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PART 1 - GENERAL INFORMATION

1. Security Requirement

There is no security requirement applicable to this Contract.

2. Statement of Work

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

3. Revision of Departmental Name

As this bid solicitation is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document, or any resulting contract, must be interpreted as a reference to CSC or its Minister.

4. Debriefings

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

5. Procurement Ombudsman

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 \$26,400 for goods and \$105,700 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 [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services or to determine if your concerns are within the Ombudsman's mandate, please see the [Procurement Ombudsman Regulations](#) or visit the [OPO website](#).



PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) 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 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: sixty (60) days

Insert: one hundred and twenty (120) days

2. Submission of Bids

Bidders must submit their bid only to Correctional Service of Canada (CSC) by the date, time and at the bid submission email address indicated on page 1 of the bid solicitation.

Section 06 Late bids of 2003 Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: Section 06 in its entirety.

Insert: 06 Late bids:

For bids submitted by email, Canada will delete bids delivered after the stipulated solicitation closing date and time. Canada will keep records documenting receipt of late bids by email.

Section 07 Delayed bids of 2003 Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: Section 07 in its entirety.

Insert: 07 Delayed bids:

Canada will not accept any delayed bids.

Section 08 Transmission by facsimile or by E-Post Connect of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: Section 08 in its entirety.

Insert: 08 Transmission by email

- a. Unless specified otherwise in the solicitation, Bidders must submit their bid to the CSC bid submission email address indicated on page 1 of the bid solicitation document. This email address is the only acceptable email address for Bidders to submit their bid in response to this bid solicitation.
- b. Bidders may transmit their bid at any time prior to the solicitation closing date and time.



- c. Bidders should include the bid solicitation number in the subject field of their email.
- d. Canada will not be responsible for any failure attributable to the transmission or receipt of the bid by email including, but not limited to, the following:
 - i. Receipt of a garbled, corrupted or incomplete bid;
 - ii. Availability or condition of the email service;
 - iii. Incompatibility between the sending and receiving equipment;
 - iv. Delay in transmission or receipt of the bid;
 - v. Failure of the Bidder to properly identify the bid;
 - vi. Illegibility of the bid;
 - vii. Security of bid data;
 - viii. Failure of the Bidder to send the bid to the correct email address;
 - ix. Connectivity issues; or
 - x. Email attachments that are blocked or not received even though the Bidder's email has been successfully delivered.
- e. CSC will send an acknowledgement of receipt of the Bidder's email by email from the email address provided for the submission of bids. This acknowledgement will confirm only the receipt of the Bidder's email and will not confirm if all of the Bidder's email attachments have been received, may be opened nor if their contents are readable. CSC will not respond to follow-up emails from Bidders requesting confirmation of attachments.
- f. Bidders must ensure they are using the correct email address for bid submission and should not rely on the accuracy of copying and pasting the email address from the solicitation document cover page.
- g. A bid transmitted by a Bidder to the CSC submission email address constitutes the Bidder's formal bid, and must be submitted in accordance with section 05 of 2003, Standard Instructions – Goods or Services – Competitive Requirements.
- h. Bidders are to note that CSC's email system has a limit of 10 MB per single email message. CSC's email system will reject emails with the following attachments: batch files, executable files, and image files in the following formats: JPEG, GIF, TIFF. Canada will not accept encrypted emails or emails that include attachments with passwords.

Section 09 Customs clearance of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is deleted in its entirety.

CSC recommends that bidders submit their response to the requirements of this solicitation in typewritten format.

Bidders must ensure that any handwritten information included in their bid is clearly legible in order to allow CSC to complete the bid evaluation. CSC reserves the right, at its sole and entire discretion, to disregard any handwritten information which it determines to be illegible when assessing whether bids comply with all of the requirements of the bid solicitation including, if applicable, any and all evaluation criteria.

3. Former Public Servants

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.

4. Enquiries – Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) business 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.

5. Applicable Laws

Any resulting Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in [\(To be inserted at contract award\)](#).

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.

6. 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 [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (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

1. Bid Preparation Instructions

CSC requests that bidders provide their bid in separate sections as follows:

Section I: Technical Bid: **one electronic copy in PDF format**

Section II: Financial Bid: **one electronic copy in PDF format**

Section III: Certifications: **one electronic copy in PDF format**

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

Bidders should submit their technical bid and financial bid in two (2) separate documents.

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, the Policy on Green Procurement. 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.); and
- 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.).

2. 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.

3. Section II: Financial Bid

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

See Annex B – Proposed Basis of Payment for the Pricing Schedule format.

3.1 Exchange Rate Fluctuation

SACC Manual Clause C3011T (2013-11-06), Exchange Rate Fluctuation

4. Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Proposals will be evaluated to determine if they meet all mandatory requirements outlined in **Annex D – Evaluation Criteria**. Proposals not meeting all mandatory criteria will be declared non-responsive and will be given no further consideration.

1.2 Financial Evaluation

SACC Manual Clause A0220T (2014-06-26) Evaluation of Price - Bid

Proposals containing a financial bid other than the one requested at **Article 3. Section II: Financial Bid** of **PART 3 – BID PREPARATION INSTRUCTIONS** will be declared non-compliant.

Note to Bidders: Table Totals will be calculated using the formula(s) in the relevant table in **Annex B – Proposed Basis of Payment**.

2. Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)

- 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 140 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 200 points.

- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
- 3. The selection will be based on the Lowest price that is compliant to the Mandatory Criteria and meets all requirements of the bid solicitation.



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 Bidders' certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications 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.

1.1 Integrity Provisions – Declaration of Convicted Offenses

- A) Subject to subsection B, by submitting a bid in response to this bid solicitation, the Bidder certifies that:
- i. it has read and understands the Ineligibility and Suspension Policy;
 - ii. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;
 - iii. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;
 - iv. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offenses in the Policy;
 - v. none of the domestic criminal offenses, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and proposed first tier subcontractors; and
 - vi. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it.
- B) Where a Bidder is unable to provide any of the certifications required by subsection A, it must submit with its bid the completed [Integrity Declaration Form](#). Bidders must submit this form to Correctional Service of Canada with their bid.



1.2 Integrity Provisions – Required documentation

- (a) List of names: all Bidders, regardless of their status under the Ineligibility and Suspension Policy, must submit the following information:
i. Bidders that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;
ii. Bidders bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners; or
iii. Bidders that are a partnership do not need to provide a list of names.

List of Names:

Four horizontal lines for writing the list of names, arranged in two columns of two lines each.

OR

- [] The Bidder is a partnership

During the evaluation of bids, the Bidder must, within 10 working days, inform the Contracting Authority in writing of any changes affecting the list of names submitted with the bid.

1.3 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) – Labour's website.

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

1.4 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

1.5 Language Requirements - Bilingual

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in both official languages of Canada (French and English). The individual(s) proposed must be able to communicate orally and in writing in French and English without any assistance and with minimal errors.

1.6 Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



PART 6 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

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](#) issued by Public Works and Government Services Canada.

As this Contract is issued by Correctional Service Canada (CSC), any reference to Public Works and Government Services Canada (PWGSC) or its Minister contained in full text or by reference in any term, condition or clause of this document must be interpreted as a reference to CSC or its Minister.

2.1 General Conditions

2010B (2022-12-01) General Conditions - Professional Services (Medium Complexity), apply to and form part of the Contract.

3. Term of Contract

3.1 Period of the Contract

The Work is to be performed during the period of _____ to _____ inclusive. Date of contract award to three years later. (To be provided at contract award)

3.2 Option to Extend the Contract

- 3.2.1 The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one 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.
- 3.2.2 Canada may exercise this option at any time by sending a written notice to the Contractor 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.

4. Authorities

4.1 Contracting Authority

The Contracting Authority for the Contract is:

Name:	Stephanie Gigoux or delegate
Title:	Procurement Officer Correctional Service Canada
Branch/Directorate:	Contracting and Materiel Services
Telephone:	613-791-3860
E-mail address:	stephanie.gigoux@csc-scc.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.

4.2 Project Authority [To be provided at Contract Award]

The Project Authority for the Contract is:

Name: (XXX)

Title: (XXX)

Correctional Service Canada

Branch/Directorate: (XXX)

Telephone: (XXX)

Facsimile: (XXX)

E-mail address: (XXX)

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.

4.3 Contractor's Representative [To be provided at Contract Award]

The Authorized Contractor's Representative is:

Name:

Title:

Company:

Address:

Telephone:

Facsimile:

E-mail address:

5. Payment

5.1 Basis of Payment – 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.



5.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (to be provided at contract award). 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.

5.3 SACC Manual Clause H1001C – Multiple Payments

5.4 SACC Manual Clauses

SACC Manual clause A9117C (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause C0710C (2007-11-30), Time and Contract Price Verification
SACC Manual clause C0705C (2010-01-11), Discretionary Audit

5.5 Travel and Living Expenses

There are no travel and living expenses associated with the Contract.

5.6 Electronic Payment of Invoices – Contract

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

- (a) Direct Deposit (Domestic and International).



6. Invoicing Instructions

6.1 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. Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed, if applicable;
- b) a copy of the release document and any other documents as specified in the Contract;
- c) Costs separated by individual service types and storage types; and
- d) Exact number of transactions and requests actioned.

6.2 Invoices must be distributed as follows:

- a) The original digital copy must be forwarded to the following address melanie.godin@csc-scc.gc.ca for certification and payment.
- b) One digital copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7. Certifications and Additional Information

7.1 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.

8. 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)

9. 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 2010B (2022-12-01), Professional Services - Medium Complexity.
- (c) Annex A, Statement of Work
- (d) Annex B, Basis of Payment;
- (e) the Contractor's bid dated _____ (to be inserted at contract award)

10. Termination on Thirty Days Notice

10.1 Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

10.2 In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.



11. Insurance

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.

12. Ownership Control

Where the Contractor will have access to any and all personal and confidential information belonging to Canada, CSC staff or inmates for the performance of the work, the following will apply:

- 12.1 The Contractor warrants that it is not under ownership control of any non-resident entity (i.e. Individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other).
- 12.2 The Contractor must advise the Minister of any change in ownership control for the duration of the contract.
- 12.3 The Contractor acknowledges that the Minister has relied on this warranty in entering into this Contract and that, in the event of breach of such warranty, or in the event that the Contractor's ownership control becomes under a non-resident entity, the Minister will have the right to treat this Contract as being in default and terminate the contract accordingly.
- 12.4 For the purposes of this clause, a non-resident entity is any individual, partnership, joint venture, corporation, limited liability company, parent company, affiliate or other residing outside of Canada.

13. Closure of Government Facilities

- 13.1 Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where the Contractor or the Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible due to evacuation or closure of government facilities, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.
- 13.2 Contractors working at CSC sites should be aware that they may be faced with delay or refusal of entry to certain areas at certain times even if prior arrangements for access may have been made. Contractors are advised to call in advance of travel to ensure that planned access is still available.

14. Compliance with CSC Policies

- 14.1 The Contractor agrees that its officers, servants, agents and subcontractors will comply with all regulations and policies in force at the site where the work covered by this contract is to be performed.
- 14.2 Unless otherwise provided in the contract, the Contractor must obtain all permits and hold all certificates and licenses required for the performance of the Work.
- 14.3 Details on existing CSC policies can be found on the [CSC website](#) or any other CSC web page designated for such purpose.



15. Health and Labour Conditions

- 15.1 In this section, "Public Entity" means the municipal, provincial or federal government body authorized to enforce any laws concerning health and labour applicable to the performance of the Work or any part thereof.
- 15.2 The Contractor must comply with all laws concerning health and labour conditions applicable to the performance of the Work or part thereof and must also require compliance of same by all its subcontractors when applicable.
- 15.3 The Contractor upon any request for information or inspection dealing with the Work by an authorized representative of a Public Entity must forthwith notify the Project Authority or His Majesty.
- 15.4 Evidence of compliance with laws applicable to the performance of the Work or part thereof by either the Contractor or its subcontractor must be furnished by the Contractor to the Project Authority or His Majesty at such time as the Project Authority or His Majesty may reasonably request."

16. Identification Protocol Responsibilities

The Contractor must ensure that the Contractor and each of its agents, representatives or subcontractors (referred to as Contractor Representatives for the purposes of this clause) comply with the following self-identification requirements:

- 16.1 During the performance of any Work at a Government of Canada site, the Contractor and each Contractor Representative must be clearly identified as such at all times;
- 16.2 During attendance at any meeting, the Contractor or Contractor Representatives must identify themselves as such to all meeting participants;
- 16.3 If the Contractor or a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify himself as the Contractor or an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under the e-mail account Properties. This identification protocol must also be used in all other correspondence, communication, and documentation; and
- 16.4 If Canada determines that the Contractor is not complying with any of the obligations stated in this article, Canada will advise the Contractor and request that the Contractor implement, without delay, appropriate corrective measures to eliminate recurrence of the problem.

17. Dispute Resolution Services

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 [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web at [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).



18. Contract Administration

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 [the Office of the Procurement Ombudsman email address](#), by telephone at 1-866-734-5169, or by web [the Office of the Procurement Ombudsman website](#). For more information on OPO's services, please see the [Procurement Ombudsman Regulations](#) or visit [the Office of the Procurement Ombudsman website](#).

19. Privacy

19.1 The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in that Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

19.2 All such personal information is the property of Canada, and the Contractor must have no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all copies, drafts, working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to this Contract, upon the completion or termination of the Contract, or at such earlier time as the Minister may request. Upon delivery of the personal information to Canada, the Contractor must have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

20. 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.

21. Information Guide for Contractors

Prior to the commencement of any work, the Contractor certifies that its employees, or employees of its subcontractors, working under contract for CSC will complete the applicable Module(s) and retain the signed checklist(s) from the CSC "Information Guide for Contractors" website: www.bit.do/CSC-EN.



ANNEX A – Statement of Work

Correctional Service Canada (CSC) must continuously monitor its drinking water and wastewater analytical results to ensure drinking water is safe for consumption and wastewater effluents meet all regulatory requirements. In order to effectively do so, CSC requires access to a web-based drinking water and wastewater data management system.

1.0 Background

While carrying out its mandate, CSC must ensure operations at Correctional Institutions across Canada conform to applicable Health and Environmental Regulations, guidelines, and limits. With respect to drinking water, CSC is responsible under the [Canada Labour Code](#) to provide safe drinking water in all Correctional Institutions across Canada. To ensure integrity of drinking water supplies, CSC staff closely monitors analytical results to verify they are below the maximum acceptable concentrations prescribed in the latest version of the [Guidelines for Canadian Drinking Water Quality](#). Similarly with wastewater, CSC staff must monitor the quality of wastewater effluent discharges from Institutions treating wastewater on-site to ensure they meet the [Wastewater System Effluent Regulations](#) and any other applicable Provincial Regulations.

CSC must proactively monitor the drinking water and wastewater analytical results to demonstrate due diligence in the management of the subject portfolios and to ensure compliance with all applicable legislations. A web-based data management system for drinking water and wastewater is an essential tool to effectively manage data and develop compliance reports.

2.0 Objectives

To provide a web-based data management system to record drinking water and wastewater data to enable its staff to effectively monitor the results from an Institutional, Regional, or National level. The Contractor must deliver the data management information service securely over the Web, requiring no information technology other than standard web browsers and internet access. The data system must not require CSC to purchase, install and maintain special servers, network hardware, or PC software. The Contractor must provide a data management system that CSC can use with its existing software and IT equipment. The Contractor must provide a complete and fully functional web-based data management system that meets all of CSC's requirements.

3.0 System Mandatory Requirements

The drinking water and wastewater data management system must:

1. Be the sole property of the hosted solution service provider.
2. Be web-based so it can be accessed from any computer with internet access.
3. Be fully functional in English and in French.
4. Have all its required data storage and management hardware and software physically located within Canada.
5. Be available and ready for configuration immediately upon Contract award with no development, or other start up delays, costs, or risks.
6. Be able to perform a full data export and data back up for a 12-month time frame after contract end date.
7. Allow the importation of existing data and integration of historical drinking water and wastewater laboratory and operational data.
8. Contain at least three hierarchical levels of user accounts, as shown below:
 - i. Level 1 - Administrator: this account level must give full data access including modification privileges to all data and the ability to create accounts;
 - ii. Level 2 – User: this account level must give full data access and modification privileges to the data sets as assigned by the Administrator, and
 - iii. Level 3 – Viewer: This account level must give viewing privileges of the data sets assigned by the Administrator.



9. Have user accounts that are password protected. The password must be a minimum of 4 and a maximum of 15 alpha numeric characters.
10. Generate unique sample identification codes for each sampling location. The users must be able to enter a sampling location description for each identification code.
11. Generate automatic alerts (via email or text) to applicable users whenever a result is exceeding the prescribed maximum acceptable concentration or is missing.
12. Allow users to customize the information contained in the alerts based on their preferences. As a minimum, the alert information must include: the name of the parameter, result, alert type, alert level, sample collection date and time, institution name, system name, sampling point name, sampling point comments, analysis/result comment, laboratory name, sample collector name, alert recipient names, related guideline or regulation and link to additional parameter information.
13. Generate and deliver automatic alerts to the Level 1 - Administrator for undefined alerts. Such alert advises the Administrator that there is no alert level set for a certain parameter in the system.
14. Provide a comment box, in response to alerts, to allow staff to enter text information related to the alert and close it upon satisfactory resolution.
15. Contain templates for the creation of data report by hierarchy level (i.e., sample point, building, water source (raw, treatment, distribution), system, institution, and regional and national headquarters). The templates must also allow the grouping of data by, but not limited to, parameter (individual or groups), analysis method, alerts, time frame, tester and sample collector, sample comments, laboratory report number, name of the laboratory, etc.
16. Contain drinking water quality and wastewater standards/guidelines for all provinces in addition to Health Canada's "[The Guidelines for Canadian Drinking Water Quality](#)" most recent edition. This information must be kept up to date and incorporate any changes to the provincial and/or federal guidelines/regulatory limits.
17. Contain an up-to-date index for all drinking water parameters with a Health Canada Maximum Allowable Concentration and conventional wastewater parameters. For each parameter, the index must include a description of the parameter, the current standards and guidelines and regulations, and details on potential health and environmental impacts. This reference information must be included as a hyperlink in all alerts issued.
18. Allow users to create sampling schedules and track recurring and stand-alone sampling events with reminder email alerts.
19. Contain templates for to help users to monitor the completion rate of planned sampling event.
20. Contain electronic worksheets to allow data entry directly into the system and also worksheets that can be printed to record data in the field/site (temperature, flow, pH, etc.).
21. Allow the production of custom sample bottle labels. The labels must include the department, region, type of sample (drinking water or wastewater), institution, sample point name, sampling point locator code and unique bar code.

4.0 Level of Effort

The tables below provide an indication of the volume of drinking water and wastewater data managed by CSC. Table 1 depicts all Institutions, their location and the type of drinking water and wastewater systems they have. Table 2 lists the drinking water sampling requirements and Table 3 lists the sampling requirement for wastewater.



TABLE 1: DRINKING WATER / WASTEWATER CONFIGURATION PER INSTITUTION

TABLE 1: TYPE OF DRINKING WATER & WASTEWATER SYSTEM PER SITE				
CSC Region	Institution	Location	Drinking Water Supply	Wastewater Treatment
Atlantic	Atlantic Institution	Renous, NB	On-site groundwater	On-site lagoons
	Dorchester Penitentiary	Dorchester, NB	On-site groundwater	On-site lagoons
	Nova Institution for Women	Truro, NS	Municipal	Municipal
	Springhill Institution	Springhill, NS	Municipal	On-site lagoons
Quebec	Archambault (Min and Med) Institutions + Regional Reception Centre	Ste-Anne des Plaines, QC	On-site groundwater	On-site secondary
	Cowansville Institution	Cowansville, QC	Municipal	On-site secondary
	Donnacona Institution	Donnacona, QC	Municipal	Municipal
	Drummondville Institution	Drummondville, QC	Municipal	Municipal
	Laval Complex: Federal Training Centre + Min and Med Institutions	Laval, QC	Municipal	Municipal
	Joliette Institution for Women	Joliette, QC	Municipal	Municipal
	La Macaza Institution	Labelle, QC	On-site surface water	On-site septic tank
	Port-Cartier Institution	Port-Cartier, QC	Municipal	Municipal
Ontario	Bath and Millhaven Institutions	Bath, ON	Municipal	Municipal
	Beaver Creek (Min and Med) Institutions	Gravenhurst, ON	Municipal	Municipal
	Collins Bay and Frontenac Institutions	Kingston, ON	Municipal	Municipal
	Grand Valley Institution for Women	Kitchener-Waterloo, ON	Municipal	Municipal
	Joyceville (Min and Med) Institutions	Joyceville, ON	On-site surface water	On-site secondary
	Warkworth Institution	Campbellford, ON	Municipal	On-site secondary
Prairie	Stony Mountain (Min, Med, Max) Institutions	Stony Mountain, MB	Municipal	On Site Lagoons
	Okimaw Ohci Healing Lodge	Maple Creek, SK	On-site groundwater	Municipal
	Regional Psychiatric Centre	Saskatoon, SK	Municipal	Municipal
	Saskatchewan (Min, Med, Max) Institutions	Prince Albert, SK	Municipal	Municipal
	Willow Cree Healing Lodge	Duck Lake, SK	Municipal	Municipal
	Bowden Institution	Mountain View, AB	Municipal	On Site Lagoons
	Drumheller Institution	Drumheller, AB	Municipal	Municipal
	Edmonton Institution	Edmonton, AB	Municipal	Municipal
	Edmonton Institution for Women	Edmonton, AB	Municipal	Municipal
	Grande Cache Institution	Grande Cache, AB	Municipal	Municipal



	Grierson Centre	Edmonton, AB	Municipal	Municipal
	Pé Sakastew Centre	Grande Cache, AB	On-site groundwater	On-site lagoon
Pacific	Mission (Min and Med) Institutions	Mission, BC	Municipal	Municipal
	Fraser Valley and Matsqui Institutions + Regional Health Centre	Abbotsford, BC	Municipal	Municipal
	Kent and Mountain Institutions	Agassiz, BC	On-site groundwater	On-site secondary
	Kwkwexwelhp Healing Lodge	Harrison Mills, BC	On-site groundwater	On-site septic tank
	William Head Institution	Victoria, BC	Municipal	On-site secondary

TABLE 2: DRINKING WATER PARAMETER SAMPLING FREQUENCY

TABLE 2: DRINKING WATER - SAMPLING FREQUENCIES			
Service Package/Parameters	Municipally Supplied Institutions	Institutions Producing Water on-site	
		Raw Water	Distribution System
Disinfection Residual or Total	Weekly		Weekly
1A1 - Total Coliforms & E.Coli	Weekly	Weekly - Surface Water or GUDI & Monthly Secured GW	Weekly
1A2 - Heterotrophic Plate Count (HPC)	Monthly		Monthly
1B1 - Organics (46 parameters)	Every 5 years	Annually	As required
1B2 - HAAs	Quarterly		Quarterly
1B3 - Lead	Quarterly		Quarterly
1B4 - Metals (14 parameters)	Annually at a minimum	Quarterly	Annual at a minimum
1B5 - Anions	Annually at a minimum	Quarterly	Annual at a minimum
1B6 - THMs	Quarterly		Quarterly
1B7 - pH, Hardness, Conductivity & Alkalinity	Annually at a minimum	Quarterly	Annual at a minimum
1B8 - Turbidity		Quarterly	As required
1B9 - Total Organic Carbon	As required	As required	As required
1B10 - Total Dissolved Solids	As required	As required	As required
1B11 - Ammonia	As required	As required	As required
1B12 - Blue Green Algae	As required	As required	As required
1B13 - Langelier Index	As required	As required	As required



TABLE 3: WASTEWATER PARAMETER SAMPLING FREQUENCY

TABLE 3: WASTEWATER - SAMPLING FREQUENCIES		
Service Package/Parameters	Influent	Effluent
1C1 - E. Coli		Monthly
1C2 - Fecal Coliforms		Monthly
1D1 - cBOD5, BOD5, NH3 @ 15 C, pH @ 15 C, TKN, TP, NO2, NO3, COD & TSS	Monthly	Monthly
1D1 - pH, Conductivity & Alkalinity	Monthly	Monthly
1D5 - Oil and Grease (Total, Mineral, Non-Mineral)	Monthly	
1D6 - Total Solids, Total Dissolved Solids, Total Fixed Suspended Solids & Total Volatile Suspended Solids	Monthly	Monthly

5.0 Tasks

The work to be completed by the Contractor must include, but is not limited to, the following:

Task 1 - Participate in the initial project start up-meeting

- a. During the 1st week after Contract award, the Contractor must meet with the CSC Project Authority to discuss Contractor’s implementation plan, training plan and expected timelines. The Contractor must develop understanding of CSC locations, sample sites, sampling requirements, lab arrangements and historical water quality records.

Task 2 - Build a hierarchy of drinking water and wastewater system codes

Within 1 month after Contract award:

- a. Review current sample coding being used at Institutions;
- b. Work with CSC staff to establish mutually agreed upon sample coding and descriptions for each Institution within the information system; and
- c. Work with CSC staff to establish a logical hierarchy for the drinking water / wastewater system framework (e.g., institution, system, building, and site).

Task 3 - Upload laboratory data

- a. Within 1 month after Contract award, the Contractor must work with the laboratories being used by CSC for drinking water and wastewater analysis, to establish automatic uploading and file transfer mechanisms of drinking water and wastewater data directly to the electronic web-based information system.

Task 4 - Upload historical data

- a. Within 1 month after Contract award, the Contractor must work with CSC staff to upload all historical drinking water and wastewater analytical data from the current data management system.



Task 5 - Deliver Training

- a. Within 1 month after Contract award, the Contractor must deliver the first one (1) full day training sessions to each of CSC's 5 (five) Regions (e.g., Pacific, Prairies, Ontario, Quebec, and the Atlantic), to all CSC staff responsible for drinking water quality and wastewater treatment.
- b. After the initial training round, training must be available to CSC staff as required.
- c. Training must involve hands on computer demonstrations, exercises, and explanation of the data management system. The training material/documentation must be available and must summarize the key steps to perform the most common data management functions such as data analysis queries, field entries and data exports and summary report creation.

Task 6 - Provide Technical Support

- a. The Contractor must provide system access and on-going technical support to CSC staff including but not limited to report creation, training, system trouble shooting, and data export at the Institutions, Regional and National Headquarters. The Contractor must anticipate a higher call for technical support demand as users begin to use the data management system and as reporting deadlines approach.

Task 7 - Conduct Monthly Quality Control Review

- a. The Contractor must provide quality control services which includes a monthly quality control reviews of the electronic reporting by laboratories to ensure the accuracy and integrity of the data uploaded in the System.
- b. Results of this review must be reported to the Project Authority via email with electronic files attached.

6.0 Travel

No travel is anticipated for performance of the work under this contract.

7.0 Service Representative

The Contractor must assign a Representative to act as the main point of contact for the CSC account and must provide the contact information to reach them during business hours.

8.0 Language of Work

All work including services, training, deliverables, and provision of support must be in English and French.



ANNEX B – Proposed Basis of Payment

1.0 Contract Period

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

For the provision of services as described in Annex A - Statement of Work, the Contractor will be paid the all inclusive firm per diem rate(s) below in the performance of this Contract, Applicable Taxes extra.

PROVISION OF DRINKING WATER AND WASTEWATER DATA MANAGEMENT SERVICES					
Tasks	Initial Contract Period			Options to Extend Contract	
	Year 1	Year 2	Year 3	Year 1	Year 2
Task 1 - Participate in the initial project start up-meeting	\$	\$	\$	\$	\$
Task 2 - Build a hierarchy of drinking water and wastewater system codes	\$	\$	\$	\$	\$
Task 3 – Upload laboratory data	\$	\$	\$	\$	\$
Task 4 - Upload historical data	\$	\$	\$	\$	\$
Task 5 - Deliver training (i.e., hourly rate x 37.5hrs)	\$	\$	\$	\$	\$
Task 6 - Provide technical support	\$	\$	\$	\$	\$
Task 7 - Conduct Monthly Quality Control Review	\$	\$	\$	\$	\$
Total per year:	\$	\$	\$	\$	\$
Total per period/option year:	\$				

2.0 Options to Extend the Contract Period:

Subject to the exercise of the option to extend the Contract period in accordance with Article 4. Term of contract of the original contract, Options to Extend Contract, the Contractor will be paid the firm all inclusive Per Diem rate(s), in accordance with the following table, Applicable Taxes extra, to complete all Work and services required to be performed in relation to the Contract extension.

The Contractor must advise the Project Authority when 75% of the Contract's financial limitation is reached. This financial information can also be requested by the project Authority on an as-requested basis.

3.0 Applicable Taxes

3.1 All prices and amounts of money in the contract are exclusive of Applicable Taxes, unless otherwise indicated. Applicable Taxes are extra to the price herein and will be paid by Canada.



3.2 The estimated Applicable Taxes of \$ *To Be Inserted at Contract Award* are included in the total estimated cost shown on page 1 of this Contract. The estimated Applicable Taxes will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt, or to which taxes do not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency (CRA) any amounts of Applicable Taxes paid or due.

4.0 Electronic Payment of Invoices – Bid

Canada requests that Bidders complete option 1 or 2 below:

4.1 () Electronic Payment Instruments will be accepted for payment of invoices.

The following Electronic Payment Instrument(s) are accepted:

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

4.2 () Electronic Payment Instruments will not be accepted for payment of invoices.

The Bidder is not obligated to accept payment by Electronic Payment Instruments.

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



ANNEX C - Evaluation Criteria

1.0 Technical Evaluation:

1.1 The following elements of the proposal will be evaluated and scored in accordance with the following evaluation criteria.

- Mandatory Technical Criteria

It is **imperative** that the proposal **address each of these criteria** to demonstrate that the requirements are met.

1.2 LISTING EXPERIENCE WITHOUT PROVIDING ANY SUBSTANTIATING DATA TO SUPPORT WHERE, WHEN AND HOW SUCH EXPERIENCE WAS OBTAINED WILL RESULT IN THE STATED EXPERIENCE NOT BEING CONSIDERED FOR EVALUATION PURPOSES.

1.3 Experience must be demonstrated through a history of past projects, either completed or on-going.

I. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a Public Servant**, the reference must be a Public Servant who had a supervisory role over the proposed resource during the stated employment.

II. Where the stated experience was acquired within a Canadian Federal Government Department or Agency **as a consultant**, the reference must be the Public Servant who was identified as the Project Authority of the project on which the proposed resource acquired the experience.

1.6 Response Format

I. In order to facilitate evaluation of proposals, it is recommended that bidders' proposals address the mandatory criteria in the order in which they appear in the Evaluation Criteria and using the numbering outlined.

II. Bidders are also advised that the month(s) of experience listed for a project or experience whose timeframe overlaps that of another referenced project or experience will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

III. For any requirements that specify a particular time period (e.g., 2 years) of work experience, CSC will disregard any information about experience if the technical bid does not include the required month and year for the start date and end date of the experience claimed.



MANDATORY TECHNICAL CRITERIA

#	Mandatory Technical Criteria	Bidder Instructions	Location in document (Page #)
M1: System Mandatory Requirements	All System Mandatory Requirements listed under Section 3.0 of the Statement of Work must be met.	The Bidder must provide a description with complete details on how they meet Requirements # 1-21 under Section 3.0 of the Statement of Work can be met.	
M2: Tasks	The bidder must be able to deliver all tasks requested under Section 5.0 of the Statement of Work.	The Bidder must provide a description with complete details on how they meet Tasks # 1-7 listed under Section 5.0 of the Statement of Work can be delivered.	
M3: Experience providing the Services	<p>The Bidder must have at least 10 years of experience delivering a web-based drinking water and wastewater data management service.</p> <p>In addition, the Bidder must be currently providing a web-based data management service to 5 drinking water and 5 wastewater system clients, serving a minimum of 10,000 customers each, with a minimum duration of 12 months in the past 10 years prior to the RFP closing date.</p>	<p>The Bidder must clearly demonstrate that they have at least 10 years of experience delivering a web-based drinking water and wastewater data management service.</p> <p>The Bidder must also provide the following details for 5 system clients, with a minimum of 1 client per type of services (i.e. at least 1 for drinking water and 1 for wastewater):</p> <ol style="list-style-type: none"> 1. Name of the client's organization and contact information. 2. Total number of years/months of experience performing the above mentioned. 3. Start and end dates of the project. 	
M4: Data Transfer Arrangements	The Bidder must have established 5 data transfer arrangements and configurations with accredited environmental laboratories in the past 10 years prior to date of bid closing.	<p>The Bidder must provide the following details for each data transfer arrangement:</p> <ol style="list-style-type: none"> 1. Name of the client's organization and contact information. 2. Start and end dates of the project. 	
M5: Consideration for the Environment	The bidder must submit a detailed description or a green plan identifying their actions and efforts to address environmental concerns.	<p>The Bidder must provide details for at least 3 of the following items;</p> <ol style="list-style-type: none"> 1. Electrical or energy conservation 2. Recycling or reuse 3. Carbon emission reduction 4. Use of alternative energy 5. Fuel use reduction 6. Paper reduction 7. Green certification for facilities 8. Process improvement and certification 9. Ongoing active research into greening initiatives 10. A current member of an environmental stewardship group 	