



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

Office of the Auditor General of Canada
Bureau du vérificateur général du Canada
E-mail: suppliers@oag-bvg.gc.ca

**BID SOLICITATION
DEMANDE DE SOUMISSIONS**

Proposal To: Office of the Auditor General of Canada

The Bidder offers to provide to Canada the goods, services or both listed in the bid solicitation in accordance with the conditions set out in the bid solicitation and at the prices set out in the bid.

Offre au : Bureau du vérificateur général du Canada

Le soumissionnaire offre de fournir au Canada les biens, services ou les deux énumérés dans la demande de soumissions aux conditions prévues dans la demande de soumissions et aux prix indiqués dans la soumission.

Solicitation Closes / L'invitation prend fin

At – à :
**14:00 Eastern Time /
14h00 Heure de l'Est**

On - le: November 16, 2023

Title/Titre: Database administration and monitoring services	
Solicitation No / N° de l'invitation : RFP 397	Date of Solicitation / Date de l'invitation 16 October, 2023
Address Enquiries to / Adresser toutes questions à <u>suppliers@oag-bvg.gc.ca</u>	
Destination of Goods, Services and Construction / Destination des biens, services et construction Specified Herein Précisé dans les présentes	
Instructions: Municipal taxes are not applicable. Unless otherwise specified in the bid solicitation, all prices quoted must be net prices in Canadian funds including Canadian customs duties, excise taxes, and must be FOB, including all delivery charges to destination(s) as indicated. The amount for Applicable Taxes is to be shown as a separate item.	
Instructions: Les taxes municipales ne s'appliquent pas. Sauf indication contraire dans la demande de soumissions, tous les prix indiqués doivent être des prix nets, en dollars canadiens, comprenant les droits de douane canadiens, la taxe d'accise et doivent être FAB, y compris tous frais de livraison à la (aux) destination(s) indiquée(s). Le montant des taxes applicables doit apparaître séparément.	
Supplier Name and Address / Nom et adresse du fournisseur Telephone No. / N° de telephone:	
Name and title of person authorized to sign on behalf of supplier (type or print) / Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d'imprimerie)	
Name/Nom _____	
Title/Titre _____	
Signature _____	Date _____



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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements.

1.2 Summary

- 1.2.1 The Office of Auditor General of Canada (OAG) required database administration and monitoring services to proactively manage and monitor all activities related to high-value databases and their respective environments.
- 1.2.2 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.
- 1.2.3 The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.

1.3 Trade Agreements

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), the Canada–Chile Free Trade Agreement, the Comprehensive and Progressive Agreement for Trans-Pacific Partnership (CPTPP), the Canada–Colombia Free Trade Agreement, the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), the Canada–Honduras Free Trade Agreement, the Canada–Korea Free Trade Agreement, the Canada–Panama Free Trade Agreement, the Canada–Peru Free Trade Agreement, the Canada–Ukraine Free Trade Agreement, the Canada-United Kingdom



Trade Continuity Agreement, and the World Trade Organization–Agreement on Government Procurement (WTO-GPA).

1.4 Debriefings

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



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

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

- a) Section 01, Integrity provisions—bid, is deleted in its entirety.
- b) Section 02, Procurement Business Number, is deleted in its entirety.
- c) Section 03, Standard instructions, clauses and conditions, is amended as follows:

Delete: “Pursuant to the *Department of Public Works and Government Services Act* (S.C. 1996, c. 16), the instructions, clauses and conditions identified in the bid solicitation and resulting contract by number, date, and title are incorporated by reference into and form part of the bid solicitation and resulting contract as though expressly set out in the bid solicitation and resulting contract.”

Insert: “The instructions, clauses and conditions identified in the bid solicitation and resulting contract by number, date, and title are incorporated by reference into and form part of the bid solicitation and resulting contract as though expressly set out in the bid solicitation and resulting contract.”

- d) Section 05, Submission of bids – Subsection 2(d) is amended as follows:

Delete: “send its bid only to the specified Bid Receiving Unit of Public Works and Government Services Canada (PWGSC) specified in the bid solicitation or, to the address specified in the bid solicitation, as applicable;”

Insert: “send its bid only to the Office of the Auditor General (OAG) organization receiving the bids as specified in section 1.4 of the bid solicitation;”

- e) Section 05, Submission of bids - Subsection 5.4, is amended as follows:

Delete: 60 days

Insert: 120 days

- f) Section 06, Late bids, is deleted in its entirety and replaced by the following:

“OAG will return or delete bids delivered after the stipulated solicitation closing date and time.”

- g) Section 07, Delayed bids, is deleted in its entirety and replaced by the following:



“It is the responsibility of the Bidder to ensure that their entire bid submission has been received. Bidders must not assume that all documents have been received unless Canada confirms receipt of each document. Due to the possibility of e-mail rejection and/or other technical issues, bidders are requested to allow sufficient time before the closing time and date to submit their bid and for OAG to confirm receipt. Bid documents received after the closing time and date will not be accepted.”

- h) Section 08, Transmission by facsimile or by epost Connect, is deleted in its entirety.
- i) Section 20, Further Information – Subsection 2 is deleted in its entirety.
- j) Add Section 22, Technical Difficulties of Bid Transmission:

“Despite anything to the contrary in (05), (06) or (08) of the Standard Instructions, where a Bidder has commenced transmission of its bid through an electronic submission method (such as facsimile or Canada Post Corporation's (CPC) Connect service, or other online service) in advance of the bid solicitation closing date and time, but due to technical difficulties, Canada was unable to receive or decode the entirety of the Bid by the deadline, Canada may nonetheless accept the entirety of the Bid received after the bid solicitation closing date and time, provided that the Bidder can demonstrate the following:

- i. The bidder contacted Canada in advance of the bid solicitation closing date and time to attempt to resolve its technical difficulties; OR
- ii. The electronic properties of the Bid documentation clearly indicate that all components of the Bid were prepared in advance of the bid solicitation closing date and time.”

- k) Add Section 23, Completeness of the Bid:

“After the closing date and time of this bid solicitation, Canada will examine the Bid to determine completeness. The review for completeness will be limited to identifying whether any information submitted as part of the bid can be accessed, opened, and/or decoded. This review does not constitute an evaluation of the content, will not assess whether the Bid meets any standard or is responsive to all solicitation requirements, but will be solely limited to assessing completeness. Canada will provide the Bidder with the opportunity to submit information found to be missing or incomplete in this review within two business days of notice.

Specifically, the bid will be reviewed and deemed to be complete when the following elements have been submitted by the bidder:

1. That certifications and securities required at bid closing are included.
2. That bids are properly signed, that the bidder is properly identified.
3. Acceptance of the terms and conditions of the bid solicitation and resulting contract.
4. That all documents created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.
5. All certifications, declarations and proofs created prior to bid closing but due to technical difficulties Canada was unable to receive them, have been properly submitted and received by Canada.”



2.2 Submission of Bids

Bids must be submitted only to the email address specified below by the date and time indicated on page 1 of the bid solicitation:

suppliers@oag-bvg.gc.ca

Due to the nature of the bid solicitation, bids transmitted by facsimile to the OAG will not be accepted.

2.3 Former Public Servant

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

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

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

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

- a. name of former public servant;



- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2019-01 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 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.

2.6 Basis for Canada's Ownership of Intellectual Property

The Office of the Auditor General of Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the [Policy on Title to Intellectual Property Arising Under Crown Procurement](#)



Contracts: the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

2.7 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



PART 3 - BID PREPARATION INSTRUCTIONS

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 by email (in PDF or Word format);
- Section II: Financial Bid - one (1) electronic copy by email (in PDF or Word format);
- Section III: Certifications - one (1) electronic copy by email (in PDF or Word format); and,
- Section IV: Additional Information – one (1) electronic copy by email (in PDF or Word format).

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

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.

(a) Substantiation of Technical Compliance:

- (i) **Mandatory Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment 1 to Part 4, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 1 to Part 4, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (ii) **Point-Rated Technical Criteria:** The technical bid must substantiate the compliance with the specific articles of Attachment 1 to Part 4, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be rated accordingly. The substantiation may refer to additional



documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 1 to Part 4, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

- (iii) **For Proposed Resources:** The technical bid should include résumés for the resources as identified in Attachment 1 to Part 4. The same individual must not be proposed for more than one Resource Category. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
- (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
 - (B) For work experience, OAG will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
 - (C) For any requirements that specify a particular time period (e.g., 2 years) of work experience, OAG will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (D) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the qualification requirements, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience

Section II: Financial Bid

(a) Pricing

Bidders must submit their financial bid in accordance with the Pricing Schedule provided in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, bidders should include rates quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

Bidders must submit their rate FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.



The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

When preparing their financial bid, Bidders should review clause 4.1.2 Financial Evaluation, of Part 4 of the bid solicitation; and article 7.7 Payment, of Part 7 of the bid solicitation.

(b) Electronic Payment of Invoices – Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Attachment 2 to Part 3 Electronic Payment Instruments, to identify which ones are accepted.

If Attachment 2 to Part 3 Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices. Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

Section III: Certifications

In Section III of their bid, bidders should provide the certifications required under Part 5 and, as applicable, any associated additional information.

Section IV: Additional Information

In Section IV of their bid, bidders should provide:

1. their legal name;
2. the name of the contact person (provide also 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 their bid, and any contract that may result from their bid;
3. for Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;
4. for Part 6, article 6.1, Security Requirement, of the bid solicitation:
 - a) for each individual who will require access to classified or protected information, assets or sensitive work sites:
 - 1) the name of the individual;
 - 2) the date of birth of the individual; and
 - 3) if available, information confirming the individual meets the security requirement as indicated in Part 7 - Resulting Contract Clauses.



ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

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

The Fixed Monthly Prices specified in Table 1 below, must include all costs associated with database monitoring services, as described in section III.B of Annex A, Statement of Work.

The Firm Hourly Rates specified in Table 2 below, when quoted by the Bidder, include the total estimated cost of all travel and living expenses that may need to be incurred for:

- a) Work described in section III.A and section III.C of the Annex A, Statement of Work, required to be 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) travel between the successful bidder's place of business and the NCR; and
- c) the relocation of resources.

in order 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.

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

Table 1—Fixed Monthly Price						
Category	Contract Year 1 <i>(from contract award to 12 months later)</i>	Contract Year 2 <i>(end of Contract Year 1 to 12 months later)</i>	Optional Year 1 <i>(end of Contract Year 2 to 12 months later)</i>	Optional Year 2 <i>(end of Option Year 1 to 12 months later)</i>	Optional Year 3 <i>(end of Option Year 2 to 12 months later)</i>	Total (A+B+C+D+E) multiplied by 12 months
	A.	B.	C.	D.	E.	
Database Monitoring Services	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Grand Total Table 1:						\$ _____



Table 2—Firm Hourly Rate							
Category	Estimated Number of Hours per year	Contract Year 1 <i>(from contract award to 12 months later)</i>	Contract Year 2 <i>(end of Contract Year 1 to 12 months later)</i>	Optional Year 1 <i>(end of Contract Year 2 to 12 months later)</i>	Optional Year 2 <i>(end of Option Year 1 to 12 months later)</i>	Optional Year 3 <i>(end of Option Year 2 to 12 months later)</i>	Total A x (B+C+D+E+F)
		A.	B.	C.	D.	E.	
Database Administration Support Services	400	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Maintenance and Development Services	400	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Grand Total Table 2:							_____

Total Evaluated Bid Price (Grant Total Table 1 + Grand Total Table 2): \$ _____



ATTACHMENT 2 TO PART 3, ELECTRONIC PAYMENT INSTRUMENTS

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

- VISA Acquisition Card;
- MasterCard Acquisition Card;
- Direct Deposit (Domestic and International);
- Electronic Data Interchange (EDI);
- Wire Transfer (International Only);
- Large Value Transfer System (LVTS) (Over \$25M)



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 the OAG will evaluate the bids.

4.1.1 Technical Evaluation

Each bid will be reviewed for compliance with the mandatory and rated technical requirements included in Attachment 1 to Part 4 of the solicitation.

4.1.2 Financial Evaluation

For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

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

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria.
2. Bids not meeting (a) or (b) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

Example:

The table below illustrate an example where the selection of the Contract(s) is determined by a 70/30 ratio of the technical merit and price, respectively.



Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)			
Bidder	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	88	82	92
Bid Evaluated Price	C\$60,000	C\$55,000	C\$50,000*
Calculations	Technical Merit Points	Price Points	Total Score
Bidder 1	$88 / 100^{**} \times 70 = 61.6$	$50,000^* / 60,000 \times 30 = 25.00$	86.60
Bidder 2	$82 / 100 \times 70 = 57.4$	$50,000^* / 55,000 \times 30 = 27.27$	84.67
Bidder 3	$92 / 100 \times 70 = 64.4$	$50,000^* / 50,000 \times 30 = 30.00$	94.40***

* represents the lowest evaluated price

** represents maximum available points

*** represents the bidder who will be recommended for award of a contract



ATTACHMENT 1 TO PART 4, TECHNICAL CRITERIA

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.

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

#	MANDATORY REQUIREMENTS	Demonstrated Experience/ Cross Reference to the Proposal
Bidder Requirement		
M1	<p>Bidder must submit one project description demonstrating how they provided database administration and 24/7/365* database performance monitoring services to a large-scale** organization, for a minimum one (1) year within 5 years of the closing date of this RFP. The description must also demonstrate the use of a monitoring tool supplied by the Bidder.</p> <p>The project description must include at minimum the following information:</p> <ul style="list-style-type: none"> a) Name and scale of client organization; b) Project duration (month/year to month/year); and, c) Detailed summary of project demonstrating the requested experience. <p>* 24/7/365 is defined as 24 hours per day, 7 days a week for 365 days a year ** Large-scale is defined as an organization with 500 employees or more, with databases distributed nation-wide or internationally.</p>	
Proposed Resources Requirement		
M2	<p>Bidder must propose one (1) Senior Database Administrator who demonstrates a minimum of ten (10) years of non-overlapping experience with administering, monitoring and supporting a SQL Server Relational Database Management System (RDBMS). A minimum of five (5) years of this experience must be demonstrated in a clustered or mirrored environment.</p> <p>Bidder information: It is requested that demonstration be provided in the form of a resume of the proposed resource, which includes the following elements at a minimum:</p> <ul style="list-style-type: none"> a) Name of client organization; 	



#	MANDATORY REQUIREMENTS	Demonstrated Experience/ Cross Reference to the Proposal
	b) Start and end date of the work experience (month–year to month-year); and, c) A description of the tasks carried out by the proposed resource demonstrating this requirement.	
M3	Bidder must propose one (1) Senior Database Administrator who demonstrates a minimum of ten (10) years of non-overlapping experience with administering, monitoring and supporting an ORACLE Relational Database Management System (RDBMS). A minimum of five (5) years of this experience must be demonstrated in a clustered or mirrored environment. Bidder information: It is requested that demonstration be provided in the form of a resume of the proposed resource, which includes the following elements at a minimum: a) Name of client organization; b) Start and end date of the work experience (month–year to month-year); and, c) A description of the tasks carried out by the proposed resource demonstrating this requirement.	

Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Item	Rated Requirements	Max Points	Demonstrated Experience/ Cross Reference to the Proposal
Bidder's Experience			
R1	Bidder should provide a sample of two reports, one (1) for infrastructure monitoring and one (1) for database monitoring. It is requested that the sample reports be submitted in the form of screenshots from the Bidder's monitoring tool. For the infrastructure monitoring sample report, the sample report should demonstrate the following elements: a) Memory Available (Total, Used, Free memory) b) Percent CPU Time used by DB processes c) Available Disk Space (Total, Used, Free space) d) Percent virtual memory used e) Disk queue for waiting input/output	22	



Item	Rated Requirements	Max Points	Demonstrated Experience/ Cross Reference to the Proposal
	<p>For the Database monitoring sample report, the sample report should demonstrate the following elements:</p> <ul style="list-style-type: none"> a) Instance performance (Active, Inactive, Blocked sessions) b) Database latency - Average time for completing queries and identifying long running queries c) Connection wait time d) Number of transactions completed e) Percentage of number of times in-memory data cache was accessed f) Database availability <p>Scoring:</p> <p>Maximum of 10 points will be awarded for the infrastructure monitoring sample report. Points will be assigned as follows:</p> <ul style="list-style-type: none"> i. All five (5) elements a) to e) are demonstrated in the report = 10 points ii. Only four (4) elements from a) to e) are demonstrated in the report = 8 points iii. Only three (3) elements from a) to e) are demonstrated in the report = 6 points iv. Only two (2) elements from a) to e) are demonstrated in the report = 4 points v. Only one (1) element from a) to e) is demonstrated in the report = 2 points <p>a) None of the elements from a) to e) are demonstrated in the report = 0 points</p> <p>Maximum of 12 points will be awarded for the database monitoring sample report. Points will be assigned as follows:</p> <ul style="list-style-type: none"> i. All six (6) elements a) to f) are demonstrated in the report = 12 points ii. Only five (5) elements a) to f) are demonstrated in the report = 10 points iii. Only four (4) elements from a) to f) are demonstrated in the report = 8 points iv. Only three (3) elements from a) to f) are demonstrated in the report = 6 points v. Only two (2) elements from a) to f) are demonstrated in the report = 4 points vi. Only one (1) element from a) to f) is demonstrated in the report = 2 points 		



Item	Rated Requirements	Max Points	Demonstrated Experience/ Cross Reference to the Proposal
	vii. None of the elements from a) to f) are demonstrated in the report = 0 points		
Proposed Resources Experience			
R2	<p>Bidder should provide one (1) SQL Database Administrator resource, who is different than the resource provided at mandatory requirement item # M2.</p> <p>Bidder should demonstrate, using a resume, that the additional proposed resource has a minimum of five (5) years of non-overlapping experience with installing, configuring, maintaining, monitoring and supporting SQL Server Relational Database Management Systems.</p> <p>Bidder information: It is requested that the resume of the proposed resource includes, at minimum, the following elements:</p> <ol style="list-style-type: none"> a) Name of client organization; b) Start and end date of the work experience (month–year to month-year); and, c) A description of the tasks carried out by the proposed resource. <p>Scoring:</p> <p>Points will be assigned for years of experience with installing, configuring, maintaining, monitoring and supporting SQL Server Relational Database Management Systems as follows:</p> <ul style="list-style-type: none"> • Less than 5 years = 0 points • 5 years but less than 6 years = 10 points • 6 years but less than 7 years = 15 points • 7 years or more = 20points 	20	
R3	<p>Bidder should provide one (1) ORACLE Database Administrator resource, who is different than the resource proposed at mandatory requirement item # M3.</p> <p>Bidder should demonstrate, using a resume, that the additional proposed resource has a minimum of five (5) years of non-overlapping experience with installing, configuring, maintaining, monitoring and supporting ORACLE Relational Database Management Systems.</p> <p>Bidder information: It is requested that the resume of the proposed resource includes, at minimum, the following elements:</p>	20	



Item	Rated Requirements	Max Points	Demonstrated Experience/ Cross Reference to the Proposal
	<p>a) Name of client organization;</p> <p>b) Start and end date of the work experience (month –year to month-year); and</p> <p>c) A description of the tasks carried out by the proposed resource.</p> <p>Scoring: Points will be assigned for years of experience with installing, configuring, maintaining, monitoring and supporting ORACLE Relational Database Management Systems, as follows:</p> <ul style="list-style-type: none">• Less than 5 years = 0 points• 5 years but less than 6 years = 10 points• 6 years but less than 7 years = 15 points• 7 years or more = 20 points		
Total maximum points:		62	



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Precedent to Contract Award and Additional Information

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

5.1.1 Federal Contractors Program for Employment Equity - Bid Certification

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

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

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Attachment 1 to Part 5 titled [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.1.2 Additional Certifications Precedent to Contract Award

5.1.2.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and



provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

5.1.2.2 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.



ATTACHMENT 1 TO PART 5 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.

OR

- A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)



PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

Before the award of a contract, all Bidder personnel requiring access to OAG's classified or protected information, networks and/or office space MUST possess a valid Government of Canada Security Clearance at a minimum level of "Reliability Status". Bidders are to provide the name(s) of all such individuals together with evidence of the required security clearance(s). Such individuals will be expected to understand and adhere to the Government of Canada's Policy on Government Security and supporting tools (effective July 1, 2019) which include the Directive on Identity Management and the Directive on Security Management and any other relevant directive that may be implemented by the Government of Canada from time to time.

Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to permit time for receipt of the required security clearance will be at the sole and absolute discretion of the Contract Authority.



PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

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

- a) Section 01, Interpretation, is amended as follows:

Delete: "Canada", "Crown", "His Majesty" or "the Government" means His Majesty the King in right of Canada as represented by the Minister of Public Works and Government Services and any other person duly authorized to act on behalf of that minister or, if applicable, an appropriate minister to whom the Minister of Public Works and Government Services has delegated his or her powers, duties or functions and any other person duly authorized to act on behalf of that minister.

Insert: "Canada", "Crown", "His Majesty" or "the Government" means His Majesty the King in right of Canada as represented by the Auditor General of Canada and any other person duly authorized to act on behalf of the Auditor General.

- b) Section 02, Standard clauses and conditions, is amended as follows:

Delete: Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16, the clauses and conditions identified by number, date and title in the Contract are incorporated by reference and form part of the Contract as though expressly set out in the Contract.

Insert: The clauses and conditions identified by number, date and title in the Contract are incorporated by reference and form part of the Contract as though expressly set out in the Contract.

- c) Section 41, Integrity provisions – contract, is deleted in its entirety.

7.2.2 Supplemental General Conditions

The following clause applies to and forms part of the Contract:

4007 (2022-12-01) Ownership of intellectual property rights in Foreground Information



7.3 Security Requirements

The Contractor shall ensure all its personnel requiring access to the OAG's classified and/or protected, information, networks and/or office space, obtain and maintain a valid Government of Canada Security Status and/or Clearance at a minimum level of "Reliability Status" prior to accessing such information, networks and/or office space.

The Contractor shall provide the OAG with the name(s) of all such individuals together with evidence of the required security status and/or clearance(s). Such individuals will be expected to understand and adhere to the Government of Canada's Policy on Government Security (PGS) and supporting tools which include the Directive on Identity Management and the Directive on Security Management and any other relevant directives that may be implemented by the Government of Canada from time to time. In the event that an individual does not hold a Security Status and/or Clearance, the OAG can assist in processing one, prior to the awarding of the contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is for two (2) years from date of Contract to _____ inclusive (*to be completed at contract award*).

7.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: _____

Title: _____

Public Works and Government Services Canada

Acquisitions Branch

Directorate: _____

Address: _____

Telephone: ____-____-_____

Facsimile: ____-____-_____

E-mail address: _____

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform



work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.5.2 Technical Authority

The Technical Authority for the Contract is *(to be completed at contract award)*:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-_____

Facsimile: ____-____-_____

E-mail address: _____

The Technical Authority named above 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 Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

7.5.3 Contractor's Representative *(to be completed at contract award)*:

7.6 Proactive Disclosure of Contracts with Former Public Servants

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

7.7 Payment

7.7.1 Basis of Payment – Fixed Monthly Price

For the Work described in section III.B of the Statement of Work in Annex A and in consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a fixed monthly price in accordance with the Basis of Payment in Annex B. Customs duties are included and applicable taxes are extra.

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

7.7.2 Basis of Payment – Firm Hourly Rate

For the Work described in section III.A and Section III.C of the Statement of Work in Annex A, the Contractor will be paid firm hourly rates in accordance with the Basis of Payment in Annex B. Customs duties are included and Applicable Taxes are extra.



7.7.3 Limitation of Expenditure

For the Work described in section III.A and Section III.C of the Statement of Work in Annex A:

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

whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.4 Monthly Payment

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

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

7.7.5 Electronic Payment of Invoices – Contract

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

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)



7.7.6 Time Verification

For the Work described in section III.A and Section III.C of the Statement of Work in Annex A:

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions along with the monthly report described in Annex A – Statement of Work, section IV. of the Contract.

Invoices cannot be submitted until all work identified in the invoice has been completed and that monthly reports related to the Work identified in the invoice have been received and accepted by the Technical Authority.

2. The Contractor must distribute the invoices and reports as follows:

The original invoices and a monthly reports must be forwarded Technical Authority listed in under the section entitled "Authorities" of the Contract for certification and payment and to Finance at the address: finance@oag-bvg.gc.ca

7.9 Certifications and Additional Information

7.9.1 Compliance

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

7.9.3 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "[FCP Limited Eligibility to Bid](#)" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (*insert the name of the province or territory as specified by the Bidder in its bid*).

7.11 Priority of Documents



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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4007 (2022-12-01) Ownership of intellectual property rights in Foreground Information
- (c) the general conditions 2035 (2022-12-01), General conditions: Higher Complexity - Services
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*"), as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s) including its Inuit Benefits Plan. (if applicable).*

7.12 Foreign Nationals (Canadian Contractor **OR Foreign Contractor)**

(to be selected at contract award):

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

OR

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

7.13 Insurance

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

7.14 Dispute Resolution

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



ANNEX "A"

STATEMENT OF WORK

Database Administration and Monitoring Services

I. OBJECTIVE

The Office of Auditor General of Canada (OAG) requires database administration and monitoring services to proactively manage and monitor all activities related to high-value databases and their respective environments. The Contractor must provide database administration support and monitoring services, which include database monitoring tools as needed.

II. OPERATING ENVIRONMENT

A. Application Environment:

Tier 1 applications are systems that are considered critical to the conduct of audits, which include OAG's document management system and audit tool. Non-Tier 1 applications are those that are used by management and corporate services to ensure resources (financial and people) are available to complete audits or are used by management to plan audits.

B. Database Environment:

The database ecosystem at the Office of Auditor General of Canada (OAG) is made of three (3) environments referred to as Development (DEV), User Acceptance (UAT) and Production (PRD).

The following describes the current OAG Database environment:

- a. The OAG Oracle Relational Database Management System (RDBMS) production environment consists of:

- eleven (11) databases* (instances) running on an Oracle Linux v6.10 server
- one (1) database (instance) running on Oracle Linux v8.7 server

For a total of 12 Oracle databases (instances) representing about 165 GB of space.

**Note: currently upgrading the 11 databases (instances) Oracle Linux v6.10 server with Oracle Linux v8.7 with expected completion for September 30th, 2023.*

- b. The OAG Oracle Relational Database Management System (RDBMS) production database (instance) versions are:

- one (1) v19.17;
- one (1) v18.12;
- five (5) v11.2;
- five (5) v10.2

- c. The OAG Oracle Relational Database Management System (RDBMS) development and user acceptance environment consists of:

- eighteen (18) databases (instances) running on an Oracle Linux v6.10
- fifteen (15) database (instances) running on Oracle Linux v8.7 server

For a total of 33 Oracle databases (instances) representing about 1,286 GB of space.

- d. The OAG Oracle Relational Database Management System (RDBMS) development and user acceptance database (instance) versions are:

- fifteen (15) v19.17;
- seven (7) v18.12;
- two (2) v12.2;



- eight (8) v11.2;
- one (1) v10.2

An instance is defined as the combination of the system global area (SGA) and background processes. An instance is associated with one and only one database.

- e. The OAG Microsoft SQL Server production environment consists of:
- Six (6) Microsoft SQL Server 2014 databases running on Microsoft Windows Server 2012R2;
 - Four (4) Microsoft SQL Server 2016 databases running on Microsoft Windows Server 2019 including the cluster.

For a total of ten (10) Production Microsoft SQL Server databases representing about 1,779 GB of space.

- f. The OAG Microsoft SQL Server User Acceptance consists of:
- Four (4) Microsoft SQL Server 2016 databases running on Microsoft Windows Server 2019;
- g. The OAG development environment consists of:
- Five (5) Microsoft SQL Server 2014 databases running on Microsoft Windows Server 2012R2;
 - Three (3) Microsoft SQL Server 2016 databases running on Microsoft Windows Server 2019.

For a total of twelve (12) User Acceptance and Development Microsoft SQL Server databases representing about 6,644 GB of space

**Note: The SQL Server production environment consists of SQL Server 2014 Standard eventually moving to 2016 Enterprise editions supporting COTS, Microsoft .NET and Business Intelligence software in a high availability environment.*

III. DESCRIPTION OF WORK

In consideration of the operating environment described in section II, the required work consists of database administration and support services (described herein at sub-section A); database monitoring services (described herein at sub-section B); maintenance and development services (described herein at sub-section C). Note that reports introduced in this section are summarized in section IV, Reporting Requirements.

A. Database administration support services:

The Contractor must provide database administration support services to assist in the management of the current Oracle and Structure Query Language (SQL) Server DEV, UAT and PRD environments. The databased administration support services include the following tasks:

- a) assistance with database management,
- b) database object and security management,
- c) performance tuning,
- d) database upgrades and environment patching,
- e) jobs scheduling (automation of backups, alerts and database statistics, etc.),
- f) databases availability monitoring,
- g) disaster recovery site synchronization (management of the standby databases), and



- h) creation and maintenance of repositories for storing incrementally metrics information related to health indicators for each Oracle and SQL Server DEV, UAT and PRD environments.

At least once a month, the contractor must provide training, coaching and information to employees identified by the OAG Technical Authority (TA) on all relevant toolsets, scripts and capabilities used by the vendor to ensure all environments operate properly.

Contractor must provide database administration support services for the OAG Oracle and Microsoft SQL databases for DEV, UAT and PRD environment, ensuring tasks are performed proactively to ensure high availability (99.9%) of the databases. The work provided must include both off-site (remote) and on-site database administration services. It is expected that some of the work will fall outside of regular working hours (07:00–17:00 hrs Ottawa time, Monday to Friday) and will necessarily involve some work on evenings and week-ends.

B. Database monitoring services

The Contractor must provide all the necessary human and technology resources to meet the OAG databases monitoring requirements described in this section. The Contractor must also assist in the configuration and installation of components to monitor multiple zones in data centre environments.

The Contractor must provide database monitoring and support and perform tasks on either a daily or weekly basis as follows:

- i. Contractor must use its own monitoring technology/tools needed to perform the monitoring tasks listed below. It is important to note that the monitoring tool must be approved by the OAG Security unit prior to installing it on the OAG equipment (refer to section VI, Security Requirements, below).
- ii. Daily, the Contractor must verify the proper operation of all the PRD, UAT and DEV databases (starting with PRD first) and take appropriate action to rectify any problems by:
 - a. Verifying all databases are up and taking necessary actions as required;
 - b. Ensuring that the nightly backups have been completed successfully, and implementing corrective measures as needed;
 - c. Verifying that there are enough personnel available to ensure that environments are working as expected without performance issues for Input/Output throughput and application response times;
 - d. Verifying free spaces on tablespaces;
 - e. Verifying rollback segments;
 - f. Identifying space-bound objects (next extents);
 - g. Reviewing CPU, memory and disks space;
 - h. Verifying logs, errors, events, and ensuring that all logs for databases are sent to Security Information and Event Management (SIEM) as well as taking all necessary actions as required;
 - i. If issues arise in PRD, UAT and DEV environment within normal working hours or outside of normal working hours, the Contractor must report and resolve the issues as per timeframes specified in the following table:

Database Environment	Critical application (Tier-1) Timeframes	Non Critical application (non Tier-1) Timeframes
PRD environment	Report Issue Time: Within 1 Hour Resolving Issue Time: Within 24 Hours	Report Issue Time Within 2 Hours Resolving Issue Time: Within 24 Hours



UAT and DEV environment	Report Issue Time: Within 2 Hours Resolving Issue Time: Within 24 Hours	Report Issue Time: Within 4 Hours Resolving Issue Time: Within 48 Hours
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- iii. On a weekly basis, the Contractor must analyze the Oracle and SQL Server PRD, UAT and DEV databases to assess space usage and growth, and make recommendations to ensure that the PRD, UAT and DEV environments operate correctly. Once the analysis has been completed, the recommendations are to be included in a separate report to the OAG Technical Authority, within 5 business days, who will review and approve before the Contractor applies changes. The work will include:
 - a. Monitoring and graphing of system performance;
 - b. Monitoring space usage and trends;
 - c. Monitoring database error log followed by analysis and resolution as required;
 - d. Verifying fragmentation of tablespaces;
 - e. Assessing disk space availability;
 - f. Assessing database utilization and performance, optimizing queries;
 - g. Setting up and storing incremental information in repositories for each environment (Production, User Acceptance and development) with metrics, host/database, scripts;

- iv. On a weekly basis (it should be daily if issues with critical applications occur), the Contractor must be:
 - a. Reporting information on monitoring activities, alerts, problem, incidents detection tools and reporting capabilities. These could be included in the same incident report as in section B.iii above, along with recommendations towards the health of DEV, UAT and PRD environments.
 - b. Generating dashboard with the Health indicators of the environment including inventory information (e.g., version, group, type of the databases and its related toolsets). Information should include the history of changes and configuration management actions performed on each environment (e.g., root cause analysis with details for troubleshooting with corresponding error codes, trending analysis on performance of each environment, reports on testing the change for each environment), and providing problem detection capabilities with supporting reports (e.g., log on recurring errors, events, problem for each environment).

- v. Monitoring the OAG Analysis Services and Integration Services in the Microsoft SQL Server PRD, UAT and DEV environments as follows:
 - a. The Contractor must provide monitoring services in order to maintain production and user acceptance environments in a high availability (99.9%) setup, which includes but is not limited to, database mirroring, clustering and transaction logs shipping to Security information and event management (SIEM). The SQL Server databases support the OAG main audit management software.

- vi. The Contractor must also provide necessary resources, human or technological (monitoring software), to operate in a Remote Disaster Recovery (DR) site within Canada running both Oracle and SQL Server databases for the PRD environment for twenty-four (24) hours per day and seven (7) days a week (24/7).



C. Maintenance & development services

The Maintenance & development requirement involves the following services:

An initial review of the current database configurations, storage parameters, memory parameters, backup strategy, security strategy and application workload. The results of this review must include recommendations and necessary modifications to ensure proper operation of the Oracle and SQL Server DEV, UAT and PRD environments.

- a) The Contractor must provide, on-site or remotely using OAG devices, DBA services to manage and execute the planned upgrade to the RDBMS software or any other scheduled maintenance tasks (including Security patch/upgrade from Oracle, etc.). Detailed plan and maintenance tasks will be documented prior to commencing the work and must include testing activities being done in partnership with OAG staff. Work to be performed must adhere to standards and best practices, and will involve research activities as needed.
- b) The Contractor must provide database development and maintenance services to rectify problems with DEV, UAT and PRD environments.
 - i. This work could require both on-site and/or off-site work. Contractor will ensure that backups are working properly for each environments (DEV, UAT and PRD for all sub-groups/levels). A backup shall be deemed successful when all sublevels can be seamlessly recovered.
 - ii. If issues arise in PRD, UAT and DEV environments within normal working hours or outside of normal working hours, the Contractor must respond and resolve the issues as per timeframes specified in the following table:

Database Environment	Tier I application	Non Tier-I application
PRODUCTION	Response Time: Within 1 Hour Resolution Time: Within 24 Hours	Response Time: Within 2 Hours Resolution Time: Within 24 Hours
UAT and Dev	Response Time: Within 2 Hours Resolution Time: Within 24 Hours	Response Time: Within 4 Hours Resolution Time: Within 48 Hours

- c) It is also recognized that there may be issues that will require additional time to resolve, especially if it involves the assistance of an outside vendor such as Oracle Corporation or Microsoft. The Contractor must assist OAG staff in leading and managing with the vendor (such as Oracle Corporation and Microsoft) the resolution of issues, and provide a weekly formal status report to the OAG Technical Authority for critical application (Tier 1) problems.
- d) Maintaining the OAG Analysis Services and Integration Services in the Microsoft SQL Server production, user acceptance and development environments.
- e) The Contractor is responsible for maintaining the Microsoft SQL Server production and user acceptance environments in a high availability setup, which includes but is not limited to, database mirroring, clustering and transaction logs shipping to Security information and event management (SIEM). The SQL Server databases support the OAG main audit management software.
- f) The Contractor must also provide necessary resources, human or technological (monitoring software), to operate in a Remote Disaster Recovery (DR) site within Canada running both Oracle and SQL Server databases for the PRD environment for twenty-four (24) hours per day and seven (7) days a week (24/7).

III. RESPONSIBILITIES



A. IOAG Responsibilities

The OAG will:

- i. Inform the Contractor of any activity that may affect the project deliverables or deadlines.
- ii. Provide access to departmental networks.
- iii. Provide regular feedback to Contractor on emerging issues or concerns.
- iv. The OAG Technical Authority will provide the successful Contractor with existing documentation on an appropriate media. All documentation provided to the Contractor must be returned to the Technical Authority upon completion of the contract. The Technical Authority will also set-up the necessary mechanism and will provide the equipment and software to allow the Contractor to connect securely to the OAG network. No copy of the data is permitted.

B. Contractor Responsibilities

The Contractor will:

- i. Provide support to the OAG during the Threat and Risk Assessment and Security Authorization Assessment and Authorization (Certification Process) for the Contractor's monitoring tool/technology;
- ii. Provide support to OAG for performing Vulnerability Assessments against installed components of Contractor's monitoring tool/technology;
- iii. Communicate any problems or obstacles that may hinder the Contractor's ability to complete any necessary tasks and provide the deliverables outlined in this Statement of Work with OAG resources as soon as they arise.
- iv. Work with OAG resources to resolve any issues that may arise during the course of their work on this contract.
- v. All work will be carried out in close consultation with OAG resources.

IV. REPORTING REQUIREMENTS

The OAG technical authority shall receive a formal status report following the resolution of any problem affecting tier 1 applications for all environments described in the SoW. The report shall take the form of a Root Cause Analysis (RCA) and include information such as, but not limited to: time of event, systems affected, duration, scope and impact, stakeholders, description of the issue, corrective actions and key takeaways. In the event that resolving the issue involves an outside vendor, the Contractor shall provide a weekly formal status report to the OAG Technical Authority for critical application (Tier 1) problems.

The Contractor must also provide a monthly status report to be submitted with the invoice. The monthly report should include at minimum the following information:

- i. Associated incidents occurred during the period of reference - referencing the incident report provided : date of incident, subject/title of incident provided to OAG Technical Authority;
- ii. Weekly reports submitted for Database monitoring and support tasks (see section III.B)
- iii. Weekly Status reports submitted for Maintenance & development service (see section III.C)

The following table summarises the reporting requirements for the Contractor referencing the respective section in the SoW:

Report name	Description	Frequency
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RCA Status report	Provided for any Tier 1 application issue on all environments ((DEV,UAT, PRD), as described in section IV. of SoW	On an as needed basis, 5 business days following the resolution of the issue. AND Weekly for issues involving outside vendors until complete resolution.
Database Monitoring reports	As per section III.B.iii and III.B.iv above	Weekly
Database maintenance report	As per section III.C.c above	Weekly for issues involving outside vendors until complete resolution of the issue.
Monthly report	Provided with the invoice as described in section IV. of SoW and to be accepted by Technical Authority.	Monthly

V. WORK LOCATION AND TRAVEL

The Work required to deliver database administration, support and monitoring, development and maintenance services will be performed mainly remotely and occasionally on-site at OAG head office in Ottawa at 240 Sparks Street. The OAG will provide the necessary facilities to perform any on-site DBA work, as required. No travel expenses will be reimbursed to perform the work under this contract.

VI. SECURITY REQUIREMENTS

The Contractor must use an OAG laptop to access the OAG network, and the Contractor must provide monitoring services including its monitoring tool. The OAG Security group will be assessing the monitoring tool, prior to installing it on the OAG equipment. The Contractor must provide the information and supporting documentation about the software, which answers all of the following:

1. Information about the software/developer/vendor/country of origin
2. How the software interacts with the OS and external connection
3. Key Features of the software
4. Information Flow of the software
5. Network connection & integration with existing infrastructure
6. Existing vulnerabilities and patch release frequency of the vendor
7. Any information that is collected by the vendor/software

All Contractor personnel will possess a Government of Canada (GoC) security clearance at a minimum of Reliability Status prior to commencing any work under the Contract.

Contractor must agree to follow the OAG Security rules and regulations when working on-site or remotely (e.g. rules related to issuance of an Entrust (PKI) certificate). Connection to the OAG network will be done using only approved OAG supplied software and hardware equipment.

When conducting off-site work, the Contractor agrees to follow the rules and regulations associated with the issue of an Entrust (PKI) certificate. Connection to the OAG network will be done using only approved OAG supplied software and hardware equipment. Under no circumstances should any additional software be installed on the OAG supplied equipment unless specifically authorized by the OAG Technical Authority. In addition, any work off premise must be in OAG approved facilities when processing the Protected B data.



ANNEX "B"

BASIS OF PAYMENT

For Work described at section III.B of Annex A, Statement of Work:

Table 1—Fixed Monthly Price					
Category	Contract Year 1 <i>(from contract award to 12 months later)</i>	Contract Year 2 <i>(end of Contract Year 1 to 12 months later)</i>	Optional Year 1 <i>(end of Contract Year 2 to 12 months later)</i>	Optional Year 2 <i>(end of Option Year 1 to 12 months later)</i>	Optional Year 3 <i>(end of Option Year 2 to 12 months later)</i>
Database Monitoring Services	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

For Work described at section III.A and section III.C of Annex A, Statement of Work:

Table 2—Firm Hourly Rate					
Category	Contract Year 1 <i>(from contract award to 12 months later)</i>	Contract Year 2 <i>(end of Contract Year 1 to 12 months later)</i>	Optional Year 1 <i>(end of Contract Year 2 to 12 months later)</i>	Optional Year 2 <i>(end of Option Year 1 to 12 months later)</i>	Optional Year 3 <i>(end of Option Year 2 to 12 months later)</i>
Database Administration Support Services	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____
Maintenance and Development Services	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____