technologies. 3. Check that each cell's column is programmatically determinable by assistive technologies. 4. Check that each cell's row header, if the row header exists, is programmatically determinable by assistive technologies. 5. Check that each cell's column header, if the column header exists, is programmatically determinable by assistive technologies. Result Pass: Checks 2, 3, 4 and 5 are true Fail: Check 2 or 3 or 4 or 5 is false
11.5.2.7 Values Where the software provides a user interface, it shall, by using the services as described in clause 11.5.2.3, make the current value of a user interface element and any minimum or maximum values of the range, if the user interface element conveys information about a range of values, programmatically determinable by assistive technologies.	**C.11.5.2.7 Values** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that can have values. Procedure 1. Select a user interface element that can have a value.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
	2. Check that the current value is programmatically determinable by assistive technologies. 3. If the user interface element conveys information about a range of values, check that the minimum value is programmatically determinable by assistive technologies. 4. If the user interface element conveys information about a range of values, check that the maximum value is programmatically determinable by assistive technologies. Result Pass: Checks 2, 3 and 4 are true Fail: Check 2 or 3 or 4 is false
11.5.2.8 Label relationships Where the software provides a user interface it shall expose the relationship that a user interface element has as a label for another element, or of being labelled by another element, using the services as described in clause 11.5.2.3, so that this information is programmatically determinable by assistive technologies.	C.11.5.2.8 Label relationships Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that are labels of other user interface elements. Procedure 1. Obtain the information of each user interface element. 2. Check that the user interface element's information includes the relationship with the user interface element that is its label, if the current user interface element has a label, and that this relationship is programmatically determinable by assistive technologies. 3. Check that the user interface element's information includes the relationship with the user interface element that it is labelling, if the current user interface element is a label, and that

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	this relationship is programmatically determinable by assistive technologies. Result Pass: Checks 2 or 3 are true Fail: Check 2 and 3 are false
11.5.2.9 Parent-child relationships Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the relationship between a user interface element and any parent or children elements programmatically determinable by assistive technologies.	**C.11.5.2.9 Parent-child relationships** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that are parents of other user interface elements in a hierarchical structure. Procedure 1. For user interface elements that have a parent, check that the user interface element's information includes the relationship with the user interface element that is its parent. 2. Check that the user interface elements that are parents of the user interface element selected in check 1, include the relationship with the user interface elements that are its children in their information, and that this relationship is programmatically determinable by assistive technologies. 3. For user interface elements that are a parent of other user interface elements, check that the user interface element's information includes the relationship with the user interface elements that are its children, and that this relationship is programmatically determinable by assistive technologies. 4. Check that the user interface elements that are a child of the user interface element selected in check 3, include the relationship with the user

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	interface elements that are its parents in their information, and that this relationship is programmatically determinable by assistive technologies. Result Pass: Checks 1 or 2 is true and check 3 or 4 is true Fail: Checks 1 and 2 are false or check 3 and 4 are false NOTE: For this requirement it is enough that one of the two directions of a parent-child relationship is programmatically determinable. This is the reason why the requirement checks are in pairs and why the requirement is met if one member of each pair is true.
11.5.2.10 Text Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make the text contents, text attributes, and the boundary of text rendered to the screen programmatically determinable by assistive technologies.	**C.11.5.2.10 Text** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There is text rendered to the screen. Procedure 1. For instances of text rendered to the screen, check that the text's information includes its text content, and that this information is programmatically determinable by assistive technologies. 2. For instances of text rendered to the screen, check that the text's information includes its attributes, and that this information is programmatically determinable by assistive technologies. 3. For instances of text rendered to the screen, check that the text's information includes its boundary, and that this information is

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	programmatically determinable by assistive technologies. Result Pass: Checks 1, 2 and 3 are true Fail: Check 1 or 2 or 3 is false
11.5.2.11 List of available actions Where the software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make a list of available actions that can be executed on a user interface element, programmatically determinable by assistive technologies.	**C.11.5.2.11 List of available actions** Type of assessment Inspection Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that have actions that can be executed by the user. Procedure 1. Check that the user interface element's information includes the list of actions that can be executed. 2. Check that this list is programmatically determinable by assistive technologies. Result Pass: Checks 1 and 2 are true Fail: Check 1 or 2 is false
11.5.2.12 Execution of available actions Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow the programmatic execution of the actions exposed according to clause 11.5.2.11 by assistive technologies. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product.	**C.11.5.2.12 Execution of available actions** Type of assessment Inspection and testing Pre-conditions 1. The software evaluated is software that provides a user interface.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	2. There are user interface elements that have actions that can be executed by the user. 3. The security requirements permit assistive technology to programmatically execute user actions. Procedure 1. Check that the user interface element's information includes the list of actions that can be executed by assistive technologies according to 11.5.2.11. 2. Check that all the actions in the list can successfully be executed by assistive technologies. Result Pass: Checks 1 and 2 are true Fail: Check 1 or 2 is false
11.5.2.13 Tracking of focus and selection attributes Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, make information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface elements programmatically determinable by assistive technologies.	**C.11.5.2.13 Tracking of focus and selection attributes** Type of assessment Inspection and testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that enable text editing. Procedure 1. Check that the user interface element's information includes mechanisms to track focus, text insertion point and selection attributes. 2. Check that this information is programmatically determinable by assistive technologies.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	3. Activate those tracking mechanisms.
	4. As a user, use the text editing functionality in the evaluated software product.
	5. Check that the tracking of focus, text insertion point and selection attributes work.
	Result
	Pass: Checks 2 and 5 are true
	Fail: Check 1 or 5 is false
11.5.2.14 Modification of focus and selection attributes Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify focus, text insertion point, and selection attributes of user interface elements where the user can modify these items. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	**C.11.5.2.14 Modification of focus and selection attributes** Type of assessment Testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements that can receive focus or that enable text editing. 3. The security requirements permit platform software to programmatically modify focus, text insertion point and selection attributes of user interface elements. Procedure 1. For user interface elements that can receive focus and where the focus can be modified by a user without the use of assistive technology, check that the focus can be programmatically modified by assistive technologies. 2. For user interface elements that enable text editing by a user without the use of assistive technology, check that the position of the text insertion point can be programmatically modified by assistive technologies. 3. For user interface elements that enable text editing, check that the selection attributes can be

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
	programmatically modified by assistive technologies where they can be modified by user without the use of assistive technology.

Result

Pass: All checks are true

Fail: Any check is false |
| **11.5.2.15 Change notification**

Where software provides a user interface it shall, by using the services as described in clause 11.5.2.3, notify assistive technologies about changes in those programmatically determinable attributes of user interface elements that are referenced in requirements 11.5.2.5 to 11.5.2.11 and 11.5.2.13. | **C.11.5.2.15 Change notification**

Type of assessment

Inspection and testing

Pre-conditions

1. The software evaluated is software that provides a user interface.

Procedure

1. Activate notifications of changes in the user interface elements.

2. Check that notifications about changes in object information (role, state, boundary, name and description) are sent to assistive technologies, if this information changes in the software user interface.

3. Check that notifications about changes in row, column and headers of data tables are sent to assistive technologies, if this information changes in the software.

4. Check that notifications about changes in values (current value, minimum value and maximum value) are sent, if this information changes in the software.

5. Check that notifications about changes in label relationships are sent to assistive technologies, if this information changes in the software.

6. Check that notifications about changes in parent-child relationships are sent to assistive |

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

EN 301 549 clause	Determination of compliance
	technologies, if this information changes in the software.
	7. Check notifications about changes in text (text contents, text attributes and the boundary of text rendered to the screen) are sent to assistive technologies, if this information changes in the software.
	8. Check that notifications about changes in the list of available actions are sent to assistive technologies, if this information changes in the software.
	9. Check that notifications about changes in focus, text insertion point and selection attributes are sent to assistive technologies, if this information changes in the software.
	Result
	Pass: Checks 2, 3, 4, 5, 6, 7, 8 and 9 are true
	Fail: Check 2, 3, 4, 5, 6, 7, 8 or 9 is false
11.5.2.16 Modifications of states and properties Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to programmatically modify states and properties of user interface elements, where the user can modify these items. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	**C.11.5.2.16 Modifications of states and properties** Type of assessment Testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements whose state or properties can be modified by a user without the use of assistive technology. 3. The security requirements permit assistive technology to programmatically modify states and properties of user interface elements. Procedure 1. Check that the state of user interface elements, whose state can be modified by a user without the use of assistive technology, can be

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
	programmatically modified by assistive technologies. 2. Check the properties of user interface elements, whose properties can be modified by a user without the use of assistive technologies, can be programmatically modified by assistive technologies. Result Pass: All checks are true Fail: Any check is false
11.5.2.17 Modifications of values and text Where permitted by security requirements, software that provides a user interface shall, by using the services as described in clause 11.5.2.3, allow assistive technologies to modify values and text of user interface elements using the input methods of the platform, where a user can modify these items without the use of assistive technology. NOTE 1: In some cases the security requirements imposed on a software product may forbid external software from interfering with the ICT product and so this requirement would not apply. Examples of systems under strict security requirements are systems dealing with intelligence activities, cryptologic activities related to national security, command and control of military forces. NOTE 2: Assistive technologies may be required to maintain the same level of security as the standard input mechanisms supported by the platform.	**C.11.5.2.17 Modifications of values and text** Type of assessment Testing Pre-conditions 1. The software evaluated is software that provides a user interface. 2. There are user interface elements whose values or text can be modified by a user without the use of assistive technology. 3. The security requirements permit assistive technology to programmatically modify values and text of user interface elements. Procedure 1. Check that the values of user interface elements, whose values can be modified by a user without the use of assistive technology, can be modified by assistive technologies using the input methods of the platform. 2. Check that the text of user interface elements, whose text can be modified by a user without the use of assistive technology, can be modified by assistive technologies using the input methods of the platform. Result

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

EN 301 549 clause	Determination of compliance
	Pass: all checks are true Fail: any check is false
11.6 Documented accessibility usage	---
11.6.1 User control of accessibility features Where software is a platform it shall provide sufficient modes of operation for user control over those platform accessibility features documented as intended for users.	**C.11.6.1 User control of accessibility features** Type of assessment Testing Pre-conditions 1. There are platform features that are defined in the platform documentation as accessibility features intended for users. Procedure 1. Check that sufficient modes of operation exist where user control over platform features, that are defined in the platform documentation as accessibility features intended for users, is possible. Result Pass: Check 1 is true Fail: Check 1 is false
11.6.2 No disruption of accessibility features Where software provides a user interface it shall not disrupt those documented accessibility features that are defined in platform documentation except when requested to do so by the user during the operation of the software.	**C.11.6.2 No disruption of accessibility features** Type of assessment Testing Pre-conditions 1. There are platform features that are defined in the platform documentation as accessibility features. Procedure

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	1. Check if software that provides a user interface disrupts normal operation of platform accessibility features. 2. Check if the disruption was specifically requested or confirmed by the user. Result Pass: Check 1 is false or both checks are true Fail: Check 1 is true and check 2 is false
11.7 User preferences Where software provides a user interface it shall provide sufficient modes of operation that use user preferences for platform settings for colour, contrast, font type, font size, and focus cursor except for software that is designed to be isolated from its underlying platforms. NOTE: Software that is isolated from its underlying platform has no access to user settings in the platform and thus cannot adhere to them.	**C.11.7 User preferences** Type of assessment Inspection and Testing Pre-conditions 1. The software is software that provides a user interface. Procedure 1. Check if the software provides sufficient modes of operation that uses user preferences for platform settings for colour, contrast, font type, font size, and focus cursor. 2. Check that the software documentation indicates that the software is designed to be isolated from its underlying platform. Result Pass: Check 1 is true or Check 1 is false and check 2 is true Fail: Check 1 is false and check 2 is false
11.8 Authoring tools	---
11.8.1 Content technology Authoring tools shall conform to clauses 11.8.2 to 11.8.5 to the extent that information required for accessibility is supported by the format used for the output of the authoring tool.	**C.11.8.1 Content technology** Type of assessment Inspection and Testing

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	Pre-conditions 1. The software is an authoring tool. 2. The output format of the authoring tool supports information required for accessibility. Procedure 1. Check if the authoring tool conforms to 11.8.2 to 11.8.5 to the extent that information required for accessibility is supported by the format used for the output of the authoring tool. Result Pass: Check 1 is true Fail: Check 1 is false NOTE: Where the output format of the authoring tool does not support certain types of information required for accessibility, compliance with requirements that relate to that type of information is not required.
11.8.2 Accessible content creation Authoring tools shall enable and guide the production of content that conforms to clauses 9 (Web content) or 10 (Non-Web content) as applicable. NOTE: Authoring tools may rely on additional tools where conformance with specific requirements is not achievable by a single tool. For example, a video editing tool may enable the creation of video files for distribution via broadcast television and the web, but authoring of caption files for multiple formats may be provided by a different tool.	**C.11.8.2 Accessible content creation** Type of assessment Inspection and Testing Pre-conditions 1. The software is an authoring tool. Procedure 1. Check if the authoring tool has features that enable and guide the production of content that conforms to clauses 9 (Web) and 10 (Non-web documents). Result Pass: Check 1 is true Fail: Check 1 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
11.8.3 Preservation of accessibility information in transformations If the authoring tool provides restructuring transformations or re-coding transformations, then accessibility information shall be preserved in the output if equivalent mechanisms exist in the content technology of the output. NOTE 1: Restructuring transformations are transformations in which the content technology stays the same, but the structural features of the content are changed (e.g. linearizing tables, splitting a document into pages). NOTE 2: Re-coding transformations are transformations in which the technology used to encode the content is changed.	**C.11.8.3 Preservation of accessibility information in transformations** Type of assessment Inspection and Testing Pre-conditions 1. The software is an authoring tool. 2. The authoring tool provides restructuring transformations or re-coding transformations. Procedure 1. For a restructuring transformation, check if the accessibility information is preserved in the output. 2. For a restructuring transformation, check if the content technology supports accessibility information for the restructured form of the information. 3. For a re-coding transformation, check if the accessibility information is preserved in the output. 4. For a re-coding transformation, check if the accessibility information is supported by the technology of the re-coded output. Result Pass: Check 1 is true or checks 1 and 2 are false or check 3 is true or checks 3 and 4 are false Fail: Check 1 is false and check 2 is true
11.8.4 Repair assistance If the accessibility checking functionality of an authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable, then the authoring tool shall provide repair suggestion(s).	**C.11.8.4 Repair assistance** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
NOTE: This does not preclude automated and semi-automated repair which is possible (and encouraged) for many types of content accessibility problems.	1. The software is an authoring tool. 2. The accessibility checking functionality of the authoring tool can detect that content does not meet a requirement of clauses 9 (Web) or 10 (Non-web documents) as applicable. Procedure 1. The authoring tool provides repair suggestions when content does not meet a requirement of clauses 9 or 10 (as applicable). Result Pass: Check 1 is true Fail: Check 1 is false
11.8.5 Templates When an authoring tool provides templates, at least one template that supports the creation of content that conforms to the requirements of clauses 9 (Web) or 10 (Non-web documents) as applicable shall be available and identified as such.	**C.11.8.5 Templates** Type of assessment Inspection Pre-conditions 1. The software is an authoring tool. 2. The authoring tool provides templates. Procedure 1. Check that the authoring tool provides at least one template that supports the creation of content that conforms to requirements of clauses 9 (Web content) or 10 (Documents) as applicable. 2. Check that at least one template identified in step 1 is available and is identified as conforming to clauses 9 or 10 (as applicable). Result Pass: Checks 1 and 2 are true Fail: Check 1 or 2 is false

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	NOTE: The identification as conforming to the requirements of clauses 9 or 10 (as applicable) described in check 2 may be described in terms such as "Conformant to WCAG 2.1". Where the identification does not explicitly state that all of the requirements identified in clauses 9 or 10 (as appropriate) are covered, it may be necessary to use the template to create a web site or document and then test that web site or document according to the requirements of clauses 9 or 10 to provide full assurance that the template behaves as required.
12 Documentation and support services	---
12.1 Product documentation	---
12.1.1 Accessibility and compatibility features Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	**C.12.1.1 Accessibility and compatibility features** Type of assessment Inspection Pre-conditions 1. Product documentation is supplied with the ICT. Procedure 1. Check that product documentation provided with the ICT lists and explains how to use the accessibility and compatibility features of the ICT. Result Pass: Check 1 is true Fail: Check 1 is false
12.1.2 Accessible documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: a. a Web format that conforms to the requirements of clause 9, or	**C.12.1.2 Accessible documentation** Type of assessment Inspection Pre-conditions

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

EN 301 549 clause	Determination of compliance
b. a non-web format that conforms to the requirements of clause 10. NOTE 1: This does not preclude the possibility of also providing the product documentation in other formats (electronic or printed) that are not accessible. NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for blind people or easy-to-read information for persons with cognitive impairments). NOTE 3: Where the documentation is integral to the ICT it will be provided through the user interface which is accessible. NOTE 4: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.	1. Product documentation in electronic format is supplied with the ICT. Procedure 1. Check that product documentation in electronic format provided with the ICT conforms to the requirements of clauses 9 or 10 as appropriate. Result Pass: Check 1 is true Fail: Check 1 is false
12.2 Support services	---
12.2.1 General (informative) ICT support services include, but are not limited to: help desks, call centres, technical support, relay services and training services.	**C.12.2.1 General (informative)** Clause 12.2.1 is informative only and contains no requirements requiring test.
12.2.2 Information on accessibility and compatibility features ICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation. NOTE: Accessibility and compatibility features include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	**C.12.2.2 Information on accessibility and compatibility features** Type of assessment Inspection Pre-conditions 1. ICT support services are provided. Procedure 1. Check that the ICT support services provide information on the accessibility and compatibility features that are included in the product documentation. Result Pass: Check 1 is true

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
	Fail: Check 1 is false
12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	**C.12.2.3 Effective communication** Type of assessment Inspection Pre-conditions 1. ICT support services are provided. Procedure 1. Check that the ICT support services accommodate the communication needs of individuals with disabilities either directly or through a referral point. Result Pass: Check 1 is true Fail: Check 1 is false NOTE: The provision of any level of support for the communication needs of individuals with disabilities constitutes a pass of this requirement. Suppliers may wish to provide further information about the level of support that is provided to enable the adequacy and quality of the support to be judged.

12.2.4 Accessible documentation
 	
Documentation provided by support services shall be made available in at least one of the following electronic formats:
 	
   a. a Web format that conforms to clause 9; or
   b. a non-web format that conforms to clause 10.
 	
NOTE 1: This does not preclude the possibility of also providing the documentation in other formats (electronic or printed) that are not accessible.
 	
NOTE 2: It also does not preclude the possibility of providing alternate formats that meet the needs of some specific type of users (e.g. Braille documents for
	C.12.2.4 Accessible documentation
	
	Type of assessment
	
	Inspection
	
	Pre-conditions
	
	1. Documentation is provided by the ICT support services.
	
	Procedure
	
	1. Check that documentation in electronic format provided by the ICT support services conforms to

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

EN 301 549 clause	Determination of compliance
blind people or easy-to-read information for persons with cognitive impairments). NOTE 3: A user agent that supports automatic media conversion would be beneficial to enhancing accessibility.	the requirements of clauses 9 or 10 as appropriate. Result Pass: Check 1 is true Fail: Check 1 is false

Annex - References (from EN 301 549)

2.1 Normative references

References are specific, identified by date of publication and/or edition number or version number. Only the cited version applies.

Referenced documents which are not found to be publicly available in the expected location might be found at ETSI References in docbox.

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are necessary for the application of the present document.

[1] ETSI ETS 300 381 (Edition 1) (December 1994): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids".

[2] ETSI ES 200 381-1 (V1.2.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids Part 1: Fixed-line speech terminals".

[3] ETSI ES 200 381-2 (V1.1.1) (October 2012): "Telephony for hearing impaired people; Inductive coupling of telephone earphones to hearing aids; Part 2: Cellular speech terminals".

[4] W3C Recommendation (December 2008) /ISO/IEC 40500:2012: "Web Content Accessibility Guidelines (WCAG) 2.0".

- NOTE: Available at WCAG 2.0.

[5] W3C Proposed Recommendation (June 2018): "Web Content Accessibility Guidelines (WCAG) 2.1".

- NOTE: Available at WCAG 2.1.

2.2 Informative references

References are either specific (identified by date of publication and/or edition number or version number) or non-specific. For specific references, only the cited version applies. For non-specific references, the latest version of the referenced document (including any amendments) applies.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		

Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

- NOTE: While any hyperlinks included in this clause were valid at the time of publication, ETSI cannot guarantee their long term validity.

The following referenced documents are not necessary for the application of the present document but they assist the user with regard to a particular subject area.

[i.1] ANSI/IEEE C63.19 (2011): "American National Standard Method of Measurement of Compatibility between Wireless Communication Devices and Hearing Aids".

[i.2] ANSI/TIA-4965: "Receive volume control requirements for digital and analogue wireline terminals".

[i.3] European Commission M 376-EN: "Standardization Mandate to CEN, CENELEC and ETSI in support of European accessibility requirements for public procurement of products and services in the ICT domain".

[i.4] ETSI EG 201 013: "Human Factors (HF); Definitions, abbreviations and symbols".

[i.5] ETSI ES 202 975: "Human Factors (HF); Requirements for relay services".

[i.6] ETSI ETS 300 767: "Human Factors (HF); Telephone Prepayment Cards; Tactile Identifier".

[i.7] ETSI CEN/CENELEC/ETSI TR 101 550: "Documents relevant to EN 301 549 "Accessibility requirements suitable for public procurement of ICT products and services in Europe"".

[i.8] ETSI CEN/CENELEC/ETSI TR 101 551: "Guidelines on the use of accessibility award criteria suitable for publicly procured ICT products and services in Europe".

[i.9] ETSI TR 102 612: "Human Factors (HF); European accessibility requirements for public procurement of products and services in the ICT domain (European Commission Mandate M 376, Phase 1)".

[i.10] ETSI TS 126 114: "Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Subsystem (IMS); Multimedia telephony; Media handling and interaction (3GPP TS 26.114)".

[i.11] ETSI TS 122 173: "Digital cellular telecommunications system (Phase 2+) (GSM); Universal Mobile Telecommunications System (UMTS); LTE; IP Multimedia Core Network Subsystem (IMS) Multimedia Telephony Service and supplementary services; Stage 1 (3GPP TS 22.173)".

[i.12] ETSI TS 134 229: "Universal Mobile Telecommunications System (UMTS); LTE; Internet Protocol (IP) multimedia call control protocol based on Session Initiation Protocol (SIP) and Session Description Protocol (SDP); User Equipment (UE) conformance specification (3GPP TS 34.229)".

[i.13] IETF RFC 4103 (2005): "RTP Payload for Text Conversation".

[i.14] ISO/IEC 17007:2009: "Conformity assessment - Guidance for drafting normative documents suitable for use for conformity assessment".

[i.15] ISO 9241-11:1998: "Ergonomic requirements for office work with visual display terminals (VDTs) -- Part 11: Guidance on usability".

[i.16] ISO 9241-110:2006: "Ergonomics of human-system interaction -- Part 110: Dialogue principles".

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

[i.17] ISO 9241-171:2008: "Ergonomics of human-system interaction-Part 171: Guidance on software accessibility".

[i.18] ISO 26800:2011: "Ergonomics - General approach, principles and concepts".

[i.19] ISO/IEC 13066-1:2011: "Information technology - Interoperability with assistive technology (AT) - Part 1: Requirements and recommendations for interoperability".

[i.20] Recommendation ITU-T E.161 (2001): "Arrangement of digits, letters and symbols on telephones and other devices that can be used for gaining access to a telephone network".

[i.21] Recommendation ITU-T G.722 (1988): "7 kHz audio-coding within 64 kbit/s".

[i.22] Recommendation ITU-T G.722.2 (2003): "Wideband coding of speech at around 16 kbit/s using Adaptive Multi-Rate Wideband (AMR-WB)".

[i.23] Recommendation ITU-T V.18 (2000): "Operational and interworking requirements for DCEs operating in the text telephone mode".

[i.24] TIA-1083-A (2010): "Telecommunications; Telephone Terminal equipment; Handset magnetic measurement procedures and performance requirements".

[i.25] US Department of Justice: "2010 ADA Standards for Accessible Design".

[i.26] W3C Working Group Note 5 September 2013: "Guidance on Applying WCAG 2.0 to Non-Web Information and Communications Technologies (WCAG2ICT)".

- NOTE: Available at WCAG2ICT.

[i.27] Commission Implementing Decision of 27.4.2017 on a standardisation request to the European standardisation organisations in support of Directive (EU) 2016/2102 of the European Parliament and of the Council on the accessibility of the websites and mobile applications of public sector bodies.

[i.28] Directive (EU) 2016/2102 of the European Parliament and of the Council of 26 October 2016 on the accessibility of the websites and mobile applications of public sector bodies.

[i.29] ETSI EN 301 549 (V1.1.2) (04-2015): "Accessibility requirements suitable for public procurement of ICT products and services in Europe".

[i.30] ETSI TR 101 552: "Guidance for the application of conformity assessment to accessibility requirements for public procurement of ICT products and services in Europe".

Annex - Definitions and abbreviations (from EN 301 549)

3.1 Definitions

For the purposes of the present document, the terms and definitions given in ETSI EG 201 013 [i.4] and the following apply:

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

accessibility: extent to which products, systems, services, environments and facilities can be used by people from a population with the widest range of characteristics and capabilities, to achieve a specified goal in a specified context of use (from ISO 26800 [i.18])

- NOTE 1: Context of use includes direct use or use supported by assistive technologies.
- NOTE 2: The context in which the ICT is used may affect its overall accessibility. This context could include other products and services with which the ICT may interact.

assistive technology: hardware or software added to or connected to a system that increases accessibility for an individual

- NOTE 1: Examples are Braille displays, screen readers, screen magnification software and eye tracking devices that are added to the ICT.
- NOTE 2: Where ICT does not support directly connected assistive technology, but which can be operated by a system connected over a network or other remote connection, such a separate system (with any included assistive technology) can also be considered assistive technology.

audio description: additional audible narrative, interleaved with the dialogue, which describes the significant aspects of the visual content of audio-visual media that cannot be understood from the main soundtrack alone

- NOTE: This is also variously described using terms such as "video description" or variants such as "descriptive narration".

authoring tool : software that can be used to create or modify content

- NOTE 1: An authoring tool may be used by a single user or multiple users working collaboratively.
- NOTE 2: An authoring tool may be a single stand-alone application or be comprised of collections of applications.
- NOTE 3: An authoring tool may produce content that is intended for further modification or for use by end-users.

caption: synchronized visual and/or text alternative for both speech and non-speech audio information needed to understand the media content (after WCAG 2.1 [5])

- NOTE: This is also variously described using terms such as "subtitles" or variants such as "subtitles for the deaf and hard-of-hearing".

closed functionality : functionality that is limited by characteristics that prevent a user from attaching, installing or using assistive technology

content: information and sensory experience to be communicated to the user by means of software, including code or mark-up that defines the content's structure, presentation, and interactions (after WCAG2ICT [i.26])

- NOTE: Content occurs in three places: web pages, documents and software. When content occurs in a web page or a document, a user agent is needed in order to communicate the content's information and sensory experience to the user. When content occurs in software, a separate user agent is not needed in order to communicate the content's information and sensory experience to the user - the software itself performs that function.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N°VME**

context of use: users, tasks, equipment (hardware, software and materials), and the physical and social environments in which a product is used (from ISO 9241-11 [i.15])

open functionality: functionality that supports access by assistive technology

- NOTE: This is the opposite of Closed Functionality.

operable part : component of ICT used to activate, deactivate, or adjust the ICT

- NOTE: Operable parts can be provided in either hardware (see mechanically operable parts, above) or software. An on-screen button is an example of an operable part provided by software.

platform software : collection of software components that runs on an underlying software or hardware layer, and that provides a set of software services to other software components that allows those applications to be isolated from the underlying software or hardware layer (after ISO/IEC 13066-1 [i.19])

- NOTE: A particular software component might play the role of a platform in some situations and a client in others.

programmatically determinable : able to be read by software from developer-supplied data in a way that other software, including assistive technologies, can extract and present this information to users in different modalities

- NOTE: WCAG 2.1 uses "determined" where this definition uses "able to be read" (to avoid ambiguity with the word "determined").

real-time text : form of a text conversation in point to point situations or in multipoint conferencing where the text being entered is sent in such a way that the communication is perceived by the user as being continuous

satisfies a success criterion: success criterion does not evaluate to "false" when applied to the ICT (after WCAG 2.1 [5])

terminal: combination of hardware and/or software with which the end user directly interacts and that provides the user interface

- NOTE 1: The hardware may consist of more than one device working together e.g. a mobile device and a computer.
- NOTE 2: For some systems, the software that provides the user interface may reside on more than one device such as a telephone and a server.

user agent: software that retrieves and presents content for users (after WCAG 2.1 [5])

- NOTE 1: Software that only displays the content contained within it is treated as software and not considered to be a user agent.
- NOTE 2: An example of software that is not a user agent is a calculator application that does not retrieve the calculations from outside the software to present it to a user. In this case, the calculator software is not a user agent, it is simply software with a user interface.
- NOTE 3: Software that only shows a preview of content such as a thumbnail or other non-fully functioning presentation is not providing user agent functionality.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

user interface: all components of an interactive system (software or hardware) that provide information and/or controls for the user to accomplish specific tasks with the interactive system (from ISO 9241-110 [i.16])

user interface element: entity of the user interface that is presented to the user by the software (after ISO 9241-171 [i.17])

- NOTE 1: This term is also known as "user interface component".
- NOTE 2: User-interface elements can be interactive or not.

web content: content that belongs to a web page, and that is used in the rendering or that is intended to be used in the rendering of the web page

web page: non-embedded resource obtained from a single URI using HTTP plus any other resources that are used in the rendering or intended to be rendered together with it by a user agent (after WCAG 2.1 [5])

3.2 Abbreviations

For the purposes of the present document, the following abbreviations apply:

ADA Americans with Disabilities Act

ANSI American National Standards Institute

AT Assistive Technology

CIF Common Intermediate Format

CSS Cascading Style Sheets

DOM Document Object Model

EU European Union

FPS Frames Per Second

FXML XML-based user interface markup language

HTML HyperText Markup Language

HTTP HyperText Transfer Protocol

ICT Information and Communication Technology

IETF Internet Engineering Task Force

IMS IP Multimedia System

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

IP Internet Protocol

JWG Joint Working Group (of CEN/CENELEC/ETSI)

ODF Open Document Format

OOXML Office Open eXtensible Markup Language

PSTN Public Switched Telephone Network

QCIF Quarter Common Intermediate Format

RFC Request For Comment

RTT Real-Time Text

SC Success Criterion

SIP Session Initiation Protocol

URI Uniform Resource Identifier

USB Universal Serial Bus

VoIP Voice over IP

W3C World Wide Web Consortium

WCAG Web Content Accessibility Guidelines (of W3C)

XML eXtensible Markup Language

XUL XML User interface Language

Annex - Practical guidance for accessible non-web documentation

In WCAG "success criteria" are all technology agnostic. The requirements for non-web documents are based on the WCAG 2.1 level AA requirements, which means all level A and AA criteria relevant to documents must be met.

The W3C publishes sufficient techniques to meet WCAG success criteria, including techniques for non-web document formats such as PDF. Using a given technique is considered "sufficient" to meet the criteria relevant to the technique, but you can also meet the criteria in other ways.

Shared Services Canada has created a set of guides for producing accessible documents in Microsoft Office:

- How to create accessible documents

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

Various software vendors and organizations offer supplementary material that provides instructions for making documents accessible:

- Adobe PDF accessibility
- Accessible Digital Office Document (ADOD) Project
- Microsoft Accessibility Checker
- Webaim: Microsoft Word Techniques
- Webaim: PDF Techniques
- Canada.ca Content Style Guide
- Google Docs – Make your document or presentation accessible
- Web Accessibility Perspectives - Compilation of 10 Topics/Videos
- 18F Web Accessibility Guide
- University of Washington Accessible Document Guides

NOTE: Following the guidance given in the links above does not guarantee compliance with WCAG 2.1. Links are provided for reference only.

End Of Annex J – ICT Accessibility Requirements

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

PART 9 - List of Forms

List of Forms to the Request For Proposals:

Form A - Bid Submission Form

Form B - Software Publisher Certification Form

Form C - Software Publisher Authorization Form (if applicable)

Form D - Declaration Form

Form E - List of Names Form

Form F - Federal Contractors Program for Employment Equity - Certification

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

FORM A - BID SUBMISSION FORM

BIDDER FORMS

BID SUBMISSION FORM		
Bidder's full legal name *[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]*		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name:	
	Title:	
	Address:	
	Telephone #:	
	Fax #:	
	Email:	
Bidder's Procurement Business Number (PBN) *[see the Standard Instructions 2003]* [**Note to Bidders:** *Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]*		
Jurisdiction of Contract: Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "	

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

BID SUBMISSION FORM

	Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive? Yes _____ No _____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "

Canadian Content Certification	On behalf of the Bidder, by signing below, I confirm that *[check the box that applies]*:	
As described in the solicitation, bids with at least 80% Canadian content are being given a preference. *[For the definition of Canadian goods and services, consult the PSPC SACC clause A3050T]*	At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	
	Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	

Hardware:		
(Contracting Authority should only insert when Supplemental General Conditions 4001 have been inserted in Part 7).	Toll-Free Telephone Number for maintenance services:	
	Website for maintenance services:	

Licensed Software Maintenance and Support:		
(Contracting Authority should only insert when supplemental General Conditions 4004 has been inserted in Part 7).	Toll-free Telephone Access:	
	Toll-Free Fax Access:	
	E-Mail Access:	
	Website address for web support:	

Security Clearance Level of Bidder	
[include both the level and the date it was granted] [**Note to Bidders:** *Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]*	

On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1.   The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;

2.   This bid is valid for the period requested in the bid solicitation;

3.   All the information provided in the bid is complete, true and accurate; and

4.   If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	**File No. – N° du dossier**	**CCC No./ N° CCC – FMS No/ N° VME**

BID SUBMISSION FORM	
Signature of Authorized Representative of Bidder	_____

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

FORM B - SAAS PUBLISHER CERTIFICATION FORM

Form 2

SaaS Publisher Certification Form
(to be used where the Supplier itself is the SaaS Publisher)

The Supplier certifies that it is the SaaS Publisher of all the following SaaS Solutions and that it has all the rights necessary to license them in accordance with the terms and conditions of the SA to Canada:

_____

_____

_____

_____

_____

[Suppliers should add or remove lines as needed, or attach the product list as an appendix.]

Name of SaaS Publisher   _____

Signature of authorized signatory of SaaS Publisher

_____

Print Name of authorized signatory of SaaS Publisher

_____

Print Title of authorized signatory of SaaS Publisher

_____

Address for authorized signatory of SaaS Publisher

_____

Telephone no. for authorized signatory of SaaS Publisher

_____

Email for authorized signatory of SaaS Publisher _____

Date signed   _____

RFSA Number   _____

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

FORM C - SAAS PUBLISHER AUTHORIZATION FORM

SaaS Publisher Authorization Form

(to be used where the Contractor is not the SaaS Publisher)

This confirms that the SaaS Publisher identified below understands and acknowledges that the Contractor named below has submitted a Submission in response to the Request for Supply Arrangement dated _____, reference number _____ issued by PSPC.

The SaaS Publisher hereby confirms that

(i) The Contractor named below is authorized to supply the SaaS Publisher listed below or attached, through its SA; and

(ii) The SaaS Publisher agrees to grant all licenses to be acquired under the SA in accordance with the resulting Contract's terms and conditions set out in the SA.

The SaaS Publisher acknowledges that the reseller has proposed to the Crown, in response to the Bid Solicitation, the following SaaS Solutions and other proprietary products of the Corporation.

[*Identify all of the proprietary SaaS Solutions that are proposed by the Contractor*]

_____

_____

_____

_____

[*Contractors should add or remove lines as needed,* or attach the product list as an appendix.]

Name of Contractor _____

Name of SaaS Publisher _____

Signature of authorized signatory of SaaS Publisher_____

Print Name of authorized signatory of SaaS Publisher_____

Print Title of authorized signatory of SaaS Publisher_____

Address for authorized signatory of SaaS Publisher_____

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

Telephone no. for authorized signatory of SaaS Publisher

_____

Email for authorized signatory of SaaS Publisher   _____

Date signed   _____

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

FORM D - DECLARATION FORM

Form D

Declaration Form

This declaration form must be submitted as part of the bidding process. Please complete and submit in a **sealed envelope labelled "Protected"** to the attention of Integrity, Departmental Oversight Branch, PSPC, 11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1, Room 108, Gatineau (Québec) Canada K1A 0S5. Include the sealed envelope with your bid submission. This form is considered "Protected B" when completed.	
Complete Legal Name of Company:	
Company's address:	
Company's Procurement Business Number (PBN):	
Bid Number:	
Date of Bid: (YY-MM-DD)	

Have you ever, as the bidder, your affiliates or as one of your directors, been convicted or have pleaded guilty of an offence in Canada or similar offence elsewhere under any of the following provisions [1] :			
	Yes	**No**	**Comments**
Financial Administration Act 80(1) d): False entry, certificate or return 80(2): Fraud against Her Majesty 154.01: Fraud against Her Majesty	☐	☐	
Criminal Code 121: Frauds on the government and contractor subscribing to election fund 124: Selling or Purchasing Office 380: Fraud – committed against Her Majesty 418: Selling defective stores to Her Majesty	☐	☐	

In the last 3 years, have you, as the bidder, your affiliates or one of your directors, been convicted or have pleaded guilty of an offence in Canada or elsewhere under any of the following provisions [1]:			
Criminal Code 119: Bribery of judicial officers,... 120: Bribery of officers 346: Extortion 366 to 368: Forgery and other offences resembling forgery 382: Fraudulent manipulation of stock exchange transactions 382.1: Prohibited insider trading 397: Falsification of books and documents 422: Criminal breach of Contract 426: Secret commissions 462.31 Laundering proceeds of crime 467.11 to 467.13: Participation in activities of criminal organization	☐	☐	
Competition Act 45: Conspiracies, agreements or arrangements between competitors 46: Foreign directives 47: Bid rigging 49: Agreements or arrangements of federal financial institutions	☐	☐	

_____

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

1 for which no pardon or equivalent has been received.

	Yes	No	Comments
52: False or misleading representation 53: deceptive notice of winning a prize			
Corruption of Foreign Public Officials Act 3: Bribing a foreign public official 4: Accounting 5: Offence committed outside Canada	☐	☐	
Controlled Drugs and Substance Act 5: Trafficking in substance 6: Importing and exporting 7: Production of substance	☐	☐	
Other Acts 239: False or deceptive statements of the Income Tax Act 327: False or deceptive statements of the Excise Tax Act	☐	☐	

Additional Comment

☐ I, (name)_____, (position)_____, of (company name bidder)_____ _____authorise PSPC to collect and use the information provided, in additional to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

☐ I, (name) _____, (position) _____, of (company name bidder)_____certify that the information provided in this form is, to the best of my knowledge, true and complete. Moreover, I am aware that any erroneous or missing information could result in the cancellation of my bid as well as a determination of ineligibility/suspension.

We appreciate your interest in doing business with The Government of Canada and your understanding on the additional steps that we need to take to protect the integrity of PSPC's procurement process.

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

FORM E - LIST OF NAMES FORM

Form E
List of Names Form

In accordance with Part 5, Article 5.4 b) – Integrity Provision – List of Names, please complete the Form below.

Complete Legal Name of Company
Company's address
Company's Procurement Business Number (PBN)
Solicitation number

Board of Directors (Use Format – first name last name) Or put the list as an attachment	
1. Director	
2. Director	
3. Director	
4. Director	
5. Director	
6. Director	
7. Director	
8. Director	
9. Director	
10. Director	

Other members

Comments

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N°VME

FORM F - FEDERAL CONTRACTORS PROGRAM FOR EMPLOYEE EQUITY CERTIFICATION FORM

Form F to Part 5 – Bid Solicitation
FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

Remark to Contracting Authority: Insert the following certification for requirements issued on behalf of a Department or Agency subject to the FCP, estimated at $1,000,000 **and above**, *options excluded and Applicable Taxes included: (consult Annex 5.1 of the Supply Manual)(See also Part 5 - Certifications and Part 7 - Resulting Contract Clauses)*

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment and Social Development Canada (ESDC) - Labours' website.

Date:_____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

( )   A1.   The Bidder certifies having no work force in Canada.

( )   A2.   The Bidder certifies being a public sector employer.

( )   A3.   The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act.*

( )   A4.   The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5.   The Bidder has a combined workforce in Canada of 100 or more employees; and

( )   A5.1   The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC -Labour.
OR

( )   A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC -Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC -Labour.

B. Check only one of the following:

( )   B1   The Bidder is not a Joint Venture.

OR

Solicitation No. – N° de l'invitation	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
G9292-227373/B		
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

( )   B2.   The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for   Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).