



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

Bid Receiving/Réception des
soumissions
[E_PACIFIC_BIDS@RCMP-
GRC.GC.CA](mailto:E_PACIFIC_BIDS@RCMP-GRC.GC.CA)

**REQUEST FOR
PROPOSAL**

**DEMANDE DE
PROPOSITION**

Proposal to: Royal Canadian
Mounted Police

We hereby offer to sell to His
Majesty the King 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 : Gendarmerie
royale du Canada

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

Comments: - Commentaires :

THIS DOCUMENT CONTAINS A
SECURITY REQUIREMENT

LE PRÉSENT DOCUMENT
COMPORTE UNE EXIGENCE EN
MATIÈRE DE SÉCURITÉ

Title – Sujet RCMP operational communication center efficiency review		Date December 5, 2023
Solicitation No. – N° de l'invitation M298910460/A		
Client Reference No. - No. De Référence du Client		
Solicitation Closes – L'invitation prend fin		
At / à :	2 :00 PM	PST (Pacific Standard Time) HNP (heure normale du Pacifique)
On / le :	January 10, 2024	
Delivery - Livraison See herein — Voir aux présentes	Taxes - Taxes See herein — Voir aux présentes	Duty – Droits See herein — Voir aux présentes
Destination of Goods and Services – Destinations des biens et services See herein — Voir aux présentes		
Instructions See herein — Voir aux présentes		
Address Inquiries to – Adresser toute demande de renseignements à		
Telephone No. – No. de téléphone		Facsimile No. – No. de télécopieur
Delivery Required – Livraison exigée See herein — Voir aux présentes		Delivery Offered – Livraison proposée
Vendor/Firm Name, Address and Representative – Raison sociale, adresse et représentant du fournisseur/de l'entrepreneur :		
Telephone No. – No. de téléphone		Facsimile No. – No. 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



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PART 1 - GENERAL INFORMATION

NOTE: Canada Buys is the new official source for Government of Canada tender and award notices. Buy and Sell remains as a source for information, procurement policy and guidelines.

1.1 Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, Agreement of Non-Disclosure and Confidentiality and Evaluation Criteria.

1.2 Summary

- 1.2.1 Royal Canadian Mounted Police (RCMP) has a requirement for a review of its four (4) E Division Operational Communication Centres (OCCs) along with the Program Management Unit to determine the workload and staffing requirements to efficiently run the OCCs. The intention is to award one (1) contract for a period of six (6) months with the irrevocable option of two (2) additional three (3)-month option periods.
- 1.2.2 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 organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website. Please note, the above website is specific to PWGSC requirements and processes may differ from RCMP requirements.



1.3 Debriefings

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

1.4 Recourse Mechanisms

If you have any concerns relating to the procurement process, please refer to the [Recourse Mechanisms](#) page on the Buyandsell.gc.ca website. Please note that there are strict deadlines for filing complaints with the Canadian International Trade Tribunal (CITT) or the [Office of the Procurement Ombudsman \(OPO\)](#).

<https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/bid-follow-up/bid-challenge-and-recourse-mechanisms>

<http://opo-boa.gc.ca/plaintesurvol-complaintoverview-eng.html>

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Revision to Departmental Name: As this solicitation is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

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.

The [2003](#) (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 180 days

2.2 Submission of Bids

Bids must be submitted only to RCMP Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.



NOTE: The RCMP has not been approved for bid submission by Canada Post Corporation (CPC) Connect service.

Bids transmitted by facsimile to RCMP will not be accepted.

2.3 Enquiries - Bid Solicitation

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

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

2.4 Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.5 Promotion of Direct Deposit Initiative

The following information is not related to the solicitation process:

An initiative within the Government of Canada called the Cheque Standardization Project has been established whereby eventually for all payments, cheque stubs will no longer be printed and, with few exceptions, will be processed via direct deposit. This option is only available when payment is made in Canadian dollars for deposit into a Canadian bank account. In an attempt to be proactive, RCMP Corporate Accounting is promoting the registration of RCMP suppliers for the upcoming change in the payment process.

If you are the successful bidder on this or any other RCMP requirement, you are encouraged to register with the RCMP for direct deposit. Please contact RCMP Corporate Accounting by email to receive a form entitled *Recipient Electronic Payment Registration Request* along with instructions for completion of the form.



Should you have any questions regarding the Cheque Standardization Project or if you want to register, please contact the following email: corporate_accounting@rcmp-grc.gc.ca

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that Bidders submit their bids in separately bound sections as follows:

Section I: Technical Bid (one soft copy in PDF format)

Section II: Financial Bid (one soft copy in PDF format)

Section III: Certifications (one soft copy in PDF format)

Section IV: Additional Information (one soft copy in PDF format)

Important Note:

For bids transmitted by email, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:

- a. receipt of garbled or incomplete bid;
- b. delay in transmission or receipt of the bid to the Contracting Authority's email inbox (the date & time on the email received by the Contracting Authority is considered the date & time of receipt of the bid submission);
- c. availability or condition of the receiving equipment;
- d. incompatibility between the sending and receiving equipment;
- e. failure of the Bidder to properly identify the bid;
- f. illegibility of the bid; or
- g. security of bid data.

A bid transmitted electronically constitutes the formal bid of the Bidder and must be submitted in accordance with Section 05 of 2003 (2023-06-08) Standard Instructions - Goods or Services - Competitive Requirements.

The RCMP has restrictions on incoming e-mail messages. The maximum e-mail message size including all file attachments must not exceed 5MB. Zip files or links to bid documents will not be accepted. Incoming e-mail messages exceeding the maximum file size and/or containing zip file attachments will be blocked from entering the RCMP e-mail system. A bid transmitted by e-mail that gets blocked by the RCMP e-mail system will be considered not received. It is the responsibility of the Bidder to ensure receipt.

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



Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- a. use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, Bidders should:

1. Include all environmental certification(s) relevant to your organization (e.g. ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
2. Include all environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (e.g. Forest Stewardship Council (FSC), ENERGYSTAR, etc.)
3. Unless otherwise noted, Bidders are encouraged to submit bids electronically. If hard copies are required, Bidders should:
 - a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
 - b. use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

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

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B.

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.



Section IV: Additional Information

3.1.1 Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures

- 3.1.1.1** As indicated in Part 6 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s) site(s) or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

- 3.1.1.2** The Company Security Officer (CSO) must ensure through the RCMP Departmental Security Branch (DSB) or the RCMP Regional Departmental Security Sections (RDSS) that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Annex E.

4.1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, in accordance with Annex B, Applicable Taxes excluded, Delivered Duty Paid (DDP), Canadian customs duties and excise taxes included.

4.2 Basis of Selection-Highest Combined Rating of Technical Merit and Price

- 4.2.1 To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory criteria; and
 - c. score between 0 and 115 points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 115 points.
There is no minimum required.
- 4.2.2 Bids not meeting "(a) or (b) or (c)" will be declared non-responsive.
- 4.2.3 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.
- 4.2.4 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%.
- 4.2.5 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
- 4.2.6 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- 4.2.7 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. In the event two bidders receive identical scores as a result of the evaluation, the contract will be awarded to the bidder with the highest technical score. 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 equal 135 and the lowest evaluated price is \$45,000 (45)



Example Only Basis of Selection-Highest combined rating technical merit (60%) and Price (40%).				
		Bidder 1	Bidder 2	Bidder 3
Overall technical store		115/135	89/135	92/135
Bid Evaluated Price		\$55,000	\$50,000	\$45,000
Calculations	Technical Merit Score	115/135 x 60=51.11	89/135 x 60=39.56	92/135 x 60=40.89
	Price Score	45/55x40=32.73	45/50x40=36.00	45/45x40=40.00
Combined Rating		83.84	75.76	80.89
Overall Rating		1 st	3 rd	2 nd

In this example, Bidder 1 would be recommended for Contract award.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Precedent to Contract Award and Additional Information

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

5.1.1 Integrity Provisions

In accordance with the section titled Information to be provided when bidding, contracting, or entering into a real property agreement subject to the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process:



- Declaration of Convicted Offences - Integrity Declaration Form (as applicable)
- Required Documentation (List of names for integrity verification form)

Please see the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaires-forms-eng.html) website for further details
(<http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaires-forms-eng.html>).

5.1.2 Independent Bid Determination

The attached Certificate of Independent Bid Determination (attached Attachment 1 to part 5) has been developed by the federal Competition Bureau for use by the Contacting Authority when calling for bids, tenders or quotations. The intention of this documentation is to deter bid-rigging by requiring Bidders to disclose, to the Contracting Authority, all material facts about any communications and arrangements which the Bidder has entered into with competitors regarding the call for tenders.

5.1.3 Former Public Servant

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 FPSs, 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.

Definitions

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:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the 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. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. 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: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

5.1.4 Status and Availability of Resources



The Bidder certifies that, should it be 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. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, 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.



ATTACHMENT 1 to PART 5 - CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid or tender (hereinafter "bid") to:

(Corporate Name of Recipient of this Submission)

for: (Name and Number of Bid and Project)

in response to the call or request (hereinafter "call") for bids made by:

(Name of Tendering Authority)

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: (Corporate Name of Bidder or Tenderer [hereinafter "Bidder"]) that:

- 1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. for the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
(a) has been requested to submit a bid in response to this call for bids;
(b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. the Bidder discloses that (check one of the following, as applicable):
(a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
(b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached



document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;

7. in particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;
 - (b) methods, factors or formulas used to calculate prices;
 - (c) the intention or decision to submit, or not to submit, a bid; or
 - (d) the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph (6)(b) above;

8. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;

9. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

(Position Title)

(Date)



PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (c) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (d) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website. Please note, the above website is specific to PWGSC requirements and processes may differ from RCMP requirements.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

7.1.1 Optional Goods and/or Services

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

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



7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Revision to Departmental Name: As this contract is issued by Royal Canadian Mounted Police (RCMP), any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

7.2.1 General Conditions

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

7.3 Security Requirements

7.3.1 The following security requirements (SRCL and related clauses) apply and form part of the Contract.

- a) The Contractor and its personnel shall each hold Enhanced Reliability Status.
- b) Information must be vetted by RCMP before disclosing to contractor.
- c) RCMP Physical Security Guide must be followed in transmitting or transporting information to consultant on a need to know basis.
<https://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm>
- d) RCMP security requirements for portable storage devices must be followed if portable storage devices such as USB drives or CD/DVD are used.
- e) All data stored on a portable storage device issued by the RCMP which will be taken off of RCMP premises must follow the DSB approved Entrust PKI solution for encryption of Protected A/B data.
- f) If a requirement exists to share Protected information with external agencies or partners and the Entrust PKI solution is not suitable, an RCMP approved commercially available FIPS 140-2 with AES 256-bit encryption device is permitted.

7.3.2 Contractor's Site(s) or Premises Requiring Safeguarding Measures

7.3.2.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following address(es):

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country



7.3.2.2 The Company Security Officer (CSO) must ensure through the RCMP Departmental Security Branch (DSB) or the RCMP Regional Departmental Security Sections (RDSS) that the Contractor and individual(s) hold a valid security clearance at the required level.

7.4 Term of Contract

7.4.1 Period of the Contract.

The period of the Contract is from date of Contract to _____ (dates to be inserted at award).

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional three (3) month periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least five (5) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Gursharn Dhadwal
Title: Senior Procurement Officer
Royal Canadian Mounted Police
Movable Assets and Procurement
Address: 14200 Green Timbers Way, Mailstop 909, Surrey BC V3T 6P3

Telephone: 778-290-2774
E-mail address: gursharn.dhadwal@rcmp-grc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Project Authority

The Project Authority for the Contract is: *(to be identified upon contract award)*

Name: _____
Title: _____



Organization: _____

Address: _____

Telephone: ____ - ____ - _____

Facsimile: ____ - ____ - _____

E-mail address: _____

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative *(to be identified upon contract award)*

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ - ____ - _____

Facsimile: ____ - ____ - _____

E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment – Firm Daily Rate

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm all-inclusive daily rate, and other firm rates as specified in Annex B – Basis of Payment. Customs duties are included and Applicable Taxes are extra.

7.7.2 Limitation of Expenditure



1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75% committed, or
 - b. four months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. 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.

7.7.3 Method of Payment - Monthly Payment

SACC Manual clause [H1008C](#) (2008-05-12), Monthly Payment

7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows: One (1) copy must be forwarded by email to the Project Authority and to the Contracting Authority for certification and payment.

7.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____.

7.10 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- (a) the Articles of Agreement;
- (b) the general conditions [2035](#) (2022-12-01) Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;



- (f) Annex D, Agreement of Non-Disclosure and Confidentiality
- (g) the Contractor's bid dated _____,

7.11 Procurement Ombudsman

7.11.1 Dispute Resolution

The Parties agree to make every reasonable effort, in good faith, to settle amicably all disputes or claims relating to the Contract, through negotiations between the Parties' representatives authorized to settle. If the Parties do not reach a settlement within 25 working days after the dispute was initially raised to the other party in writing, either Party may contact the Office of the Procurement Ombudsman (OPO) to request dispute resolution/mediation services. OPO may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).

7.11.2 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the complainant respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met.

To file a complaint, the Office of the Procurement Ombudsman may be contacted by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca.

7.12 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance – No Specific Requirement

7.13 Time Verification

SACC Manual clause [C0711C](#) (2008-05-12) Time Verification



ANNEX A - STATEMENT OF WORK

1. TITLE

RCMP OPERATIONAL COMMUNICATION CENTER EFFICIENCY REVIEW

2. BACKGROUND

The Operational Communications Centre (OCC) provides critical operational support to Royal Canadian Mounted Police (RCMP) officers in the field. The OCC is the first point of contact for the public in both emergency and non-urgent matters. Although there have been multiple amalgamations within the E Division OCC Program, the number of resources within the OCCs has remained unchanged since 2004.

In British Columbia, there are four OCCs: EHQ (Surrey), Island District (Courtenay), North District (Prince George) and Southeast District (Kelowna). In addition, the Program Management Unit (PMU) provides administrative and operational advice to the OCC management team, and is located at E Division Headquarters in Surrey British Columbia. PMU provides oversight for the recruiting and staffing of all the operational and administrative positions in the program.

3. ACRONYMS AND TERMINOLOGY

Abandoned Calls: An abandoned call is when a 9-1-1 call is routed to the Public Safety Answering Point (PSAP) and the call disconnects before the dispatcher can determine if assistance is needed.

CAD-Computer Aided Dispatching- A method of dispatching emergency services assisted by computer

CPIC-Canadian Police Information Centre. The CPI Centre, operated by the RCMP on behalf of the Canadian law enforcement community, is responsible for the delivery and sharing of national police, law enforcement, criminal justice, and public safety information

EHQ-RCMP E division Headquarters

IT-Information Technology

OCC-Operational Communication Center

PA-Project Authority

PMU-Program Management Unit

PSAP- Public Safety Answering Point

PSCC-Public Service Commission of Canada

RCMP Royal Canadian Mounted Police

RMS-Record Management System

SRF-Shift relief factor. SRF is a multiplier that translates staff needed on duty to the number of fully trained staff that need to be ready for duty

SOW-Statement of Work

4. APPLICABLE DOCUMENTS & REFERENCES

AD1 - NENA-[National Emergency Number Association Standards](#)

NENA is a 9-1-1 association which improves 9-1-1 through research, standards development, training, education, outreach, and advocacy.



5. SCOPE OF WORK

- 5.1 The RCMP requires a resource level, structure and efficiency review to identify gaps, challenges and risks that may be impacting the E Division OCC Program's efficient and effective delivery of service. For the current requirement, an independent review of the four E Division Operational Communication Centres and the Program Management Unit is required to determine the workload and staffing requirements. This review will define operational needs and the support required to efficiently run the OCCs. The purpose of this efficiency review is to complete a full review and analysis of the organization, structure, workload, resource requirements and management practices of the RCMP E Division Operational Communications Centres (OCCs).
- 5.2 The scope of work will include four major tasks.
1. Project Mobilization
 2. Workload and Performance Analysis
 3. Staffing Analysis
 4. Organization and Management Assessment

6. TASKS

The Contractor must perform the following tasks:

6.1 Project Mobilization

- 6.1.1 The Contractor must conduct one (1) site visit to each of the OCC locations in Kelowna, Prince George, Surrey, and Courtenay to evaluate the space and the layout functionality for operations.
- 6.1.2 The Contractor must conduct stakeholder interviews for information on service needs. These interviews must focus on obtaining input on current performance, request information on future services needed and the scope of critical issues. The contractor must conduct virtual interviews with 10 to 12 individuals from each district and PMU. The persons interviewed will be identified in consultation with OCC management and might also include District Commanders and other client partners.
- 6.1.3 The Contractor must gather data to complete a data quality assessment. A one-month sample of telephone call data, CAD event entries, and employee leave data must be collected and analyzed and then evaluated with the aim of developing business rules for screening out some records to assure that data used in the study accurately reflects OCC staff workload and availability for duty.
- 6.1.4 The Contractor must assess the scope of available Information Technology (IT) resources including RCMP hardware and software
- 6.1.5 The Contractor must prepare to conduct two-hour virtual information sessions in each district for staff explaining how the study will be conducted.
- 6.1.6 The Contractor must draft a set of operating guidelines in consultation with the Steering committee for review and approval by OCC management. These guidelines must address



the role of the committee, how members will be selected in the future, and the lengths of their terms on the committee.

6.1.7 The Contractor must plan delivery of seminars during the project to continue to share the analysis methods with the OCC staff. The seminars must also contain an educational component to cover topics such as Introduction to Organizational Development, Workload Measurement for Call takers and Dispatchers, and Call Taker and Dispatcher Staffing Analysis. The course content for these aforementioned topics must be created and presented by the Contractor.

6.1.8 The Contractor must host steering committee and OCC management meetings virtually.

6.1.9 The Contractor must prepare for a project planning work session intended to bring the OCC management team and the steering committee together.

6.2 Workload and Performance Analysis

6.2.1 The Contractor must analyze call taking and dispatching duties independently at each of the four locations.

6.2.2 The Contractor must measure telephone call workload. Call takers can receive a wide range of calls other than 9-1-1. Call takers must efficiently divert non-emergency call workload following the National Emergency Number Association (NENA) Standards. The Contractor must measure call taker workload to determine if those calls require the skills of a fully trained call taker.

6.2.3 The Contractor must determine peak workload periods using data trends in the number of calls received over the last 5 years to determine if they will have a significant impact on workload

6.2.4 The Contractor must evaluate call answering performance, the speed with which calls of different types are answered. NENA call answering standards must be used to evaluate average speed of answer for 9-1-1 calls.

6.2.5 The Contractor must analyze abandonment calls and time to abandonment including analysis of service levels by hour of day and day of week.

6.2.6 The Contractor must analyze Talk time on calls and calculate by hour of day and day of week for 9-1-1 calls, non-emergency calls and outbound calls.

6.2.7 The Contractor must measure Dispatcher workload in comparison to the RCMP's statistical data from 2013 and 2019 that shows an increase in files on average of 2.32% per year. The Contractor must measure dispatcher workload in comparison to BC population change from 2004 to 2020 per district. The Contractor must evaluate the needs for staffing and growth.

6.2.8 The Contractor must use Push to talk data from the radio system to determine time spent on radio transmissions.



- 6.2.9 The Contractor must conduct a search of CAD records to identify types of calls that would require tactical dispatching in which a talk group is created for a major event.
- 6.2.10 The Contractor must evaluate workload from information requests including emails, phone calls, CAD and RMS messages, CPIC messages, secure faxes etc. from both internal and external clients. The Contractor must document the role of dispatchers in providing information to field units based on CPIC records. The Contractor must also assess the utilization rate of information tools by units in the field
- 6.2.11 The Contractor must prepare for a Workload Analysis presentation. This information will define call taking and dispatching workload in measurable terms. The Contractor must identify opportunities to reduce workload along with proposals for changing policies and procedures for handling existing workload considering PSCC requirements.

6.3 Staffing Analysis

- 6.3.1 The Contractor must determine staffing levels for emergency call taking, non-emergency call taking and dispatching functions at all four (4) locations.
- 6.3.2 The Contractor must determine supervisors required on duty based on their span of control given the number of personnel on duty for call taking and dispatching.
- 6.3.3 The Contractor must calculate a Shift Relief Factor (SRF) to determine the number of personnel ready for duty that are needed to reach those staffing levels. Contractor must collect Information on leave usage and any other factors like training, acting as a supervisor or special assignments that make staff unavailable for call taking and dispatching duty. Granting and use of compensatory time off must also be evaluated. Average and individual rates of leave usage must be calculated to determine if steps can be taken to improve staff availability. Contractor must establish a process for generating the SRF on a regular basis, so that the calculations can be used to forecast future trends in employee availability for duty.
- 6.3.4 The Contractor must calculate a vacancy rate to allow for positions that need to be funded to account for training time and to keep the hiring process running. Contractor must calculate a vacancy rate including employee attrition to determine if vacancy rates are a signal of problems in the hiring cycle or retention of trained personnel.
- 6.3.5 The Contractor must determine call taker staffing needs. The Contractor must determine the number of personnel needed to reach performance goals for call answering and the amount of time call takers will spend on calls to allow the RCMP to create minimum and optimal staffing levels for shifts based on workload.
- 6.3.6 The Contractor must determine dispatcher staffing needs based on workload goals set by OCC with input from the Steering Committee. Contractor must factor in issues like the percentage of time spent on radio transmissions (push to talk), the need for reserve dispatching staff for tactical situations and providing relief time for dispatchers into the analysis



- 6.3.7 The Contractor must determine supervisor staffing needs including the role of the supervisor in completion of administrative work.
- 6.3.8 The Contractor must evaluate the utilization of overtime which is a complex problem that relates to salary, staffing levels, stand by pay, employee fatigue and the quality of the work environment. Contractor must determine the reasons for overtime, the distribution of overtime among employees, and the cost of overtime compared to hiring full time staff. The Contractor must analyze the data provided to determine what changes can be made to maximize efficiency.
- 6.3.9 The Contractor must determine administrative support levels required to support the hiring, staffing and general administration duties to support operations and the management team.
- 6.3.10 The Contractor must draft a staffing guide to show the number of personnel needed to reach performance goals for call answering and the amount of time call takers will spend on calls

6.4 Organization and Management Assessment

- 6.4.1 The Contractor must evaluate the organizational goal setting process to determine the degree to which the community, agencies served by the OCC and its employees play a role in the development of organizational goals.
- 6.4.2 The Contractor must evaluate the organizational structure and make recommendations on organizations structure for each district and the OCC Program
- 6.4.3 The Contractor must draft an assessment report of the hiring process that shows career progression and the flow of individuals from the applicant stage through to full time employment. The Contractor must make recommendations on improving the speed of the application process and the effectiveness in hiring quality candidates.
- 6.4.4 The Contractor must evaluate the staff development process and identify any shortfalls and areas for improvement. The Contractor must make recommendations for improving employee’s skills and knowledge to encourage employees to seek promotions within the OCC
- 6.4.5 The Contractor must evaluate the quality of supervision within the centres and determine areas of shortcomings. The Contractor must conduct an analysis to determine the strength of supervision including job roles, training, coaching and evaluation of supervisors.

7. DELIVERABLES

<u>Task Reference</u>	<u>Description of deliverables</u>	<u>Quantity and format and recipient</u>	<u>Due Date</u> To be Determined
6.1 Project Mobilization			



6.1.1	Status report of the evaluation of the space and layout functionality of each of the 4 OCC locations	One soft copy (PDF or Word) to the Project Authority by email;	
6.1.2	Status report with summary of stakeholder interviews conducted	One soft copy (PDF or Word) to the Project Authority by email;	
6.1.3	Status report on results of data quality assessment to improve the service delivery	One soft copy (PDF or Word) to the Project Authority by email;	
6.1.4	<ol style="list-style-type: none"> 1. Status Report on data collected in regard to available IT resources. 2. Management reports for the current study and for use in the future by OCC 	One soft copy (PDF or Word) to the Project Authority by email;	
6.1.5	Conduct 2-hour information session explaining how the study will be conducted and the analysis methods to be used.	One session x 4 Virtually for OCC staff in each district	
6.1.6	Set of operating guidelines to be developed for review and approval by OCC management.	One soft copy (PDF or Word) to the Project Authority by email;	
6.1.7	<p>Conduct seminars to share the analysis methods used in the study and staff training to cover possible topics such as:</p> <ul style="list-style-type: none"> • Introduction to Organizational Development • Workload Measurement for Call takers and Dispatchers. • Call Taker and Dispatcher Staffing Analysis • Measurement for Call takers and Dispatchers, and Call Taker and Dispatcher Staffing Analysis. 	Virtually for OCC staff, minimum of three seminars during the project period	
6.1.8	Steering and team committee meetings	Virtually every two weeks for the first three months of the project and then monthly until the project is complete	



6.1.9	<ol style="list-style-type: none"> 1. Deliver a project planning work session to bring the OCC management team and the steering committee together. The scope of work for the project will be explained and adjusted based on feedback obtained during the work session 2. Finalized work plan with details of what information will be gathered, analyzed, and interpreted by when 	<p>1-day virtual session.</p> <p>One soft copy (PDF or Word) to the Project authority by email.</p>	
6.2 Workload and Performance Analysis			
6.2.1 - 6.2.10	<ol style="list-style-type: none"> 1. Status report detailing data sources analyzed and findings in regard to: <ul style="list-style-type: none"> • Call taking and dispatching duties in each of the 4 locations • Measure telephone call workload • Peak work load periods • Evaluate answering call performance • Abandoned calls • Analyze talk time on calls • Measure dispatcher workload • Time spent on radio transmissions • Tactical dispatching • Evaluate workload from information requests 	<p>One soft copy (PDF or Word) to the Project Authority by email;</p>	
6.2.11	<ol style="list-style-type: none"> 2. Deliver workload analysis presentation 	<p>One virtual PowerPoint presentation to Steering committee and OCC management team</p>	



6.3 Staffing Analysis			
6.3.1 to 6.3.9	1. Status report detailing data sources analyzed and findings in regard to: <ul style="list-style-type: none"> • Staffing levels for call taking and dispatching • Shift relief factor • Vacancy rate • Staffing levels for supervisor • Overtime • Administrative support levels 	One soft copy (PDF or Word) to the Project Authority by email;	
6.3.10	2. Staffing guide to show the number of personnel needed to reach performance goals for call answering and the amount of time call takers will spend on calls	One soft copy (PDF or Word) to the Project Authority by email	
6.4 Organization and Management Assessment			
6.4.1 - 6.4.5	Status report that evaluates the organizational structure and the organizational goal setting process, hiring process, staff development process, quality of supervision	One soft copy (PDF or Word) to the Project Authority by email;	
6.4.1 to 6.4.4	Response to RCMP's comments on the compiled status reports arising from tasks 6.1.1 to 6.1.4	One soft copy (PDF or Word) to the Project Authority by email;	
6.4.1 to 6.4.4	Final report which covers all tasks, including but not limited to: <ul style="list-style-type: none"> • Purpose, methods, and data sources, • findings of existing state of service delivery (gaps, challenges, risks) and • recommendations to ensure efficient and effective delivery of service. <p>Report must contain the quantified results of the data collected throughout the project period.</p>	One soft copy (PDF or Word) to the Project Authority by email;	



8. DATE OF DELIVERY

Deliverable 6.1: Within 6 months after contract award.

9. LANGUAGE OF WORK

The language of all work and deliverables must be English.

10. LOCATION OF WORK

Majority of the work must be performed virtually at the Contractor's location.

11. TRAVEL

The Contractor is required to travel to the following location(s) under the following tasks:

Task: 6.1

The Contractor' must to travel to each of the four (4) OCC centers, one (1) time, for two (2) days each (total four trips). The price of the travel (including but not limited to airfare, hotel, meals, mileage, ferry fare, travel time, incidentals) will be included in the Contractor's per unit trip price for each location in Annex B. No additional travel and living expenses will be paid by the RCMP, unless there is a request for an additional visit to any of the OCC's by the Project Authority and exercised via a contract amendment.

Duration: 2 days

Frequency: 1 time throughout the contract period for each location.

12. MEETINGS

Refer to SOW 5.3.1.8.

13. SUPPORT PROVIDED BY RCMP

The RCMP will:

- provide names and contact information for stakeholders
- supply relevant data and information to the Contractor required for its analysis including data from phones and computers along with stats of calls including both emergency and non-emergency. The data provided will be based on a 24-hour day, 7 days a week, 365 days a year.
- Provide feedback on reports within 5 days of receipt

14. SPECIAL CONSIDERATIONS

The Contractor and its personnel agree to retain all non-public information obtained from RCMP as confidential and agrees not to release or discuss any of such information unless Contractor or



personnel have obtained the prior written consent of RCMP or is otherwise forced, compelled, or required to disclose this information by operation of law or applicable government authority.

A copy of Agreement of Non-Disclosure and Confidentiality is attached at Annex D.



ANNEX B - BASIS OF PAYMENT

The Contractor will be paid firm daily rates as follows, for work performed in accordance with the Contract. Customs duties are included and Applicable Taxes are extra

FOR EVALUATION PURPOSES ONLY

The Bidder must insert their firm daily rate in the table below (Column B) and complete the extended price calculation (column C) for the initial and optional periods identified. Failure to complete the table in full will result in the bid being deemed non-responsive and given no further consideration.

The total evaluated price: Sum total of Column C1 +C2+ C3 (taxes not included)

1. PROFESSIONAL SERVICES

CONTRACT PERIOD (dates to be inserted at award)	ESTIMATED LEVEL OF EFFORT (DAYS) (A1)	FIRM DAILY RATE ¹ (B1)	ESTIMATED TOTAL (C1=A1 x B1)
INITIAL CONTRACT PERIOD FROM: TO:	120	\$	\$
OPTION PERIOD 1 FROM: TO:	90	\$	\$
OPTION PERIOD 2 FROM: TO:	90	\$	\$
Total for evaluation purposes:			\$

¹DEFINITION OF A DAY / PRORATION

A day is defined as 7.5 hours exclusive of meal breaks. Payment shall be for days actually worked with no provision for annual leave, statutory holidays and sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked in accordance with the following formula:

$$\text{Hours worked} \times (\text{firm daily rate} \div 7.5 \text{ hours})$$

Contractor will be paid firm all-inclusive per daily rates, including overhead, profit and all related costs for the services as described in Annex A - Statement of Work except travel cost. Customs duties are included and applicable taxes are extra.



2. TRAVEL (INITIAL CONTRACT PERIOD)

TRAVEL COSTS (Initial contract period)	ESTIMATED LEVEL OF EFFORT (A2)	UNIT PRICE ² (B2)	ESTIMATED TOTAL (C2=A2 x B2)
Travel cost to Surrey, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Travel cost to Courtney, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Travel cost to Prince George, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Travel cost to Kelowna, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Total for evaluation purposes:			\$



3. TRAVEL (OPTION)

TRAVEL COSTS (Initial contract period)	ESTIMATED LEVEL OF EFFORT (A3)	UNIT PRICE² (B3)	ESTIMATED TOTAL (C3=A3 x B3)
Travel cost to Surrey, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Travel cost to Courtney, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Travel cost to Prince George, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Travel cost to Kelowna, BC (CAD \$ per trip, excluding taxes) 2 days on site at RCMP location.	1 trip	\$ _____	\$ _____
Total for evaluation purposes:			\$ _____

²Unit PRICE

The price of the travel includes but is not limited to airfare, hotel, meals, mileage, ferry fare, travel time, incidentals etc



2022 1111 39



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		RCMP	
2. Branch or Directorate / Direction générale ou Direction		Crops Core Policing	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail A full review and analysis of the organization, structure, workload, resource requirements and management practices of the E Division Operational Communications Centers (OCC) to identify current gaps, challenges and risks that may be impacting E Division OCC Program's efficient and effective delivery of service. The RCMP will provide the contractor statistical information from RCMP data basis for review and analysis to improve organizational capacity, solve issues, and manage future change.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada	<input checked="" type="checkbox"/>	NATO / OTAN	<input type="checkbox"/>
		Foreign / Étranger	<input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion	<input type="checkbox"/>	All NATO countries Tous les pays de l'OTAN	<input type="checkbox"/>
Not releasable À ne pas diffuser	<input checked="" type="checkbox"/>		
Restricted to: / Limité à:	<input type="checkbox"/>	Restricted to: / Limité à:	<input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A	<input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	<input type="checkbox"/>
PROTECTED B PROTÉGÉ B	<input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE	<input type="checkbox"/>
PROTECTED C PROTÉGÉ C	<input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>	NATO SECRET NATO SECRET	<input type="checkbox"/>
SECRET SECRET	<input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET	<input type="checkbox"/>
TOP SECRET TRÈS SECRET	<input type="checkbox"/>		
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	<input type="checkbox"/>		
		PROTECTED A PROTÉGÉ A	<input type="checkbox"/>
		PROTECTED B PROTÉGÉ B	<input type="checkbox"/>
		PROTECTED C PROTÉGÉ C	<input type="checkbox"/>
		CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>
		SECRET SECRET	<input type="checkbox"/>
		TOP SECRET TRÈS SECRET	<input type="checkbox"/>
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	<input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat
Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: Protected A

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document:

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET- SIGINT TRÈS SECRET – SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux : Enhanced reliability status

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? No / Non Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? No / Non Yes / Oui



Contract Number / Numéro du contrat
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PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉE			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens Production	<input checked="" type="checkbox"/>																
IT Media / Support TI																	
IT Link / Lien électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

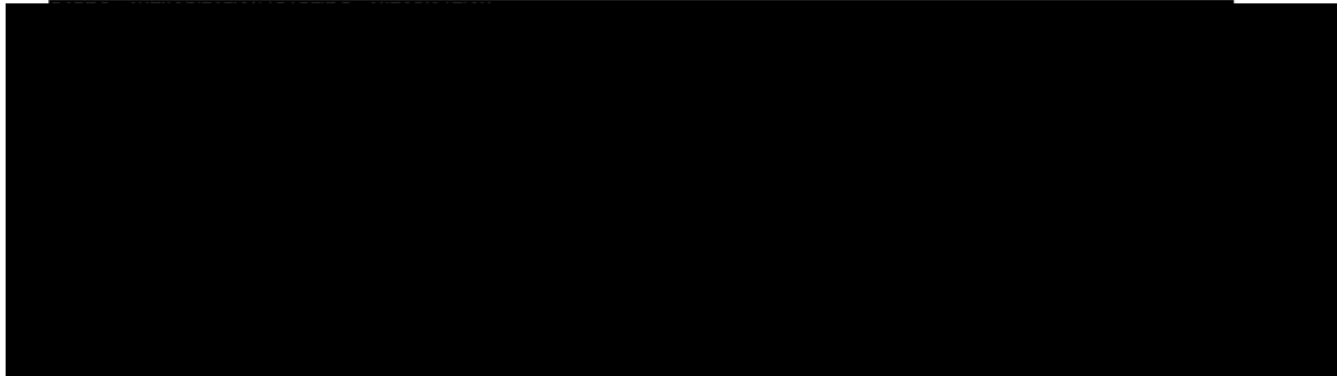
If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité



16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel		Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)		Title - Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel		Date

Screening Requirements:

1. RCMP ERS Clearance required
2. Protected information must be encrypted when transporting or transmitting to the contractor

Security Requirements:
Amended 2013-07-23
a) Enhanced Reliability Status
b) Information must be relayed by RCMP before disclosing to contractor
c) RCMP Physical Security Guide must be followed in transporting or transporting information to consultant or a need-to-know basis
https://www.rcmp-gc.gc.ca/physsec-sec/secure-imp/dpa/14-009-req.html
d) RCMP security requirements for portable storage devices must be followed if portable storage devices such as USB drives or CD/DVD are used
e) All data stored on a portable storage device issued by the RCMP which will be taken off of RCMP premises must follow the OSB approved Entrust PFI solution for encryption of Protected AB data
f) If a requirement exists to share Protected Information with external agencies or partners and the Entrust PFI solution is not suitable, an RCMP approved commercially available FIPS 140-2 with AES 256 bit encryption device is permitted.





Annex D



Agreement of Non-Disclosure and Confidentiality

Between

Company / Agency

whose mailing address is

Street Room City Province Postal code

Representative name

(hereinafter called "the Company / Agency")

And

Her Majesty the Queen in right of Canada as represented by the Royal Canadian Mounted Police whose mailing address is

Street Room City Province Postal code

Representative name

(hereinafter called "the RCMP")

pertaining to RCMP file number and consisting of the following documents, drawing name, etc. (in order of title, project number, revision date, etc.)

(hereinafter called "the Information")

In consideration of being provided with access to the Information, the Company / Agency hereby undertakes to: Maintain in confidence and not reproduce or otherwise disclose the Information to any person except to an officer or employee of the Company / Agency who is legally bound to keep confidences. Return or destroy the Information, at the option of the RCMP, when no longer needed by the Company / Agency or by date: TBD YYYY-MM-DD

IN WITNESS THEREOF this undertaking is executed this date YYYY-MM-DD City Province

Table with 2 columns: Company / Agency and RCMP. Rows include Representative name, Title, Telephone, Email, Signature, and Date.



ANNEX E – TECHNICAL EVALUATION

E-1 GENERAL

E-1.1 The general requirement for the Bidder's Technical Bid is stated at Part 3 of the Bid Solicitation.

E-1.2 The Evaluation Procedure is stated at Part 4 of the Bid Solicitation. The evaluation procedure indicates the composition of the evaluation team. This Annex gives the detailed Technical Evaluation Criteria and Scoring Procedure.

E-1.3 In order that a complete technical evaluation of the Bid can be conducted, the Bid must be compliant with all of the bid deliverable requirements, which are summarized under Part 3 of the Bid Solicitation. It is the Bidder's responsibility to clearly demonstrate their capabilities and capacity to complete all of the Work and other requirements stated in the Bid Solicitation, the Statement of Work and other attachments. Bidders should describe their capabilities, how they will comply with mandatory requirements, and how they will deliver any other requested goods and/or services.

E2 MANDATORY TECHNICAL CRITERIA

E-2.1 The Mandatory Technical Criteria are detailed in **Table E-1 Mandatory Criteria**. Mandatory Criteria will be assigned either a Pass or Fail by the evaluation team. Any Bid which fails to comply with any Mandatory Criterion will be declared non-responsive. Some (or all) of the Mandatory Criteria may also be point rated, for their technical merit, in accordance with **Table E-2 – Point-Rated Technical Criteria**.

E-2.2 The Bidder must provide, as part of its Technical Proposal, all documents essential to clearly demonstrate compliance with each technical mandatory requirement, including, without limitation, statements, resumes and, other such evidence.

E-2.3 The Bidder should provide, as part of its Technical Proposal, a Bidder filled out **Table – E-1 Mandatory Criteria** providing references by page and section, to their Technical Proposal where each requirement is addressed.

E3 POINT-RATED TECHNICAL CRITERIA

E-3.1 The Point-Rated Technical Criteria are detailed in **Table E-2 – Point-Rated Technical Criteria**.

E-3.2 Point rating of Criteria, for their technical merit, will be conducted in accordance with Scoring Procedure given under Part 4 of the bid solicitation

E-3.3 The Bidder should provide, as part of its Technical Proposal, a Bidder filled out **Table E-2 – Point-Rated Technical Criteria** providing references by page and section, to their Technical Proposal where each requirement is addressed.

Table E-1 Mandatory Technical Criteria



	Mandatory Criteria Description	Substantiation Please cross reference to specific pages in your proposal Completed by Bidder	Assessment Met/Not Met Completed by RCMP evaluator
M1	<p>The bidder must demonstrate by providing its proposed resource's resume that the proposed resource is fully qualified and capable of fulfilling the requirements of the Statement of Work.</p> <p>The Bidder must propose one resource and provide a detailed resume for this resource. The resume must include at minimum:</p> <ol style="list-style-type: none"> 1. Current/last employment details including: <ul style="list-style-type: none"> -Employer name - Start and end dates (if applicable) - Summary of main tasks and responsibilities 2. Education 3. Certifications 4. Specialties 		
M2	<p>To demonstrate relevant experience, the bidder's proposed resource must have completed at least 2 projects in the last 60 months that are similar in scope and scale to this SOW.</p> <p>Similar means reviewing and providing feedback on the efficiency of a dispatch center for a law enforcement organization that has greater than 500 employees.</p> <p>To demonstrate this requirement, the bidder can provide a written statement that describes each project completed:</p> <p>Organization Name Consultant Services Provided Period of Service Number of Employees in Organization</p>		



M3	To demonstrate understanding of RCMP's requirement, the bidder must provide a management plan which describes their recommended process to achieve the deliverables that are outlined in this RFP within the required time frame and how any obstacles encountered may be handled. A written statement detailing the bidders process can be provided as part of the plan.		
M4	<p>To demonstrate organization stability, the Bidder must provide evidence (such as a copy of their business license or incorporation documents) that they have been in business for a minimum of 5 years (60 months) from the Bid closing date.</p> <p>Business Start Date: _____ YYYY/MM/DD</p> <p>Bidder must also identify the address of its place of business, where the majority of the work shall take place.</p> <p>_____</p>		

Table E-2 Point Rated Technical Criteria

Each point rated technical criterion should be addressed separately. Points will be awarded in each criterion based on the following benchmark statements

R1 Responsiveness of the proposal				
Criterion description	0 points	10 points	20 points	30 points



1.1 Understanding of the objectives, work to be performed and the deliverables required based on the management plan submitted in M4.	Not demonstrated	Poor understanding of the work performed. At best, understanding demonstrated in the proposal is superficial and insufficient to guarantee appropriate deliverables.	Shows general but acceptable understanding of work, responsibilities and deliverables.	Demonstrate in depth understanding of the work to be performed, responsibilities performed and deliverables required.	
Substantiation Please cross reference to specific pages in your proposal _____ Completed by Bidder			Points Max Score:30	Your score R1:	
R2 Quality of the Proposal					
Criterion description	0 points	5 points	10 points	15 points	
1.2 Quality of the proposal: organization, clarity, concision, comprehensiveness	Not demonstrated	The proposal is disorganized and/or lacks clarity. It is difficult to assess the proposal because of the lack of relevant information	The proposal is well organized. Enough information is provided to fully assess the proposal.	The proposal exhibits superior organization, with creative elements added to assist the reader. The clarity and concision of the writing are beyond expected norms.	
Substantiation Please cross reference to specific pages in your proposal _____ Completed by Bidder			Points Max Score:15	Your score R2:	
R3. Experience and Qualifications of the Proposed Resource assigned to the Work					
Criterion description	0 points	10 points	20 points	30 points	40 points



Proposed resource's experience in conducting organizational efficiency reviews	The Resource's expertise is not addressed in the bid or information is lacking	The Resource lacks expertise and may not be capable of fulfilling the statement of work (SOW).	The Resource has been involved in at least one project similar in complexity and scope to this SOW.	The Resource has been involved in at least two projects similar in complexity and scope to this SOW.	The Resource has been involved in more than two projects similar in complexity and scope to this SOW.
Substantiation Please cross reference to specific pages in your proposal _____ Completed by Bidder			Points Max Score:40	Your score R3:	
R4. Project Management Skills					
Criterion Description	0 points	10 points	20 points	30 points	
Knowledge of potential pitfalls and obstacles that may occur during the project and adequacy of proposed preventive/remedial measures as outlined in the management plan M4.	Proposal shows little to no understanding of potential pitfalls during this type of project, and on how the bidder would prevent/solve typical problems that may arise during project, or the discussion of potential problems and solutions is off track	Proposal shows basic understanding of potential pitfalls during this type of project, and minimal elaboration of preventive/remedial measures to ensure quality of results	Proposal shows good understanding of potential pitfalls during this type of project and proposes some elements of preventive/remedial measures to ensure quality of results.	Proposal shows good understanding of obstacles/pitfalls accompanied with clear and comprehensive discussion of preventive/remedial measures to ascertain quality results. Back-up resource is identified with equivalent qualifications and demonstrated through at least one project description.	
Substantiation Please cross reference to specific pages in your proposal _____ Completed by Bidder			Points Max Score:30	Your score R4:	
Maximum points 115			Total Points Your score from R1 +R2+R3+R4		_____