

ScaleUp Supplemental Instructions

Centre of Expertise in Agile and Innovative Procurement

September 2023



Shared Services
Canada

Canada

Table of Contents

1. Definitions	3
2. Demonstration	3
3. Closing Dates	4
4. Bid Transmission	4
5. SCSI Assessment Process (only applicable to Shared Services Canada)	6

Note: If there is a discrepancy between the wording of this document and the [2003- Standard Instructions - Goods or Services - Competitive Requirements](#), the wording of this document has priority.

Any reference to “Solicitation Closing” in the 2003 must be interpreted as “ScaleUp Bid Form Closing”.

1. Definitions

In the context of ScaleUp, the following definitions apply:

Demonstration: Interactive session to demonstrate a bidder’s capacity to resolve the problem.
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Demonstration period: Period during the solicitation where all the bidders are invited to an interactive session to demonstrate their capacity to resolve the problem.

Canadian business: Business that is based in Canada.

Micro business: A business having 1 to 4 employees.

Small business: A business having 5 to 99 employees.

Indigenous business: A sole proprietorship, limited company, cooperative, partnership or not-for-profit organization in which Indigenous persons have majority ownership and control meaning at least 51%.

In the case of a business enterprise with 6 or more full-time employees, at least 33% of the full-time employees are Indigenous.

A Joint-venture agreement in which an Indigenous business or Indigenous businesses as defined above must have at least 51% ownership and control. All joint ventures also require that Indigenous content is at least 33% of the total value of the work to be performed.

Women: Persons whose gender identity and expression is female.

Visible minorities: Persons, other than Indigenous people, who are non-Caucasian in race or non-white in colour.

Persons with disabilities: Disability means any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment-or a functional limitation-whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society. In addition, a barrier means anything — including anything physical, architectural, technological or attitudinal, that is based on information or communications or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

Businesses Owned/Led by Underrepresented Groups (URG): Businesses owned, operated, or controlled by at least 51% by women, visible minorities, or persons with disabilities.

2. Demonstration

In the Demonstration Phase, bidders will present a demonstration highlighting their capacity or experience. This demonstration can be in the form of a scenario, presentation, or other suitable formats. All demonstrations will be assessed against predefined evaluation criteria. These demonstrations are an integral component of the technical bid. The assessment and evaluation derived from the demonstration will be recognized as the technical evaluation for the purposes of this solicitation.

3. Closing Dates

Phase 1: ScaleUp Bid Form Closing Date

The closing date and time as indicated on CanadaBuys serves as the definitive cut-off time for submitting the ScaleUp Bid Form (SBF), which includes the Financial Bid. Although the solicitation remains open, new bids and changes to the submitted SBF will not be accepted after the SBF Closing Date.

Phase 2: Solicitation Closing Date

The conclusion of the solicitation will coincide with the end of the Demonstration Period. Changes to the technical bid will not be accepted after the demonstration has been delivered.

4. Bid Transmission

In addition to the Transmission listed in the [2003-08 Transmission by facsimile or by Canada Post Corporation's \(CPC\) Connect service](#), the following transmission can also be used to submit the ScaleUp Bid Form and other documents.

(a) **Email Submission**

- i) **Email Submission of Bid:** All bidders must attempt to submit their ScaleUp Bid Form (SBF) and other documents by email in accordance with this Article by SBF closing date to the email address identified on the ScaleUp Solicitation.
- ii) **Format of Email Attachments:** Bidders should submit the SBF and other documents in PDF. Bidders that submit bid documents in other formats do so at their own risk, as Canada may be unable to read them. Other documents can be submitted in other formats that can be opened with either Microsoft Word or Microsoft Excel
- iii) **Email Size:** Bidders should ensure that they submit their bid in multiple emails if any single email, including attachments, will exceed 15 MB. Except as expressly provided below, only emails that are received at the Email Address for Bid Submission by SBF Closing will be considered part of the bid.
- iv) **Email Title:** Bidders are requested to include the Solicitation No. identified on the cover page of this document in the "subject" line of each email forming part of the bid.
- v) **Time of Receipt:** All emails received at the Email Address for Bid Submission showing a "received" time before the SBF Closing Date will be considered timely. In the case of a dispute regarding the time at which an email arrived at SSC, the time at which the bid is received by SSC will be determined:
 - (A) by the delivery time stamp received by the bidder if the bidder has turned on Delivery Status Notification for the sent email in accordance with RFC 1891 established by the Internet Engineering Steering Group (SMTP Service Extension for Delivery Status Notification); or

- (B) in accordance with the date and time stamp on the SMTP headers showing the time of first arrival on a server used to provide the Government of Canada with email services, if the bidder has not turned on Delivery Status Notification for the sent email.
- vi) **Availability of Contracting Authority:** During the 4 hours leading up to SBF Closing, an SSC representative will monitor the Email Address for Bid Submission and will be available by telephone at the Contracting Authority's telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the bidder is experiencing difficulties transmitting the email to the Email Address for Bid Submission, the bidder should contact SSC immediately at the Contracting Authority's coordinates provided on the cover page of this document.
- vii) **Email Acknowledgement of Receipt by SSC:** On the day of SBF Closing, an SSC representative will send an email acknowledging receipt of each bid (and each email forming part of that bid, if multiple emails are received) that was received by SBF Closing at SSC's Email Address for Bid Submission.
- viii) **Delayed Email Bids:** SSC will accept an email bid received in the first 24 hours after SBF Closing only if the bidder can demonstrate that any delay in delivering the email to the SSC Email Address for Bid Submission is due to Canada's systems. Bids received by email more than 24 hours after SBF Closing will not be accepted under any circumstances. As a result, bidders who have tried to submit a bid, but have not received an email acknowledging receipt from SSC shortly thereafter should contact the Contracting Authority so that they can determine whether or not the bid arrived at the SSC Email Address for Bid Submission on time.
- ix) **Responsibility for Technical Problems:** By submitting a bid, the bidder is confirming it agrees that Canada is not responsible for:
- (A) any technical problems experienced by the bidder in submitting its bid, including emails that fail to arrive because they exceed the maximum email size of 15 MB or that are rejected or quarantined because they contain malware or other code that is screened out by SSC for security reasons; or
- (B) any technical problems that prevent SSC from opening the attachments to the email(s). For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated without that portion of the bid. Bidders will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.
- (b) **Electronic Submission of Bids through P2P for Shared Services Canada (SSC)**
- i) **Submission through P2P is Mandatory:** when the solicitation is released via P2P, all bidders must attempt to submit their bids through the P2P portal.
- ii) **Submissions not permitted after SBF Closing:** After SBF Closing, the P2P system will not permit a bidder to submit a bid.
- iii) **Format of Bid Documents:** Bidders should submit the SBF and other documents in PDF. Bidders that submit bid documents in other formats do so at their own risk, as Canada may be unable to read them. Other documents can be submit in other formats that can be opened with either Microsoft Word or Microsoft Excel

- iv) **File Size:** P2P accommodates individual documents of up to 30MB each. Bidders should ensure that they submit their bid in multiple documents, each of which does not exceed 30MB. Bidders may submit as many documents as necessary.
- v) **P2P Availability:** If the P2P portal is unavailable for any reason during any part of the 4 hours immediately before SBF Closing, bidders are requested to contact the Contracting Authority immediately, both by email and by telephone. If the Contracting Authority confirms that the P2P portal is unavailable for any reason during any part of the 4 hours immediately before SBF Closing, the Contracting Authority will extend SBF Closing by 24 hours. The Contracting Authority will send notice of any such extension only to those bidders who have sent an email notification to the Contracting Authority indicating their intention to submit a bid. The Contracting Authority will also issue an amendment in P2P. The Contracting Authority is not required to extend SBF Closing if the reason a bidder is unable to access the P2P portal is related to that bidder or its systems, rather than an SSC system problem.
- vi) **Availability of Contracting Authority:** During the 4 hours leading up to SBF Closing, an SSC representative will monitor the Email Address for Bid Submission and will be available by telephone at the Contracting Authority's telephone number shown on the cover page of this document (although the SSC representative may not be the Contracting Authority). If the bidder is experiencing difficulties transmitting the email to the Email Address for Bid Submission, the bidder should contact SSC immediately at the Contracting Authority's coordinates provided on the cover page of this document.
- vii) **Responsibility for Technical Problems:** By submitting a bid, the bidder is confirming it agrees that Canada is not responsible for:
 - (A) any technical problems experienced by the bidder in submitting its bid, including attachments rejected or quarantined because they contain malware or other code that is screened out by SSC for security reasons; or
 - (B) any technical problems that prevent SSC from opening the attachments. For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated without that portion of the bid. Bidders will not be permitted to submit substitute attachments to replace any that are corrupt or empty or submitted in an unapproved format.

5. SCSI Assessment Process (only applicable to Shared Services Canada)

If applicable, Canada will assess the Supply Chain Security Information (SCSI) submitted by the top-ranked bidder in accordance with Attachment: SCSI Assessment Process and Diagram. Canada must approve the SCSI in order for the bid to be declared compliant.