## RETURN BIDS TO: RETOURNER LES SOUMISSIONS À :

Bid Receiving/Réception des soumissions

Procurement Hub | Centre d'approvisionnement Fisheries and Oceans Canada | Pêches et Océans Canada 200 Kent Street | 200 rue Kent Ottawa, ON, K1A 0E6

Email / Courriel :DFO.Tenders-Soumissions.MPO@dfo-mpo.gc.ca

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

Proposal to: Fisheries and Oceans Canada

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 and services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : Pêches et Océans 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 et les services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Title / TitreDateHosting Services of Ocean Navigator Instance for the Department of Fisheries and Oceans (DFO)December 22 2023						
Solicitation No. / N 30004549	Solicitation No. / Nº de l'invitation 30004549					
Client Reference N 30004549	o. / No. de réf	érence du client	(e)			
Solicitation Closes	/ L'invitation	prend fin				
EST (Eastern Stand <b>On / le</b> : 31 Januar		E (Heure Normale	e de l'Est)			
F.O.B. / F.A.B. Destination	<b>Taxes</b> See herein —	- Voir ci-inclus	<b>Duty / Droits</b> See herein — Voir ci-inclus			
Destination of Goo services See herein — Voir c		es / Destination	s des biens et			
Instructions See herein — Voir c	i-inclus					
Adresser toute den Carina Della Valle	Address Inquiries to : / Adresser toute demande de renseignements à : Carina Della Valle					
Email / Courriel: <u>Dr</u> CC : <u>Carina.DellaVa</u>			dto-mpo.gc.ca			
Delivery Required A exigée See herein — Voir e		Delivery Offere proposée	ed / Livraison			
	Vendor Name, Address and Representative / Nom du vendeur, adresse et représentant du fournisseur/de l'entrepreneur					
Telephone No. / No. de       Facsimile No. / No. de télécopieur         téléphone       Facsimile No. / No. de télécopieur						
(type or print) / Nor	Name and title of person authorized to sign on behalf of Vendor (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (taper ou écrire en caractères d'imprimerie)					
Signature Date						



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# PART 1 - GENERAL INFORMATION

## 1.1 Security Requirements

Security Clauses – No Security Requirement, escort required at DFO site(s), except for public zones.

- The supplier and all individuals assigned to work on the contract or arrangement MUST NOT have access to PROTECTED or CLASSIFIED information/assets.
- The supplier and all individuals assigned to work on the contract or arrangement MUST NOT have unescorted access to restricted access areas of Fisheries and Oceans Canada facilities, or Canadian Coast Guard vessels.
- The supplier and all individuals assigned to work on the contract or arrangement MUST NOT remove any PROTECTED or CLASSIFIED information/assets from DFO site(s).
- Subcontracts or arrangements with a third party are not to be awarded without the prior written permission of the Contracting Authority (i.e. a new SRCL must be submitted and processed following the same procedure as for the initial contract).

## 1.2 Statement of Work

The Work to be performed is detailed under Annex A of the resulting contract clauses.

## 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 or by telephone.

## 1.4 Trade Agreements

The requirement is subject to the Canada-Chile Free Trade Agreement (CCFTA), Canada-Colombia Free Trade Agreement, Canada-Peru Free Trade Agreement (CPFTA), Canada-Panama Free Trade Agreement, Canada-Korea Free Trade Agreement (CKFTA), Canada-Honduras Free Trade Agreement, and the Canadian Free Trade Agreement (CFTA).



# PART 2 - BIDDER INSTRUCTIONS

## 2.1 Standard Instructions, Clauses and Conditions

As this solicitation is issued by Fisheries and Oceans Canada (DFO), 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 DFO or its Minister.

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

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

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

"Subsection 3.a) of Section 01, Integrity Provisions - Bid of the Standard Instructions 2003 incorporated by reference above is deleted in its entirety and replaced with the following:

 a. at the time of submitting an arrangement under the Request for Supply Arrangements (RFSA), the Bidder has already provided a list of names, as requested under the <u>Ineligibility</u> <u>and Suspension Policy</u>. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names"

Subsection 5.4 of <u>2003</u>, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days Insert: 180 days

## 2.2 Submission of Bids

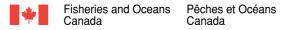
Bids must be submitted by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to DFO 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 \_\_\_\_\_\_ (*inserted at contract award*).

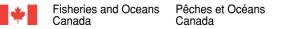
Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their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

## 2.5 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's <u>Buy and Sell</u> website, under the heading "<u>Bid Challenge and Recourse Mechanisms</u>" contains information on potential complaint bodies such as:
  - Office of the Procurement Ombudsman (OPO)
  - Canadian International Trade Tribunal (CITT)

The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the award of certain federal contracts under \$30,300 for goods and \$121,200 for services. If you have concerns regarding the award of a federal contract below these dollar amounts, you may contact OPO 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.

(c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



# PART 3 - BID PREPARATION INSTRUCTIONS

## 3.1 Bid Preparation Instructions

Canada requests that the Bidder submit <u>all</u> its **email** bid in separately saved sections as follows and **prior to the bid closing date, time and location**:

Section I:	<b>Technical Bid</b> (one soft copy in PDF format)
Section II:	Financial Bid (one soft copy in PDF format)
Section III:	<b>Certifications</b> (one soft copy in PDF format)

#### **Important Note:**

The maximum size per email (including attachments) is limited to 10MB. If the limit is exceeded, your email might not be received by DFO. It is suggested that you compress the email size to ensure delivery. Bidders are responsible to send their proposal and to allow enough time for DFO to receive the proposal by the closing period indicated in the RFP. Emails with links to bid documents will not be accepted.

For bids transmitted by email, DFO will not be responsible for any failure attributable to the transmission or receipt of the email bid. DFO will send a confirmation email to the Bidders when the submission is received.

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

#### Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

## Section II: Financial Bid

Pricing Schedule detailed in Attachment 1 to Part 3.

## 3.1.2 Exchange Rate Fluctuation

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

## 3.1.3 SACC Manual Clauses

#### Section III: Certifications

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

# ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

The Bidder must complete this pricing schedule and include it in its financial bid.

The volumetric data included in this pricing schedule are provided for bid evaluated price determination purposes only. They are not to be considered as a contractual guarantee. Their inclusion in this pricing schedule does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

Under any resulting contract, Canada will not accept travel and living expenses that may need to be incurred by the contractor for any relocation of resources required to satisfy its contractual obligations.

# 1.0 Professional Fees

Hosting Services of Ocean Navigator Instance for the Department of Fisheries and Oceans (DFO)	Period	Monthly All-inclusive fixed Per-Diem Rate (A)	Duration (B)	Total (A x B) (C)
For the Work detailed in Annex A	Initial Contract Period	\$	12 Months	\$
For the Work detailed in Annex A	Optional Period 1	\$	12 Months	\$
For the Work detailed in Annex A	Optional Period 2	\$	12 Months	\$
Total Evaluated Price				\$

The Contractor will be paid all-inclusive fixed time rates as follows:

\* Firm monthly all-inclusive rates must also include the initial coding transfer that will be done in the first month following contract award



## 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

#### 4.1.1.1 Mandatory Technical Criteria

Refer to annex "D"

## 4.1.1.2 Point Rated Technical Criteria

Refer to annex "D"

## 4.1.3 Financial Evaluation

SACC Manual Clause <u>A0220T</u> (2014-06-26), Evaluation of Price-Bid ( SACC Manual Clause <u>A0222T</u> (2014-06-26), Evaluation of Price-Canadian/Foreign Bidders

## 4.2 Basis of Selection

## 4.2.1 Highest Combined Rating of Technical Merit and Price - A0027T (2022-12-01)

- 1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of **25 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **40 points**.
- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
- 3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
- 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 divided by the maximum number of points available multiplied by the ratio of 70 %.
- 5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.
- 6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.



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.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equal 135 and the lowest evaluated price is \$45,000 (45).

Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%)					
		Bidder 1	Bidder 2	Bidder 3	
Overall Tech	92/135				
Bid Evaluated Price         \$55,000.00         \$50,000.00         \$45,000.00					
Calculations	Technical Merit Score	115/135 x 70 = 59.63	89/135 x 70 = 46.15	92/135 x 70 = 47.70	
Pricing Score		45/55 x 30 = 24.55	45/50 x 30 = 27.00	45/45 x 30 = 30.00	
Combined Rating         84.18         73.15         77.70					
Overall Rating 1st 3rd 2nd					



# PART 5 - CERTIFICATIONS

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 Required with the Bid

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

## 5.1.1 Integrity Provisions – Declaration of Convicted Offences

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

# 5.2 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 provided will render the bid non-responsive.

# 5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the <u>Ineligibility and Suspension Policy</u> (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.

# 5.2.2 Security Requirements – Required Documentation

In accordance with the <u>requirements of the Contract Security Program</u> of Public Works and Government Services Canada (<u>http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html</u>), the Bidder must provide a completed Contract Security Program Application for Registration (AFR) form to be given further consideration in the procurement process.

Bidders are reminded to obtain the required security clearance and, as applicable, security capabilities promptly. As indicated above, bidders who do not provide all the required information at bid closing will be given the opportunity to complete any missing information from the AFR form within a period set by the Contracting Authority. If that information is not provided within the timeframe established by the Contracting Authority (including any extension granted by the Contracting Authority in its discretion), or if Canada requires further information from the bidder in connection with assessing the request for security clearance (i.e., information not required by the AFR form), the Bidder will be required to submit that



information within the time period established by the Contracting Authority, which will not be less than 48 hours. If, at any time, the Bidder fails to provide the required information within the timeframe established by the Contracting Authority, its bid will be declared non-compliant.

# 5.2.4 Additional Certifications Precedent to Contract Award

## 5.2.4.1 List of Names for Integrity Verification Form

Bidders must complete the List of Names for Integrity Verification form found in Attachment 1 to Part 5.

## 5.2.4.2 Contractor's Representative

The Contractor's Representative for the Contract is:

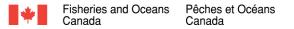
Name:	
Title:	
Address:	
Telephone:	
Facsimile:	
E-mail:	

## 5.2.4.8 Supplementary Contractor Information

Pursuant to paragraph 221 (1)(d) of the Income Tax Act, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4-A supplementary slip.

To enable the Department of Fisheries and Oceans to comply with this requirement, the Contractor hereby agrees to provide the following information which it certifies to be correct, complete, and fully discloses the identification of this Contractor:

- a) The legal name of the entity or individual, as applicable (the name associated with the Social Insurance Number (SIN) or Business Number (BN), as well as the address and the postal code:
- b) The status of the contractor (individual, unincorporated business, corporation or partnership:
- c) For individuals and unincorporated businesses, the contractor's SIN and, if applicable, the BN, or if applicable, the Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number:
- d) For corporations, the BN, or if this is not available, the GST/HST number. If there is no BN or GST/HST number, the T2 Corporation Tax number must be shown:



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

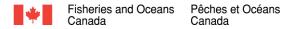
## Former Public Servant in Receipt of a Pension

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 <u>Contracting Policy Notice: 2019-01</u> and the <u>Guidelines on the Proactive Disclosure of Contracts</u>.

## 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:

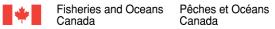
- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g.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

## The following certification signed by the contractor or an authorized officer:

"I certify that I have examined the information provided above and that it is correct and complete"

Signature

Print Name of Signatory



# ATTACHMENT 1 TO PART 5 LIST OF NAMES FOR INTEGRITY VERIFICATION FORM

## Requirements

Section 17 of the <u>Ineligibility and Suspension Policy</u> (the Policy) requires suppliers, regardless of their status under the Policy, to submit a list of names with their bid or offer. The required list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors.
- Privately owned corporations must provide a list of the owners' names.
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners.
- Suppliers that are a partnership do not need to provide a list of names.

Suppliers may use this form to provide the required list of names with their bid or offer submission. Failure to submit this information with a bid or offer, where required, will render a bid or offer non-responsive, or the supplier otherwise disqualified for award of a contract or real property agreement. Please refer to Information Bulletin: Required information to submit a bid or offer for additional details.

List of names for integrity verification form

# PART 6 - RESULTING CONTRACT CLAUSES

Delete this title and the following sentence at contract award

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

## 6.1 Security Requirements

**6.1.1** The following security requirements (SRCL and related clauses provided by Contract Security Program) apply and form part of the Contract.

**6.1.1.1** Security Clauses – No Security Requirement, **escort required at DFO site(s)**, **except for public zones**.

• The supplier and all individuals assigned to work on the contract or arrangement MUST NOT have access to PROTECTED or CLASSIFIED information/assets.

• The supplier and all individuals assigned to work on the contract or arrangement MUST NOT have unescorted access to restricted access areas of Fisheries and Oceans Canada facilities, or Canadian Coast Guard vessels.

• The supplier and all individuals assigned to work on the contract or arrangement MUST NOT remove any PROTECTED or CLASSIFIED information/assets from DFO site(s).

• Subcontracts or arrangements with a third party are not to be awarded without the prior written permission of the Contracting Authority (i.e. a new SRCL must be submitted and processed following the same procedure as for the initial contract).

## 6.2 Statement of Work

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

## 6.3 Standard Clauses and Conditions

As this contract is issued by Fisheries and Oceans Canada (DFO), 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 DFO or its Minister.

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

## 6.3.1 General Conditions

- **6.3.1.1** <u>2010B</u> (2022-12-01), General Conditions Professional Services (Medium Complexity) apply to and form part of the Contract.
- **6.3.2.1** Subsection 10 of <u>2010B</u> (2022-12-01), General Conditions Professional Services (Medium Complexity) Invoice submission, is amended as follows:

Delete: 2010B 10 (2022-12-01), Invoice submission Insert: **Invoice submission** 



- Invoices must be submitted in the Contractor's name to <u>DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca</u> with a cc to: [to be inserted at contract award]. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
- 2. Invoices must show:
  - a. Contractor's Name and remittance physical address;
  - b. Contractor's CRA Business Number or Procurement Business Number (PBN);
  - c. Invoice Date;
  - d. Invoice Number;
  - e. Invoice Amount (broken down into item and tax amounts);
  - f. Invoice Currency (if not in Canadian dollars);
  - g. DFO Reference Number (PO Number or other valid reference number);
  - DFO Contact Name (DFO employee who initiated the order or to whom the goods were sent. <u>Note</u>: Invoice will be return to the Contractor if that information is not provided);
  - Description of the goods or services supplied (provide details of expenditures (such as item, quantity, unit of issue, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
  - j. Deduction for holdback, if applicable;
  - k. The extension of the totals, if applicable; and
  - I. If applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
- 3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
- 4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

## 6.3.2 Supplemental General Conditions

4003 (2010-08-16) License Software, apply to and form part of the Contract.

# 6.4 Term of Contract

## 6.4.1 Period of the Contract

The period of the Contract is from date of Contract to one (1) year later inclusive

## 6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 (two) additional one (1) year period(s) 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 7 (seven) 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.

## 6.5 Authorities

#### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Carina Della Valle Title: Procurement Officer Department: Fisheries and Oceans Canada Directorate: Materiel and Procurement Services Address: 200 Kent St, Ottawa, ON

Telephone: 343-542-9691 E-mail address: <u>Carina.DellaValle@dfo-mpo.gc.ca</u>

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.

#### 6.5.2 **Project Authority** (to be inserted at Contract award)

The Project Authority for the Contract is:

Name: Title: Organization: Address:	
Telephone: 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.

## 6.5.3 Contractor's Representative (to be inserted at Contract award)

Name: Title: Organization: Address:	
Telephone: Facsimile: E-mail address:	

## 6.6 **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 <u>Public</u> <u>Service Superannuation Act</u> (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 <u>Contracting Policy Notice: 2012-2</u> of the Treasury Board Secretariat of Canada.

## 6.7 Payment

## 6.7.1 Basis of Payment

## 6.7.2 Limitation of Price

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

## 6.7.3 Methods of Payment

## 6.7.3.1 Monthly Payment

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

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work performed has been accepted by Canada.

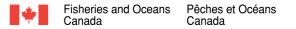
## 6.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- i. Acquisition Card;
- ii. Direct Deposit (Domestic and International)

## 6.8 Invoicing Instructions

- 6.8.1 The Contractor must submit invoices in accordance with subsection 6.3.2.1 entitled "Invoice Submission" above. Invoices cannot be submitted until all work identified in the invoice is completed.
- 6.8.2 Payments will be made provided that the invoice(s) are emailed to DFO Accounts Payable at <u>DFO.invoicing-facturation.MPO@DFO-MPO.gc.ca</u> with a cc to: *(to be inserted at Contract award)* and provides the required information as stated in subsection 6.8.1 above.



## 6.9 Certifications and Additional Information

#### 6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

## 6.9.4 SACC Manual Clauses

SACC Manual clause A3015C (2014-06-26), Certification - Contract

## 6.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_\_ (to be inserted at Contract award).

#### 6.11 **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 supplemental general conditions <u>2010B</u> (2022-12-01), General Conditions Professional Services (Medium Complexity);
- (c) the general conditions <u>2010B</u> (2022-12-01), General Conditions Professional Services (Medium Complexity);
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the Contractor's bid dated \_\_\_\_\_ (to be inserted at Contract award)

## 6.12 Foreign Nationals (Canadian Contractor) AND/OR (Foreign Contractor)

SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)

## 6.13 Insurance - G1005C

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

#### 6.14 Dispute Resolution



- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "<u>Dispute Resolution</u>".

(e) 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 <a href="https://www.opo-boa.gc.ca">www.opo-boa.gc.ca</a>.

(f) The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an impartial, independent venue for Canadian bidders to raise complaints regarding the administration of certain federal contracts, regardless of dollar value. If you have concerns regarding the administration of a federal contract, you may contact OPO 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.

# 6.15 Environmental Considerations

As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, Contractors should:

a) Paper consumption:

- Provide and transmit draft reports, final reports in electronic format. Should printed material be required, double sided printing in black and white format is the default unless otherwise specified by the Project Authority.
- Printed material is requested on minimum recycled content of 30% and/or certified as originating from a sustainably managed forest.
- Recycle unneeded printed documents (in accordance with Security requirements).

b) Travel requirements:

- The Contractor is encouraged to use video and/or teleconferencing where possible to cut down unnecessary travel.
- Use of Properties with Environmental Ratings: Contractors to the Government of Canada may access the PWGSC Accommodation directory, which includes Eco-Rated properties. When searching for accommodation, Contractors can go to the following link and search for properties with Environmental Ratings, identified by Green Keys or Green Leafs that will honour the pricing for Contractors.
- Use public transportation or another method of green transportation as much as possible.



# ANNEX "A" STATEMENT OF WORK

## 1. Title

The provision to provide Hosting Services of Ocean Navigator Instance for the Department of Fisheries and Oceans (DFO)

# 2. Background

DFO is engaged with Environment and Climate Change Canada and National Defense on the research, implementation and operation of environmental prediction systems under a Memorandum of Understanding (MOU) agreement entitled Canadian Network of Coupled Environmental PredicTion Systems. As part of this initiative, DFO is developing a web based software application, Ocean Navigator (<u>https://navigator.oceansdata.ca/public/</u>), an intuitive interface for enabling discovery and understanding of ocean models and observations. The primary focus is to provide the end user with an interface allowing them to explore and analyze both simulated and real life oceanographic datasets.

# 3. Objective

DFO has a requirement for a platform for the dedicated hosting of the Ocean Navigator web services along with a large data store for holding various environmental prediction systems datasets and observational data. This requirement must have the ability to provide a publicly accessible server to allow the continued development of the code base by DFO Ocean Navigator team while providing a consistent service to the applications end users. DFO requires a public IP address(es) to route external web and Secure Shell (ssh) traffic to the host running those services. Having ssh access will allow the Ocean Navigator team a means for deploying, administering, and analyzing the production code base. End users will have access to the application which will have both incoming and outgoing traffic across the network.

## 4. Requirement

DFO requires a physical server or virtual host for the deployment of the Ocean Navigator project to ensure a secure, publicly accessible platform for continuation of code development and service to end users. The Ocean Navigator has a system architecture that it relies on in order to provide various end users and stakeholders web services allowing them to visualize a wide range of simulated and in-situ data. A public facing server is required that can provide a sufficient network connectivity speed and access control for systems support.

## 5. Terms

DFO	Department of Oceans and Fisheries Canada
SSH	Secure Shell
MOU	Memorandum of Understanding
RBAC	Role Based Access Control
IAM	Identity and Access Management
VPN	Virtual Private Network
ONAV	Ocean Navigator
IDS/IPS	Intrusion Detection System/Intrusion Prevention System
LXD/LXC	Linux Container Daemon/Linux Containers
UPS	Uninterruptable Power Supply



sudo	Refers to a program for operating systems that allows users to run programs with the security privileges of another user
PA	Project Authority

## 6. Tasks

The contractor must provide :

- **6.1** The contractor must attend a kick off meeting with the Project Authority and DFO stakeholders within one week of contract award.
- **6.2** The contractor must provide a name of point of contact along with their contact information for the duration of the contract at the kick-off meeting.
- **6.3** The contractor must be able to provide services as early as February 14<sup>th</sup> 2024. During the kickoff meeting, the Project Authority will advise the contractor of the contract initiation start date based on operational requirements.
- **6.4** The contractor will provide one standard Linux account for DFO to create, build, and deploy LXD/LXC containers. Access will be controlled by contractor and they will provide DFO restricted access SSH service to the host platform in order for the DFO to administer their virtual environment and transfer open data to the local data store.
- 6.5 The contractor will provide Linux account information within one week of contract and instructions to manage the account
- **6.6** The contractor must provide support required to migrate, expand, disseminate and run the Ocean Navigator production and testing services on contractor infrastructure. Infrastructure can be on-premise or cloud based and must be located within Canada.
- 6.7 Provide unlimited public access\* to the Ocean Navigator web services without requiring the use of role based access control (RBAC) schema or other identity and access management (IAM) services.
- 6.8 Provide unlimited public access\* that does not require the use of a VPN services.
- **6.9** The contractor must provide root access via sudo in order to be able to perform certain administrative tasks to setup and administer LXD with client code, Docker containers, and operating system administration.
- **6.10** The contractor must notify the DFO if planning to perform a hardware and software refresh of their infrastructure 48 hours prior to any maintenance to the software.
- **6.11** The contractor must provide a point of contact to the PA and DFO stakeholders in order to submit tickets to via email or phone to provide client support.
- **6.12** The contractors point of contact must acknowledge any ticket or communication from the PA within 72 hrs.
- **6.13** The contractor must have ability to provide back-up power, in the events of an power interruption or shortage.
- **6.14** In the events of an unplanned interruption of service or power outage, the contractor must submit a report of the unplanned service interruption within 72 hours of notice.

\*unlimited public access means a url that is fully accessible by the general public 24 hrs a day unless service interruption

# 7. Deliverables:

The contractor will provide

- **7.1** The contractor will provide a physical server or virtual host for the deployment of the Ocean Navigator
- 7.2 The contractor will provide Linux account credentials to the Project Authority during the kick-off



meeting

- **7.3** The contractor must provide an email address and phone number for a main point of contact to the Project Authority to provide client support tickets and communication
- **7.4** The contractor will provide back-up power supply in the events of an unplanned service interruption.
- **7.5** The contractor will provide a unplanned service interruption report to the PA as per section 8.

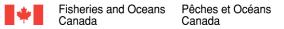
## 8. Reporting requirement

For any unplanned interrupt in service, a report containing the minimum information is required to be sent within 72hrs following notice of the interruption

- Date and time of interruption
- Duration of interruption
- Cause of unplanned interruption

# 9. DFO Client Support

- **9.1** DFO will provide the project code and data to host on the virtual or physical server.
- **9.2** A DFO employee will submit any request to be completed by the vendor, such as account access, in writing.
- **9.3** DFO will utilize the provided one standard Linux account permitting them to create, build, and deploy LXD/LXC containers. Access will be controlled by vendor and they will provide restricted access (access intended for DFO employees administering the server) SSH service to the host platform in order for Fisheries and Oceans Canada, Science Branch team to administer their virtual environment and transfer open data to the local data store.



# ANNEX "B" BASIS of PAYMENT

The contractor will be paid a firm price in accordance of Annex B Basis of Payment below :

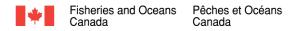
Hosting Services of Ocean Navigator Instance for the Department of Fisheries and Oceans (DFO)	Period	Monthly All-inclusive fixed Per-Diem Rate (A)	Duration (B)	Total (A x B) (C)
For the Work detailed in Annex A	Initial Contract Period	\$ (to be inserted at contract award)	12 Months	\$(to be inserted at contract award)
For the Work detailed in Annex A	Optional Period 1	\$ (to be inserted at contract award)	12 Months	\$(to be inserted at contract award)
For the Work detailed in Annex A	Optional Period 2	\$ (to be inserted at contract award)	12 Months	\$(to be inserted at contract award)
			Subtotal	\$(to be inserted at contract award)
	Taxes			
			Total Price	\$(to be inserted at contract award)

\* Firm monthly all-inclusive rates must also include the initial coding transfer that will be done in the first month following contract award



## ANNEX "C" SECURITY REQUIREMENTS CHECK LIST

Government Gouvernement		Contract Number / Numéro du contrat 30004549			
		Security Classification / Classification de sécurité Unclassified			
LISTE DE VÉ	SECURITY REQUIREMENT RIFICATION DES EXIGENCES	S CHECK LIST (	SRCL)		
PART A - CONTRACT INFORMATION / PAR 1. Driginating Government Department or On Minister ou organisme gouvernemental of Fisheries and Oceans Canada - Péo	THE A - INFORMATION CONTRAI parization origine	TUELLE	ranch or Directorate / Direction ge	enerale ou Direction	
3. a) Subcontract Number / Numéro du contr	at de sous-traitance 3 bi Nam	e and Address of St	Jocontractor / Nom et adresse du	sous-traitant	
4. Brief Description of Work - Brève descriptio	n du travail				
<ol> <li>a) Will the supplier require access to Cont Le fournisseur aura-t-il acces à des ma</li> </ol>	rolled Goods? schandises.com/tólées?			No Yes	
<ol> <li>b) Will the supplier require access to unda Regulations? Le fournisseur aura-t-il acces à des don Règlement sur le contrôle des données</li> </ol>	essified military technical data subje mées techniques militaires non clas			No Ves Non Ou	
6. Indicate the type of access required - Indig	uer le type d'accès requis				
<ol> <li>a) Will the supplier and its employees req. La fournisseur ainsi que les employées (Specify the level of access using the d (Préciser le niveau d'accès en utilisant)</li> </ol>	uront-ils accès à des renseignemer hart in Question 7, c)	nts ou & des biens F	nation or assets? ROTÉGÉS at/ou CLASSIFIÉS?	No Ves Non Cu	
<ol> <li>b) Will the supplier and its employees (e.g. No access to PROTECTED and/or CLA Le fournisseur et ses employees (p.ex. n L'acces a doar enalognementa du e doar</li> </ol>	cleaners, maintenance personnel) SSIFIED information or assets is p etbayeurs, personnel d'entretien) au biena HICOLCUC etcou CLADUI	require access to n emitted. ront-is acces a des rCo most pas euton	estricted access areas? 2 zones d'accès restreintes? 40	Non Vas	
<ol> <li>c) Is this a commercial courier or delivery Stacit-k d'un contrat de messaperie ou</li> </ol>	requirement with no overnight stora	ige?		Non Ves	
<ol> <li>a) indicate the type of information that the</li> </ol>			nformation auquel le fournisseur		
Canada	NATO / OTAN		Foreign / Étranger	Π	
7. b) Release restrictions / Restrictions relation	ves à la diffusion		1	Land .	
No release restrictions Aucune restriction relative	All NATO countries Tous les pays de POTAN		No release restrictions Aucune restriction relative à la diffusion		
Not releasable		_			
Restricted to: / Limité à :	Restricted to: / Limité à :		Restricted to: / Limité & :		
Specify country(ies): / Préciser le(s) pays :	Specify country()es): ( Préci	ier le(s) peys :	Specify country(les): / Précir	ser ic(s) pays :	
7. c) Level of information / Niveau d'informat			PRANCHER L		
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ART A (continued) I PARTIE A (auti Will the supplier require access to P Le fournisseur aut 1 acces à des If Yes, indicate the level of sensitivit Dans faffmative, indiquer le niveau	ROTECTED and/or CLASSIFIED COM renseignements ou à des biens COMSE V	SEC information or assets? C designée PROTEGES evou CLASSIFIÉS?	No Yes			
9. Will the supplier require access to e	dremely sensitive INFOSEC information renealgnements ou à des biens INFOSE	r or assets:	No Yes			
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Document Number / Numéro du doc						
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<li>b) May unscreened personnel be us Du personnel sans autorisation s</li>	ed for portions of the work? écuritaire peut-6 se voir contier des part	es du traval?	No Ves			
If Yes, will unscreened personnel Dans l'affirmative, le personnel er	l be escorted: n question sera-1-il escorté?		No No Yes			
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# ANNEX "D" EVALUATION CRITERIA

## 1. Evaluation Instructions

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

To demonstrate their compliance with the mandatory and rated criteria, the bidder should complete and submit with their proposal the following grids to demonstrate compliance. When completing the evaluation grids, the specific information which demonstrates the requested criteria and reference to the page number of each resume should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the résumé. Only the specific answer relevant to the criteria should be provided.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Canada is not responsible and will not assume any liabilities whatsoever for the information found on websites of third parties. Information regarding the bid found on a website or third party link will not be evaluated.

For each project that is cited as experience, the following information **MUST** be identified in the bid:

I)	Project and Work Description Requirements
a)	The name of the client organization (to whom the services were provided);
b)	The name, title, telephone number and email address of Project Authority; (for validation purposes)
C)	Description of the type and scope of services that meets the identified criteria by the resource.
d)	Dates and duration of the project (indicating the years and months of engagement and the start and end dates of the work).
	Bidders are advised that the month(s) of experience listed for a project in which the timeframe overlaps that of another referenced project will only be counted once. For example: Project #1 timeframe is July 2010 to December 2010; Project #2 timeframe is October 2010 to January 2011; the total months of experience for these two project references is eight (8) months.

## Bidders <u>must</u> enter the cross-reference page number in Proposal Page no. box.



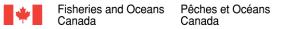
# 2. MANDATORY CORPORATE TECHNICAL CRITERIA

- 2.1 The bid must satisfy all of the mandatory technical criteria specified below to be deemed responsive.
- 2.2 The Bidder must provide documented substantiation that sufficiently supports claims of compliance with each criterion. Each criterion should be addressed separately.

Criteria	Mandatory Criteria	BIDDER RESPONSE									
		(response should make the reference to the relevant proof in bidder proposal and/or appended documentation).									
	Technical Requirements										
M1	Infrastructure ability:										
	The bidder must demonstrate ability to provide a dedicated file system or virtual disk to support minimum of 200TB of storage.										
	To demonstrate compliance bidder must demonstrate at least one (1) project experience providing a dedicated file system or virtual disk to support a minimum of 200TB storage.										
M2	The bidder must demonstrate ability to provide a physical or virtual hosting service.										
	To demonstrate compliance the bidder must provide an example of one (1) project with the following:										
	Minimum 32 vCPUs										
	256GB of RAM										
	<ul> <li>Either a hardware or software RAID-1 pair of disks to be used for the Ubuntu 20.04LTS Operating System if physical host (rather than virtual)</li> </ul>										
М3	The Bidder must demonstrate their ability to provide external connectivity.										
	To demonstrate compliance bidder must demonstrate a minimum of one (1) project with the following requirements:										
	<ul> <li>network connectivity of 1Gb/s or greater for public facing web services</li> <li>3 to 5 Network Address Translation (NAT'd) public IPs.</li> </ul>										



	Services Required							
M4	<ul> <li>The Bidder must demonstrate ability to provide unlimited public access* web services without requiring the use of role based access control (RBAC) schema or other identity and access management (IAM) services.</li> <li>To demonstrate compliance the bidder must demonstrate at least one (1) project providing unlimited public access* without requiring the use of role based access control (RBAC) schema or other identity and access management (IAM) services.</li> </ul>							
	*unlimited public access means a url that is fully accessible by the general public 24 hrs a day unless service interruption							
M5	The bidder must demonstrate ability to provide root access.							
	Root access is defined as: Root access via sudo in order to be able to perform certain tasks to setup and administer LXD and/or Docker containers.							
	To demonstrate compliance the bidder should demonstrate at least one (1) project that they have previously provided and/or currently be providing root access via sudo for a project application.							
	Security Requirements							
M6	The bidder must demonstrate that they have one (1) project experience delivering in each of the following:							
	<ul> <li>The proposed project must demonstrate being hosted on a physical or virtual system in Canada and will be located in an isolated network from other vendor clients</li> <li>The proposed project must demonstrate having access via combination of a next generation perimeter firewall ensuring that specific Fisheries and Oceans Canada networks are able to access one or more Secure Shell (SSH) services</li> <li>The proposed project must demonstrate the ability to block certain remote network segments who have been identified as trying to impact ONAV web services</li> <li>The proposed project must demonstrate the use of an intrusion detection and intrusion prevention system (IDS/IPS) to detect and block cyber threats</li> </ul>							



## 3. RATED TECHNICAL CRITERIA

- 3.1 Bids that satisfy all of the mandatory technical criteria specified above will be further evaluated and scored in accordance with the point rated technical criteria specified below.
- 3.2 A bid must obtain an overall score totaling at least 25 of the 40 points allotted to be deemed responsive.
- 3.3 The Bidder must provide documented substantiation that sufficiently supports claims of compliance with each criterion.

Criteria	Rated Criteria	Rating	Score	BIDDER RESPONSE (response should make the reference to the relevant proof in bidder proposal and/or appended documentation).
R1	<ul> <li>Experience with client support</li> <li>The Bidder should demonstrate having experience in providing client support where;</li> <li>The service is required to address any hardware issues, data recovery, or reimage the operating system on the systems; and</li> <li>The integration of process to submit a request ticket via a support desk and specified timeline, with ability to communicate to representatives of government/other types of business entities.</li> </ul>	$0 \ge 11 \text{ months} = 0$ $12 \ge 23 \text{ months} = 5 \text{ pts}$ $24 \ge 35 \text{ months} = 10 \text{ pts}$ $36 \ge 47 \text{ months} = 15 \text{ pts}$ 48 + months = 20  pts	/20	
R2	Experience with providing back up power The bidder host environment should provide backup power in	Uninterruptable power supply (UPS) = 10 UPS and Emergency	/20	



	the event of a commercial power source go down (e.g. hrs to days or longer).	generator = 20		
The bidd	er must receive a minimum of 25 poi	/40 points		