



RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

Attn: Jodie Thomas

FOR ELECTRONIC BIDS:

The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS

The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration Canada

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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Instructions : See Herein
Instructions: Voir aux présentes
Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Procurement and Contracting Services
70 Crémazie
Gatineau, Québec K1A 1L1

Title – Sujet	
Enterprise Monitoring Platform (EMP) Technical Support for Fluentd and Prometheus	
Solicitation No. – N° de l'invitation	Date
CIC-155488	May 1 2023
Solicitation Closes – L'invitation prend fin at – à	Time Zone
2:00PM	Fuseau horaire
on – May 31 2023	EDT
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/>	Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>
Address Inquiries to: - Adresser toutes questions à :	
IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca	
Telephone No. – N° de téléphone :	
343-553-7603	
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address	
Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

1.2 Summary

1.2.1 This bid solicitation is being issued to fulfill the requirement of the Department of Citizenship and Immigration Canada, hereinafter known as Immigration, Refugees and Citizenship Canada (IRCC) to acquire Open Source Software Technical Support for Fluentd and Prometheus, which are key components of the Enterprise Monitoring Platform (EMP).

1.2.2 Single Contract

Canada is seeking to establish a contract for Open Source Software Technical Support as defined in Appendix "D", Statement of Work, for three (3) years including all options

1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, Part 7 - Resulting Contract Clauses and Appendix "F". For more information on personnel and organization security screening or security clauses, bidders should refer to the [Contracting Security Program](#) of Public Works and Government Services Canada [Security requirements for contracting with the Government of Canada](#)".

1.2.4 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canada-European Union Comprehensive



Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

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 fifteen (15) working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone, or in person.

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

1.4 Mandatory Requirements

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out on the [CIC Website](#).

All SACC manual clauses for specific instructions not covered by the standard instructions 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 [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada 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 will not be accepted.

2.3 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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Applicable Laws

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



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 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()



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

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

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

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



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (one (1) electronic copy via email)
- Section II: Financial Bid (one (1) electronic copy via email)
- Section III: Certifications (one (1) electronic copy via email)

Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.

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

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

- (a) use a numbering system that corresponds to the bid solicitation; and
- (b) page numbering must be used on the bottom right of each page of the proposal

Section I: Technical Bid

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

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with Appendix “E”, Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix “H”, Vendor Information and Authorization and include it with their bid:



1. Their legal name;
2. Their [Business Number](#) (BN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's hourly rates in response to this RFP and resulting contract must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix "E", Basis of Payment.

3.2 SACC Manual Clauses

C3011T (2010-01-11) - Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

Section III: Certifications

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



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

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

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project 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.

Mandatory Technical Criteria (MT)				
For the purpose of the mandatory technical criteria specified below, the experience of the Bidder, its affiliates, employees, and sub-contractors will be considered in the evaluation process.				
NOTE TO BIDDER: Beside each criterion, write the relevant page number(s) from your proposal that addresses the identified requirement				
Item			MET / NOT MET	Cross Reference to Proposal (Page#)
MT1	Type of Software Support and Software Duration	The Bidder must demonstrate experience acquired within five (5) years of the bid closing date providing support services for all of the following open-source software: Fluentd and Prometheus. The Bidder must demonstrate a minimum of 2 years combined experience in all of		



		<p>the above mentioned open-source software.</p> <p>To demonstrate this criterion, at the time of bid closing, the Bidder must submit a minimum of four (4) project summaries, each with a minimum duration of 6 months that include the following:</p> <ul style="list-style-type: none"> a. Description of the work rendered (i.e., using terms such as support, installed, maintained, configurations, troubleshoot, etc.). b. Date when the work was performed in MM-YYYY to MM-YYYY format c. Name of the client organization d. The location of the client organization (include the city, state/province, and country). 		
<p>MT2</p>	<p>Kubernetes Service Support</p>	<p>The Bidder must demonstrate experience acquired within five (5) years of the bid closing date providing support services to a platform that runs on Kubernetes service.</p> <p>To demonstrate this criterion, at the time of bid closing, the Bidder must submit a minimum of four (4) project summaries each with a minimum duration of 6 months that include the following:</p> <ul style="list-style-type: none"> a. Description of the work rendered (i.e., using terms such as support, installed, maintained, configurations, troubleshoot, etc.). b. Date when the work was performed in MM-YYYY to MM-YYYY format c. Name of the client organization d. The location of the client organization (include the city, state/province, and country). e. The name and version number of the Kubernetes service supported. 		



MT3	Type of Operating or Container System	<p>The Bidder must demonstrate experience acquired within five (5) years of the bid closing date providing support services to any operating system that uses Fluentd and Prometheus.</p> <p>To demonstrate this criterion, at the time of bid closing, the Bidder must submit a minimum of four (4) project summaries each with a minimum duration of 6 months that include the following:</p> <ol style="list-style-type: none"> Description of the work rendered (i.e., using terms such as support, installed, maintained, configurations, troubleshoot, etc.). Date when the work was performed in MM-YYYY to MM-YYYY format Name of the client organization The location of the client organization (include the city, state/province, and country). The name and version number of the operating systems and container systems support was provided for. 		
MT4	Number of Instances	<p>The Bidder must demonstrate experience acquired within five (5) years of the bid closing date, providing support to servers with at least 10 or more instances for each open-source software – Fluentd and Prometheus.</p> <p>To demonstrate this criterion, at the time of bid closing, the Bidder must submit at least 4 project summaries each with a minimum duration of 6 months that include the following:</p> <ol style="list-style-type: none"> Description of the work rendered (i.e., using terms such as support, installed, maintained, configurations, troubleshoot, etc.). Date when the work was performed in MM-YYYY to MM-YYYY format Name of the client organization 		



		<ul style="list-style-type: none"> d. The location of the client organization (include the city, state/province, and country). e. The name and version number of the applicable open-source software. f. The number of instances supported for each type of software. 		
MT5	Software Deployment Mode	<p>The Bidder must demonstrate experience acquired within five (5) years of the bid closing date supporting containers running as a Daemon set, standalone deployments, statefulset, and operators.</p> <p>To demonstrate this criterion, at the time of bid closing, the Bidder must submit at least 4 project summaries each with a minimum duration of 6 months that include the following:</p> <ul style="list-style-type: none"> a. Description of the work rendered (i.e., using terms such as support, installed, maintained, configurations, troubleshoot, etc.). b. Date when the work was performed in MM-YYYY to MM-YYYY format c. Name of the client organization The location of the client organization (include the city, state/province, and country). 		
MT6	Troubleshooting, QA and Debugging Experience	<p>The Bidder must demonstrate experience acquired within five (5) years of the bid closing date related to troubleshooting, debugging, and quality assurance (QA) .</p> <p>To demonstrate this criterion, at the time of bid closing, the Bidder must submit at least 4 project summaries each with a minimum duration of 6 months that include the following:</p> <ul style="list-style-type: none"> a. Description of the work rendered (i.e., using terms such as troubleshoot, investigated, tested, detected, debugged, etc.). 		



		b. Date when the work was performed in MM-YYYY to MM-YYYY format c. Name of the client organization d. The location of the client organization (include the city, state/province, and country).		
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4.1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project 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.

Point Rated Technical Criteria (RT) - Scores

NOTE TO BIDDER: Beside each criterion, write the relevant page number(s) from your proposal that addresses the identified requirement. Point rated technical criteria not addressed will be given a score of zero.

Item		Rating Standards	Cross Reference to Proposal (Page#)
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<p>RT1</p>	<p>Incident Management – Level 1 Incident as defined in Table 1 in the Statement of Work (SOW).</p> <p>The Bidder should demonstrate experience acquired within five (5) years of the bid closing date providing service support as follows:</p> <ul style="list-style-type: none"> • Incident response: Within 1 hour of being contacted. • Work around/Resolution: Within 72 hours <p>To demonstrate this criterion, the Bidder must provide 4 project summaries and include the following:</p> <ol style="list-style-type: none"> a. Name of client organization and their location (include city, state/province, and country). b. The date the work was performed (MM YYYY) c. Describe the situation/incident. d. Indicate what date and time the Bidder was notified. e. Indicate what date and time a workaround or resolution was achieved. f. Client Reference – Indicate the contact information of the client including the full name (first and last), job title, phone number and email address. <table border="1" data-bbox="302 1010 1117 1209"> <thead> <tr> <th>Rating</th> <th>Incident Response</th> <th>Workaround/ Resolution</th> </tr> </thead> <tbody> <tr> <td>0 – No</td> <td>More than 5 hours</td> <td>More than 7 business days</td> </tr> <tr> <td>1 – Poor</td> <td>Between 4 to 5 hours</td> <td>Between 5 to 7 business days</td> </tr> <tr> <td>2 – Fair</td> <td>Between 3 to 4 hours</td> <td>Between 4 to 5 business days</td> </tr> <tr> <td>3 – Good</td> <td>Between 1-2 hours</td> <td>72 hours to 4 business days</td> </tr> <tr> <td>4 - Excellent</td> <td>Within 1 hour</td> <td>Within 72 hours</td> </tr> </tbody> </table>	Rating	Incident Response	Workaround/ Resolution	0 – No	More than 5 hours	More than 7 business days	1 – Poor	Between 4 to 5 hours	Between 5 to 7 business days	2 – Fair	Between 3 to 4 hours	Between 4 to 5 business days	3 – Good	Between 1-2 hours	72 hours to 4 business days	4 - Excellent	Within 1 hour	Within 72 hours	<p>Bidders will be allotted up to 4 points for each project summary for total maximum score of up to 16 points.</p> <p>Bidders must obtain a minimum of 8 points in order to be deemed compliant.</p>	
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4 - Excellent	Within 1 hour	Within 72 hours																			
<p>RT2</p>	<p>Incident Management – Level 2 Incident as defined in Table 1 in the Statement of Work (SOW).</p> <p>The Bidder should demonstrate experience acquired within five (5) years of the bid closing date providing service support as follows:</p> <ol style="list-style-type: none"> a. Incident response: Within 1 hour of being contacted. b. Work around/Resolution: Within 5 business days <p>To demonstrate this criterion, the Bidder must provide 4 project summaries and include the following:</p> <ol style="list-style-type: none"> a. Name of client organization and their location (include city, state/province, and country). b. The date the work was performed (MM YYYY) c. Describe the situation/incident. d. Indicate what date and time the Bidder was notified. 	<p>Bidders will be allotted up to 4 points for each project summary for total maximum score of up to 16 points.</p> <p>Bidders must obtain a minimum of 8 points in order to be deemed compliant.</p>																			



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3 – Good	Between 1-2 hours	Between 5 to 7 business days																			
4 - Excellent	Within 1 hour	Within 5 business days																			
<p>RT3</p>	<p>Incident Management – Level 3 Incident as defined in Table 1 in the Statement of Work (SOW).</p> <p>The Bidder should demonstrate experience acquired within five (5) years of the bid closing date providing service support as follows:</p> <ul style="list-style-type: none"> a. Incident response: Within 4 hours of being contacted. b. Work around/Resolution: Within 15 business days <p>To demonstrate this criterion, the Bidder must provide 4 project summaries and include the following:</p> <ul style="list-style-type: none"> a. Name of client organization and their location (include city, state/province, and country). b. The date the work was performed (MM YYYY) c. Describe the situation/incident. d. Indicate what date and time the Bidder was notified. e. Indicate what date and time a workaround or resolution was achieved. <p>Client Reference – Indicate the contact information of the client including the full name (first and last), job title, phone number and email address.</p> <table border="1" data-bbox="302 1461 1118 1713"> <thead> <tr> <th>Rating</th> <th>Incident Response</th> <th>Work/around Resolution</th> </tr> </thead> <tbody> <tr> <td>0 – No</td> <td>More than 24 hours</td> <td>More than 30 business days</td> </tr> <tr> <td>1 – Poor</td> <td>Between 12 to 24 hours</td> <td>Between 25 to 30 business days</td> </tr> <tr> <td>2 – Fair</td> <td>Between 7 to 12 hours</td> <td>Between 20 to 25 business days</td> </tr> <tr> <td>3 – Good</td> <td>Between 4-7 hours</td> <td>Between 15 to 20 business days</td> </tr> <tr> <td>4 - Excellent</td> <td>Within 4 hours</td> <td>Within 15 business days</td> </tr> </tbody> </table>	Rating	Incident Response	Work/around Resolution	0 – No	More than 24 hours	More than 30 business days	1 – Poor	Between 12 to 24 hours	Between 25 to 30 business days	2 – Fair	Between 7 to 12 hours	Between 20 to 25 business days	3 – Good	Between 4-7 hours	Between 15 to 20 business days	4 - Excellent	Within 4 hours	Within 15 business days	<p>Bidders will be allotted up to 4 points for each project summary for total maximum score of up to 16 points</p> <p>Bidders must obtain a minimum of 8 points in order to be deemed compliant.</p>	
Rating	Incident Response	Work/around Resolution																			
0 – No	More than 24 hours	More than 30 business days																			
1 – Poor	Between 12 to 24 hours	Between 25 to 30 business days																			
2 – Fair	Between 7 to 12 hours	Between 20 to 25 business days																			
3 – Good	Between 4-7 hours	Between 15 to 20 business days																			
4 - Excellent	Within 4 hours	Within 15 business days																			
<p>RT4</p>	<p>Anti-Racism, Diversity and Inclusion: The Bidder should demonstrate they have promoted anti-racism and diversity through the following corporate activities within the organization:</p>	<p>Bidders will be allotted 2 points for each demonstrated</p>																			



	<p>1.The Bidder has internally published policies or commitments on anti-racism and inclusiveness. The Bidder must provide the following with the bid:</p> <ul style="list-style-type: none"> a. A description of the policy or commitment; and b. A copy of the policy or the commitment documents including their effective date. <p>2.The Bidder’s employees are mandated to take mandatory training on anti-racism. The Bidder must provide the following with the bid:</p> <ul style="list-style-type: none"> a. A description of the training; b. The name of the training course; c. The name of the service provider; and d. A copy of the course outline (if developed internally). <p>3.The Bidder’s employees are mandated to take unconscious bias training. The Bidder must provide the following with the bid:</p> <ul style="list-style-type: none"> a. A description of the training; b. The name of the training course; c. The name of the service provider; and d. A copy of the course outline (if developed internally) <p>4.The bidder has made publicly available organizational commitments to a diverse workforce. The Bidder must provide the following with the bid:</p> <ul style="list-style-type: none"> a. A description of the commitment; b. A copy of the commitment documents including their effective date. <p>5.The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of underrepresented groups in their workforce. The Bidder must provide the following with the bid:</p> <ul style="list-style-type: none"> a. A description of the strategy(ies); <p>Copies of job postings or other staffing/recruitment documents demonstrating compliance with the criterion.</p>	<p>activity (1 to 5) for a total score of 10 points.</p> <p>To obtain 2 points, the bidder must describe the activity and provide the required supporting documentation.</p> <p>Bidders will be allotted 2 additional points as follows:</p> <p>2 points - Bidder has demonstrated at least 4 of the 5 activities. 1 point – Bidder has demonstrated at least 2 of the 5 activities.</p> <p>Bidders may obtain a maximum total score of 12 points.</p>	
Total Points (RT1 + RT2 + RT3 + RT4)		/60 Points	
Passing Score: 24			



4.1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide all inclusive hourly rates for the Open Source Software Technical Support services being proposed in accordance with the bid solicitation, for the initial contract period and option periods.

The “TOTAL EVALUATED PRICE” in Appendix “E”, Basis of Payment, excluding taxes, will be used to determine the financial evaluation score.

4.1.3 Formulas in Pricing Schedule

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

4.1.4 Substantiation of Professional Services Rates

In Canada’s experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bids, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for specific resource categories). Examples of price support that Canada would consider satisfactory include:

- a) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm’s length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer’s name and personal information on the invoice submitted to Canada);
- b) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
- c) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or
- d) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.



Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder's ability to recover its own costs in providing the relevant resource, Canada may declare the bid non-compliant, if the rate is at least **20%** of or lower than the median price bid by compliant bidders for the first year of the resulting contract for the relevant resource(s). Only the Firm Per Diem Rates of proposals that are technically responsive will be considered.

4.2 Basis of Selection

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

4.2.1.2 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 points specified for criteria numbers RT1, RT2 and RT3 for the technical evaluation; and
- d. obtain the required minimum of **24** points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of **60** points.

4.2.1.3 Bids not meeting (a) or (b) or (c) and (d) will be declared non-responsive.

4.2.1.4 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.

4.2.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of **70%**.

4.2.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of **30%**.

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

4.2.1.8 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's 135 and the lowest evaluated price is \$45,000 (45).



Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	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 = 49.15	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	76.15	77.70
Overall rating		1st	3rd	2nd



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 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 Integrity declaration form available on the [Forms for the Integrity Regime](#) website, 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 specified 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 property agreement of the [Ineligibility and Suspension Policy](#), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the [Integrity Regime website](#), to be given further consideration in the procurement process.

5.2.3 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 webpage.

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.

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.

5.2.4 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

5.2.5 Education and Experience

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



PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
 - (d) The bidder must complete the **Contract Security Program Application for Registration (AFR) for Canadian Legal** entities located in Appendix I and include a signed copy in their bid submission.
 - (e) For additional information on security requirements, bidders should contact the Contracting Authority.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](#) of Public Works and Government Services Canada website.



PART 7 - RESULTING CONTRACT CLAUSES

APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

A1.1 An electronic version of the [SACC Manual](#) is available on the Buy and Sell Website.

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the [CIC Website](#).

A2. Terms and Conditions of the Contract

A2.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

A3. General Conditions

A3.1 General Conditions [CIC-GC-001 \(2020-12-02\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.



APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

- a) The Articles of Agreement;
- b) Appendix “B” – Supplemental Terms and Conditions;
- c) Appendix “A” – General Terms and Conditions;
- d) Appendix “C” – Terms of Payment;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment
- g) Appendix “F” – Security Requirement Checklist (SRCL);
- h) Appendix “G” – Confidentiality Agreement; and
- i) the Contractor's proposal dated _____(TBD)

B2. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	2007-11-30	T1204 - Direct Request by Customer Department
A9116C	2007-11-30	T1204 Information Reporting by Contractor
C0705C	2010-01-11	Discretionary Audit

B3. Security Requirement

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

1. Pursuant to the Policy on Government Security, the nature of the services to be provided under this Contract requires a Government of Canada (GoC) Security Screening action to be completed for the Contractor, their employees and sub-contractors to be assigned to conduct project work.
2. Prior to the commencement of the contract, the Contractor and each of its personnel involved in the performance of the contract must each hold a valid Government of Canada (GoC) Security Screening at the level of **Reliability Status**.
3. The Contractor and their personnel requiring access to **PROTECTED A & B** information, assets or sensitive work site(s) must each hold a valid Security Screening at the level of **Reliability Status**.
4. The Contractor **MUST NOT** possess or safeguard **PROTECTED A & B** information/assets at their organization’s premises until appropriate document safeguarding capability is granted by Public Services and Procurement Canada (PSPC).
5. The Contractor must comply with the provisions of the:



- a. Security Requirements Check List (attached hereto as Appendix F); and
- b. Policy on Government Security (Latest Edition)

B4. Period of Contract

The period of the Contract is from date of contract award to one year from contract award.

B4.1 Option to Extend the Contract

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to two (2) additional one (1) year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Appendix “E”, Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least ten (10) calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

B5. Termination on Thirty (30) Days Notice

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.
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.

B6. Certifications / Compliance and Additional Information

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.

B7. Insurance Requirements

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

B8. Conflict of Interest - Other Work

The Contractor, during and after the period of performance of the Contract agrees that:



- a) it must not bid on any other work stream of this project for the Work performed under its Contract, to be let as a result of a solicitation where any work performed by the Contractor under this Contract creates a real or apparent conflict of interest or unfair advantage over other potential suppliers for any resulting contract(s), and must not participate as a subcontractor or consultant in the preparation of any other Bidder's bid for such a resulting contract;
- b) if its work under the subject Contract involved access to information that would for any reason create a real or apparent conflict of interest or unfair advantage over other potential suppliers for any resulting contract(s), on any other work stream for the Work performed under its Contract, the Contractor must not bid for any part of that resulting contract(s) or participate as a subcontractor or consultant in the preparation of any other Bidder's Bid for any resulting contract(s); and
- c) it must not act as an advisor or provide any third party with privileged information obtained in the performance of its work, for any real estate transaction related to the Work performed under its Contract.

Canada will disqualify any bid from the Contractor (or any entity that either controls or is controlled by the Contractor or, together with the Contractor, is under the common control of a third party, as well as such third party) for contracts, on any other work stream of this project for the Work performed under its Contract, as described in this clause, in respect to which Canada determines, at its sole discretion, that the Bidder's involvement in this Contract, whether direct or indirect, has resulted in a real or apparent conflict of interest or unfair advantage over other suppliers for the work subject to the solicitation.

B9. Closure of Government Offices

Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible 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.

B10. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Appendix "D".

B11. Authorities

B11.1 Contracting Authority

The Contracting Authority for the Contract is:

<The Contracting Authority for the Contract is to be identified at Contract award>

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.

B11.2 Project Authority

The Project Authority for the Contract is:

<The Project Authority for the Contract is to be identified at Contract award>

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.

B11.3 Technical Authority

<The Technical Authority for the Contract is to be identified at Contract award>

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

B11.4 Contractor's Representative

<The Contractor's Representative is to be identified at Contract award>

B12. Confidentiality Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed confidentiality agreement, found in Appendix "G", Confidentiality Agreement, and provide it to the Contracting Authority before they are given access to information by or on behalf of Canada in connection with the Work.

B13. Proactive Disclosure of Contract 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: 2012-2](#) of the Treasury Board Secretariat of Canada.



APPENDIX “C”, TERMS OF PAYMENT

C1. Basis of Payment

The Contractor will be paid firm hourly rates as per Appendix “E”, for work performed in accordance with the Contract. Customs duties are included and applicable taxes are extra.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Appendix “E”, to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duties are included and applicable taxes are extra.

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and applicable taxes are extra, if applicable.
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 percent committed, or
 - b) four (4) 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.

C3. Method of Payment - Monthly

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.

C4. Applicable Taxes

Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at \$_____ (*to be determined at contract award*), are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and



claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

C5. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;
 - b) a copy of the release document and any other documents as specified in the Contract;
 - c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d) a copy of the monthly progress report.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

C6. Travel and Living Expenses

Canada will not accept any travel and living expenses for:

- a) Work performed within the National Capital Region (NCR). The NCR is defined in the [National Capital Act](#), R.S.C. 1985, c. N-4, S.2.;
- b) Any travel between the Contractor's place of business and the NCR; and
- c) Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the price for professional fees specified above.

For services to be provided outside of the NCR: The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the [National Joint Council](#), and with the other provisions of the directive referring to "travelers", rather than those referring to "employees". All travel must have the prior authorization of the Project Authority to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duty and applicable taxes are included. All travel outside of a radius of 300 kilometers of the immediate area of the NCR must have the prior authorization of the Project Authority. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

C7. Other Direct Expenses

The Contractor will be reimbursed the other direct expenses it reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

Estimated Cost: \$ _____



APPENDIX “D”, STATEMENT OF WORK

D1. Title

Enterprise Monitoring Platform (EMP): Open-Source Software Technical Support for Fluentd, and Prometheus.

D2. Objective

The objective of this contract is for the provisioning of robust enterprise technical support for open-source software packages Fluentd and Prometheus, which are integral to the architectural design of the monitoring solution. The Contractor must satisfy several key requirements to ensure these components function regularly and that incident management and resolution are done in an efficient and timely manner.

D3. Background

3.1. Project Background

Immigration, Refugees and Citizenship Canada (IRCC) is implementing an Enterprise Monitoring Platform (EMP) as part of its digital transformation strategy to modernize its IT infrastructure. This digital modernization will enable IRCC to achieve operational excellence and enhance stakeholders' experience with the department. The EMP is one facet of the department's modernization initiative, providing IRCC with a centralized monitoring solution with enterprise-wide visibility of its IT infrastructure from a single graphical user interface (GUI).

By implementing the EMP, internal IRCC teams have:

- a. A centralized view for enterprise users;
- b. Logging standards and governance;
- c. No contractor lock-in by using agnostic tools;
- d. End-to-end visibility that enables data-driven decision-making;
- e. A reduction in technical debt by decreasing the number of tactical monitoring tools;
- f. Proactive monitoring;
- g. Faster root cause analysis;
- h. Support for compliance and regulatory requirements;
- i. Detection of capacity issues; and
- j. Standardized tooling for application and infrastructure monitoring.

3.1.1. Software Components

The architectural design of the EMP incorporates open-source software that is highly available, scalable, elastic, and compliant with the Government of Canada's data residency requirements.

The following software serve specific roles in the EMP toolchain:

- a. **Fluentd:** Processes and aggregates data so that it can be enriched and routed for visualization.



- b. **Prometheus:** Collects, aggregates and forwards metrics in the EMP for monitoring and analysis. Prometheus will primarily be used for storing and querying metrics using its dedicated query language (PromQL), and can create and send notifications raised through its Alert Manager.

D4. Tasks

4.1. The Scope of Service

The Contractor must provide the following services:

4.1.1. Remote Service Support

The Contractor must respond to the Technical Authority’s questions and issues related to the open-source software via remote assistance (e.g. by email, phone, and/or online).

The Contractor must perform tasks that include, but are not limited to, the following:

- a. Troubleshoot incidents;
- b. Installation and resolution of issues regarding software patches;
- c. Installation and configuration of the open-source software;
- d. Troubleshoot and resolve compatibility issues between the open-source software components and other tooling in the platform;
- e. Code-related issues with respect to the open-source software;
- f. Diagnostic information used in root cause analysis;
- g. Error messages and action plans to mitigate known and potential risks; and
- h. Incident management and resolution which includes generating automated tickets, providing ticket tracking information, status updates about open and closed tickets, and notifications if any further action is required.

4.1.1.1 Remote Service Support – Service Standards

The Contractor must provide an incident response and a workaround or resolution within the following timeframes:

Table 1				
Incident Level	Description	Incident Response Time	Workaround/Resolution Time	Incident Response Service Standard
Level 1 Incident (high priority, high impact to operations)	The system is impaired (down). Operations is halted (e.g. all configurations are down).	Within 1 hour of the incident occurring.	Within 72 hours	1. Open support tickets and close upon resolution. 2. Live support by phone and/or screen sharing to provide a



				workaround and/or resolution.
Level 2 Incident (medium priority, medium impact on operations)	System is running but severely impacted.(e.g. cannot run existing configurations)	Within 1 hour of incident occurring.	Within 5 business days	<ol style="list-style-type: none"> 1. Open support tickets and close upon resolution. 2. Live support by phone and/or screen sharing to provide a workaround and/or resolution.
Level 3 Incident (low priority, low-medium impact on operations)	System degraded but is still running (e.g. cannot create new configurations).	Within 4 hours of incident occurring.	Within 15 business days	<ol style="list-style-type: none"> 1. Open support tickets and close upon resolution. 2. Live support by phone and/or screen sharing to provide a workaround and/or resolution.

4.1.2. Support Service Hours

The Contractor must be available to provide 24 hour, 7 days a week, including holidays (around the clock) service support (live or automated) by phone, email or online.

- a. Level 1 and Level 2 incidents must be resolved using live support.
- b. Level 3 incident may be supported through automated support. If it cannot be resolved through automation, the Contractor must provide live support to resolve the issue.

4.1.3. Incident Response Support Tickets

When an incident occurs, the Contractor must generate an automated ticket to document and track the issue status. This ticket will include tracking information that will include, at a minimum:

- a. a ticket number;
- b. a ticket status (such as open, closed, assigned, etc.);
- c. a description of the issue;
- d. a person of contact and their contact information (including email and phone);
- e. an estimated resolution date and time for follow up; and
- f. resolution details in the event that the issue occurs again.

The Contractor must provide status updates throughout the resolution process while the ticket is open, and notify the Technical Authority to confirm that the issue is resolved and when the ticket is closed.



D5. Deliverables and Reporting

The Contractor must provide the reports listed in the table below:

Table 2			
Deliverable	Description	Contractor's Responsibility	Technical Authority's Responsibility
1. Industry and Software Updates	<p>The Contractor must inform the Project Authority and/or Technical Authority about any relevant software upgrades or releases for the open-source software, as well as any industry news that may affect the open-source software. The Contractor must then indicate if any actions must be taken.</p> <p>The report must be submitted as follows: Format: Email notification Number of Copies: At least . Delivery Method: By secure email according to the sensitivity level of the information. Frequency: At least once per month and no later than the 15th of the following month. More frequently if needed as the information becomes available.</p>	Primary	N/A
2. Performance Report	<p>The Performance Report must provide a summary of performance metrics for the open-source software that includes;</p> <ul style="list-style-type: none"> a. tracking any errors, b. identifying the number of open and closed incidents within the current period and year to date, 	Primary	Provide feedback in support of the Performance Report, if necessary.



	<p>c. identifying the number of resolved and unresolved incidents within the prescribed service standard; and</p> <p>d. providing workarounds for the Technical Authority’s teams to troubleshoot or mitigate issues in the future.</p> <p>The report must be submitted as follows: Format: Written, PDF Number of Copies: At least . Delivery Method: By secure email according to the sensitivity level of the information. Frequency: Once per month and no later than the 15th of the following month.</p>		
3. Status Report	<p>The Status Report must provide a summary of the current status of any open or closed tickets for the software support services and includes:</p> <ul style="list-style-type: none"> a. automated ticket number, b. description of the issue, and c. an estimated timeline for resolution. <p>The Contractor must provide the Status report upon opening and closing a ticket. The report must be submitted as follows: Format: Written, PDF or email notification. Number of Copies: At least 1. Delivery Method: By secure email according to the sensitivity level of the information.</p>	Primary	Provide feedback in support of the Status Report, if necessary.



	<p>Frequency: When a ticket is opened and closed, or any significant updates made will require notification.</p>		
4. Troubleshooting Instructions	<p>Troubleshooting instructions must also be provided after an incident is resolved in order to help minimize future incidents.</p> <p>The Contractor must provide the Troubleshooting instruction upon closing a ticket. The document must be submitted as follows:</p> <p>Document Format: Written, PDF</p> <p>Number of Copies: At least 1</p> <p>Delivery Method: By secure email according to the sensitivity level of the information.</p> <p>Frequency: For Tickets – Provided when a ticket is closed.</p>	Primary	N/A
5. Troubleshooting Guide	<p>The Troubleshooting Guide must provide general tips for common</p>	Primary	N/A



	<p>issues that may arise with the software and provide detailed, step-by-step instructions to resolve these issues.</p> <p>The document must be submitted as follows: Document Format: Written, PDF Number of Copies: At least 1. Delivery Method: By secure email according to the sensitivity level of the information. Frequency: Once per month by the 15th of the following month.</p>		
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D6. Presentations, Conferences or Status Meetings

The Contractor may be required to provide presentations or attend status meetings at a time, location and frequency mutually agreed upon with the Technical Authority to ensure reasonable service of the software under contract.

D7. Limitations and Constraints

7.1. Propriety Information

To facilitate the provisioning of services, the Contractor may request that the Technical Authority provide the Contractor with propriety documentation on a need-to know basis. The Technical Authority owns the intellectual property for the EMP architectural design. If the Technical Authority provides the Contractor with propriety documentation for which the Technical Authority owns the intellectual property, the Contractor must return all copies at the end of the contract. During the contract, the Contractor is prohibited from storing any proprietary documentation on its own information systems. Such documentation will be shared securely if needed.

7.2. Secure Methods to Exchange Information

If information or documentation needs to be exchanged between the Contractor and the Technical Authority to provision services, secure delivery methods such as an encrypted email or a secure link will be used in accordance with the Technical Authority’s IT security protocols.

7.3. Remote Device Access

Remote device control is not required for the provision of services. In the event that remote device control is needed (very rare), security approval from the Technical Authority is required for temporary privileged access. Otherwise, all hands-on troubleshooting on the Technical



Authority's assets will be conducted by the internal IT teams of the Technical Authority with direction and support from the Contractor.

D8. Confidentiality and Non-Disclosure Clauses

As a government department, the Technical Authority has access to and manages confidential information. In order to provide the services outlined in the contract, the Contractor may come in contact with confidential information on a need-to-know basis, and must use such information as intended to complete its obligation under this contract.

Failure to comply with agreed upon confidentiality and non-disclosure clauses and applicable policies and standards may render this contract void and lead to legal action. All arbitration and mediation is applicable under the laws of the province of Ontario in Canada.

D9. Official Languages

All written and oral communication must be provided in English.

D10. Travel

Travel is not expected. All services will be provided virtually by phone, email and/or online (using collaboration tools such as screen sharing, Microsoft Teams, WebEx, etc.). In the event that the Contractor is located outside of the National Capital Region and is required to be on-site at the Technical Authority's work location, the Contractor must provide an estimate, pending the Technical Authority's approval, before costs are incurred.

D11. Location of Work

The Contractor will perform its services to the Technical Authority remotely from its country of operations using the agreed upon method outlined in this Statement of Work.

D12. Availability of Personnel

The Contractor certifies that its organization, employees and subcontractors will be available to commence performance of the work from the Contract award date and will remain available to perform the work in relation to the fulfillment of this requirement.

D13. Diversity

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values.

More information can be found at:

<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html>



APPENDIX “E”, BASIS OF PAYMENT

During the period of the contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.

Canada's total liability to the Contractor under the Contract shall not exceed **\$XX.xx, including all options, travel expenses and all applicable taxes.**

The Bidder must complete this pricing schedule and include it in its financial bid. Other than completing required section(s) in the pricing table below, the bidder must not make any other changes or alternations. By doing so will render the bidder’s response non-compliant and will be eliminated from the competition.

1. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all-inclusive hourly rate (in Cdn \$) for each of the Consultant Categories identified.
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
 - a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the [Justice Website](#);
 - b) any travel expenses for travel between the Contractor’s place of business and the NCR; and
 - c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
3. The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

Requirement	Estimated Level of Effort (in Hours) (A)	All-inclusive firm hourly rate (\$CAD) (B)	Total estimated cost \$CAD (C) C= A x B
Initial Contract Period: Date of Contract award to June 30 2024			
Technical Support Services for Fluentd and Prometheus	832	\$ (to be completed by the bidder)	\$ (to be completed by the bidder)
Total for Initial Contract Period:			\$ (to be completed by the bidder)



Option Period 1: July 1 2024 to June 30 2025			
Technical Support Services for Fluentd and Prometheus	832	\$ <i>(to be completed by the bidder)</i>	\$ <i>(to be completed by the bidder)</i>
Total for Option Period 1:			\$ <i>(to be completed by the bidder)</i>
Option Period 2: July 1 2025 to June 30 2026			
Technical Support Services for Fluentd and Prometheus	832	\$ <i>(to be completed by the bidder)</i>	\$ <i>(to be completed by the bidder)</i>
Total for Option Period 2:			\$ <i>(to be completed by the bidder)</i>
Total Estimated Cost: Initial Period + Option 1 + Option 2:			\$ <i>(to be completed by the bidder)</i>



APPENDIX "F", SECURITY REQUIREMENTS CHECKLIST (SRCL)

Clear Data - Effacer les données

	Government of Canada / Gouvernement du Canada	Contract Number / Numéro du contrat 155488
English Instructions	Instructions français	Security Classification / Classification de sécurité UNCLASSIFIED

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine Immigration, Refugees and Citizenship Canada (IRCC)	2. Branch or Directorate / Direction générale ou Direction Digital Strategy	
3. a) Subcontract Number / Numéro du contrat de sous-traitance N/A	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant N/A	
4. Brief Description of Work - Brève description du travail Contractor to provide open-source support for the Fluentd and Prometheus components of the Enterprise Monitoring Platform.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui 		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui 		
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. (Specify the level of access using the chart in Question 7. c) Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui 		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui 		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui 		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable / À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/> PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET / NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/> PROTECTED B / PROTÉGÉ B <input type="checkbox"/> PROTECTED C / PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/> SECRET / SECRET <input type="checkbox"/> TOP SECRET / TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité
UNCLASSIFIED

TBS/GCT 350-103 (2004/12)



Contract Number / Numéro du contrat 155488
Security Classification / Classification de sécurité UNCLASSIFIED

PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS / COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL
<input type="checkbox"/> TOP SECRET - SIGINT / TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL / NATO CONFIDENTIEL
<input type="checkbox"/> SITE ACCESS / ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> SECRET / SECRET
	<input type="checkbox"/> NATO SECRET / NATO SECRET
	<input type="checkbox"/> TOP SECRET / TRÈS SECRET
	<input type="checkbox"/> COSMIC TOP SECRET / COSMIC TRÈS SECRET
Special comments: Commentaires spéciaux : _____	
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? If Yes, will unscreened personnel be escorted: Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui

Security Classification / Classification de sécurité UNCLASSIFIED
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PART C (continued) / PARTIE C (suite)

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential	NATO Secret	COGMIC Top Secret COGMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

Security Classification / Classification de sécurité UNCLASSIFIED
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APPENDIX “G”, CONFIDENTIALITY AGREEMENT

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial Number _____ between Her Majesty the Queen in right of Canada, represented by Citizenship and Immigration Canada and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No: _____

Signature

Date



APPENDIX "H", VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

- Individual (Sole proprietor)
- Privately owned corporation
- Joint Venture or Corporate entity
- Other (specify): _____

GST or HST Registration Number and Business Number (Revenue Canada)\

Name and Title of Person authorized to sign on behalf of Vendor

Print Name _____ Title _____

Signature _____ Date _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title _____

Telephone _____ Fax _____

Email _____

Each proposal must include a copy of this page properly completed and signed



APPENDIX “I”, APPLICATION FOR REGISTRATION (AFR) FOR CANADIAN ENTITIES

(See attachment)