

**Request for proposal (RFP) under Competitive Method 1 against the  
Temporary Help Services (THS) for the National Capital Region (NCR)  
method of supply**

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## PART A: General information

This requirement is issued by the following department: Department of National Defence (DND)

The RFP reference number for this solicitation is: **S4778071**

The terms and conditions set out in the [Supply Arrangement for Temporary Help Services in the National Capital Region](#) between the SA holder and Canada, as represented by the Minister of Public Works and Government Services Canada (PWGSC), are hereby incorporated into this document. The SA holder offers and agrees to sell and supply to the Minister, upon the terms and conditions set out herein, including the attachments hereto, the services listed herein and on any attached sheets at the price(s) set out therefore. Responses to a RFP by an SA holder will be considered as an offer to sell.

[2003, Standard Instructions - Goods or Services - Competitive Requirements \(2022-03-29\)](#) are incorporated into this document by reference with the following alteration: as per subsection "05 Submission of bids", bids to this solicitation will remain open for acceptance for a period of 15 days.

### 1. Invitation to bid

Department of National Defence (DND) has a requirement for work that falls under the THS for the NCR supply arrangement. This requirement is open to the following THS for the NCR supply arrangement holders:

1019837 Ontario Inc.

3056058 Canada inc.

9149481 Canada Inc.

ACOSYS CONSULTING SERVICES INC./ SERVICES CONSEILS ACOSYS INC., THE HALIFAX COMPUTER CONSULTING GROUP INC., in Joint Venture

ADRM Technology Consulting Group Corp.

Akkada Professional Services Inc.

BRYCA Solutions Inc.

Contract Community Inc.

Dublin Bay Ltd.

Eagle Professional Resources Inc.

IPSS INC.

Makwa Resourcing Inc. and Koroc Consulting Inc. in JOINT VENTURE

Mindwire Systems Ltd.

Olav Consulting Corp

S.I. SYSTEMS ULC

The name and co-ordinates of the contracting authority can be found in Part D: Resulting contract clauses.

### 2. Bid response due date and time

**Responses to this solicitation are to be sent by email to the following email address:** [CFSGO-GTemporaryHelp-GSFCO-Gdaidetemporaire@forces.gc.ca](mailto:CFSGO-GTemporaryHelp-GSFCO-Gdaidetemporaire@forces.gc.ca)

**Responses must be sent no later than the following date :** 12<sup>th</sup> January 2024

**Responses must be sent no later than the following time :** 3:00PM ET

Bidders must direct all enquiries to the email address above. A "Bidder's response form" is included in Part E of this document.

## PART B: Requirement

### 1. Statement of work

The work to be undertaken is indicated below and in the statement of work at Annex A in Part D.

### 2. Estimated contract period

The estimated contract period will be from **22<sup>nd</sup> January 2024 to 20<sup>th</sup> December 2024**  
The contract length will be for **48 weeks.**

### 3. Resource required

The following table is to identify the requirement by providing the service category, their level of expertise, their need to be bilingual or not, number of references\* Interview required or not and the estimated number of hours for the required resource.

#### Resource required

Category of resource	Level of expertise	Must the resource be bilingual(Y/N)	Number of References*	Interview Required (Y/N)
Stream 5.1- Computer Application Support	Senior	Yes	1	Yes

Estimated Number of hours	Maximum number of resumes accepted under this requirement
1732.5	3

**\*Please provide references who can validate that the information submitted in response to the solicitation is accurate.**

The following table is to identify to the supplier what is the language proficiency needed from the resource.

Language (English Essential, French Essential or Bilingual)	Oral	Comprehension	Written
Bilingual	Advanced	Advanced	Advanced

### 4. Work location

60 Moodie Drive, Ottawa ON

## **5. Travel and Overtime requirements**

Is there a travel or overtime requirement?

No

## **6. Security requirement**

6.1 Before award of a contract, the following conditions must be met:

- (a) the bidder must hold a valid organization security clearance as indicated in Annex C;
- (b) the bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Annex C;
- (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's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Annex C, if a document safeguarding requirement is indicated;
- (e) the bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding, if a document safeguarding requirement is indicated;

6.2 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.

6.3 For additional information on security requirements, bidders should refer to the [Contract Security Program](#).

## **7. Use of individual protective equipment and Occupational Health and Safety (OHS) guideline(s)**

7.1 The following individual protective piece(s) of equipment is/are required while working on site:

- face covering mask if required..

It is the bidder's responsibility to include the cost associated with the provision of personal protective equipment for its resources in their all-inclusive hourly rates for the duration of the contract.

## PART C: Basis of selection

### 1. Basis of selection method

#### Right-fit

To be declared responsive, a bid must:

- i. comply with all the requirements of the RFP;
- ii. include a total bid price below \$400,000.00 CDN (travel and living expenses, and applicable taxes included);
- iii. meet all minimum mandatory criteria for the THS category identified in Part B;
- iv. meet the additional mandatory criteria and security requirement included below, if any are identified; and,
- v. include pricing that falls within a band between -20% and +20% of the median total hourly rate when 3 or more bids received by Canada are responsive to the mandatory technical criteria in ii and iii. When only 2 bids are responsive to the mandatory technical criteria, the higher priced bid may be selected if its price is within 25% of the lowest priced bid.

Bids not meeting (i) or (ii) or (iii) or (iv) or (v) will be declared non-responsive. [Minimum mandatory criteria](#) for THS categories can be found on the [THS for the NCR website](#).

#### Additional mandatory criteria

Number	Additional mandatory criteria (maximum of two (2) extra)	Cross reference to proposal [bidder to insert]
M1	<p>The proposed resource must hold the following:</p> <ul style="list-style-type: none"> <li>· A Master's <i>or</i> Ph.D in Electrical Engineering <i>or</i> Computer science.</li> <li>· Microsoft Certified Professional</li> </ul> <p>Proof of Certification and Proof of Education must be provided. Failure to do so will result in non-compliance.</p> <p>(The list of recognized organizations can be found under the Canadian Information Centre for International Credentials website, at the following internet link):  <a href="http://www.cicic.ca/1374/obtain-an-academic-credential-assessment-for-generalpurposes/index.canada">http://www.cicic.ca/1374/obtain-an-academic-credential-assessment-for-generalpurposes/index.canada</a>)</p>	<i>bidder to insert</i>
M2	<p>The bidder must also clearly demonstrate that the proposed resource has a minimum of 2 years' experience within the last 3 years within a Defence, Intelligence or National Security domain:</p> <ul style="list-style-type: none"> <li>· Architectural guidance for Microsoft Dynamics version 8.2 and 9.0 On-Premises infrastructure platforms.</li> <li>· Microsoft Dynamics CRM customization, workflows, configuration, and JavaScript,</li> </ul>	<i>bidder to insert</i>

	<p>SQL, Active Directory, SharePoint, Oracle Service Bus, and .NET integration for CRZ (Classified Restricted Zones).</p> <ul style="list-style-type: none"> <li>· Development and configuration of Azure DevOps CI/CD pipelines for solution release automation.</li> <li>· Support and configuration of 15 or more Azure Virtual machines.</li> </ul> <p>At a minimum, the following must be provided for each project referenced:</p> <ul style="list-style-type: none"> <li>•Name and description of client organization and relevant experience</li> <li>•Timeframe (from-to dates month/year)</li> <li>•Description of the roles and responsibilities</li> <li>•Detailed example(s) demonstrating the relevant experience; and</li> <li>•References* (Name, Title, phone number and email address).</li> </ul> <p>* Reference checks will only be conducted to confirm the information provided, such as task types, completion verification, and adherence to timeline.</p>	
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**\*\*Security Requirement:**

Number	Security Requirement as per the SRCL Form in Annex C	Comments
1	The bidder must hold a valid <b>Secret</b> organization security clearance as indicated in Annex C.	<i>Fill out the Security Clearance Form attached</i>

**\*\*While we do accept pending security clearance / pending registered controlled goods program certificate as per Section 6.1 in Part B, the Contracting Authority may deem a bid non-responsive if failing to meet the security requirement in time for the proposed start date.**

The bidder must clearly demonstrate how they meet each mandatory criteria. Bidders are advised that only listing experience without providing any supporting information or reusing the same wording as the RFP, will not be considered “demonstrated” for the purpose of this evaluation.

For each resume submitted, the bidder must ensure that:

- the proposed individual's name is clearly indicated
- the resume clearly states where, when and how the stated qualifications/experience of the individual were acquired, including contact information of a reference that can confirm the information provided
- the resume clearly demonstrates duties and relevance to the requirements

Furthermore, bidders are also advised that the month(s) of experience listed for a project whose timeframe overlaps that of another referenced project, will only be counted once.

**Right-fit justifications allowed to select the proper resource**

Department of National Defence (DND) will select the successful bid on basis of right-fit from among the responsive bids. One or more justification(s) from amongst any of the justification(s) below will be used to determine the successful bidder in terms of meeting the right-fit basis of selection:

- Specialized education which will improve the quality of services to be provided
- Additional certifications which will improve the quality of services to be provided
- Additional experience which will improve the quality of services to be provided
- Knowledge of relevant government policies or procedures which will improve the quality of services to be provided
- Better proficiency in one or both official languages which will improve the quality of the services to be provided

Interviews may be administered to select the best resource from among the bids determined as responsive according to the rules above.

The responsive bid determined to correspond to one or more of the right fit justification(s) will be selected for award of a contract.

**1.1 Example of basis of selection – Right-fit**

Category	Bid A	Bid B	Bid C	Bid D	Median price	Lowest price
Data entry clerk, Jr	\$ 25.00	\$ 21.87	\$ 18.00	\$ 26.00	\$ 23.44	\$ 18.00

The median price is calculated as follows:

Order the bids from lowest to highest: **\$18, \$21.87, \$25, and \$26**

**The median price =  $\{(n + 1) \div 2\}$** , where “n” is the number of bids =  $\{(4+1) \div 2\} = 2.5$

\$21.87 is in the 2nd position and \$25 is in the 3<sup>rd</sup> position, so 2.5 is the price halfway between these = **\$23.44.**

Category	Lower median limit (-20%)	Upper median limit (+20%)	Within median band	Lowest price +25%	Within 25% band
Data Entry Clerk, Jr	\$ 18.75	\$ 28.12	A,B,D	\$ 22.50	B and C

**Ineffective median band situation (All compliant bids fall outside of the median band):**

When and only when three (3) or more compliant bids result in a median band that excludes all bidders, Canada may, but will have no obligation to, either cancel the request for proposal and re-solicit or decide to select a bidder among all otherwise compliant bids using one or more of the five right fit justification(s).

In addition, Canada may, but will have no obligation to, require price support information. If Canada requests price support, the bidder must provide at a minimum an invoice (referencing a contract serial number or other unique contract identifier) that shows that the bidder has provided and invoiced a customer (with whom the bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the National Capital Region.

## **2. In the case of an identical resource or identical resources proposed by more than one bidder**

Following validation of the consent or proof of employment, if the successful bidder's proposed resource withdraws or becomes unable to provide the services before the contract award, the resource will no longer be considered from any other bidder who offered that same resource for the performance of the contract.

## **3. Replacement of a resource prior to contract award**

If the successful bidder's proposed resource recommended for the contract award withdraws and/or becomes unable to provide its services for the performance of the contract, at any time between the closing date and time of the RFP and the award of the contract, the bidder must immediately inform the contracting authority of the reason for the replacement.

The bidder must propose, at the same hourly rate indicated in its bid, one replacement who must meet all of the mandatory requirements contained in the RFP and, if applicable, obtains an equal or higher score obtained by the originally proposed resource on the point rated criteria of the RFP. Upon request by the contracting authority and within the time allowed (minimum of one business day), the bidder must provide the necessary information to allow assessment of the replacement, including but not limited to, its name, qualifications and experience. Failure to respond to the request will result in the bid being declared non-responsive.

## **4. Bid challenge and recourse mechanisms**

Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

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)

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



## PART D: Resulting contract clauses

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

### 1.0 Statement of work

The contractor must perform the work in accordance with the Statement of work at Annex A.

### 2.0 Standard clauses and conditions

All clauses and conditions identified in the contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Services and Procurement Canada (PSPC).

### 2.1 General conditions

[2010B \(2022-12-01\) General conditions: Professional services \(medium complexity\)](#) apply to and form part of the contract.

### 3.0 THS resulting contract clauses

The resulting contract clauses enumerated in the contractor's THS for the NCR [supply arrangement](#) apply to and form part of the contract.

### 4.0 Security requirement

#### **Security requirement for Canadian supplier: Public Works and Government Services Canada (PWGSC) file #S4778071 Common-professional services security requirement check list #19**

1. The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid facility security clearance at the level of **secret**, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC)
2. The contractor/offeror personnel requiring access to **protected/classified** information, assets or sensitive work site(s) must **each** hold a valid personnel security screening at the level of **reliability status or secret** as required, granted or approved by the CSP, PWGSC
3. The contractor/offeror **must not** remove any **protected/classified** information from the identified work site(s), and the contractor/offeror must ensure that its personnel are made aware of and comply with this restriction
4. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP, PWGSC
5. The contractor/offeror must comply with the provisions of the:
  - a. Security Requirements Check List and security guide (if applicable), attached at Annex C
  - b. Contract Security Manual (latest edition)

### 4.1 Use of individual protective equipment and occupational health and safety guideline(s)

The contractor warrants that its resources will follow at all times the Occupational Health and Safety (OHS) guidelines in force in the workplace during the contract period. Canada reserves the right to modify the OHS guideline, if required, to include any future recommendations proposed by the Public Health Agencies.

### 5.0 Term of contract

### 5.1 Period of contract

[To be inserted at contract award]

## **5.2 Maximum duration of contracts**

A contract awarded under the THS for the NCR supply arrangement must not exceed 48 consecutive weeks including all absences.

On an exceptional basis only, a contract may be amended to extend the duration of an assignment period up to a maximum of 24 consecutive weeks beyond the limit of 48 consecutive weeks. The total extended duration must not exceed 72 consecutive weeks. Extensions past 48 weeks must only be issued on the condition that the following requirements are met:

- i. the duration of the assignment period, including any contract amendments that impact the assignment period, must be more than 40 consecutive weeks;
- ii. the amendment to extend the duration of the assignment period must be issued after the first 40 consecutive weeks of the assignment period; and
- iii. the contracting authority must notify THS for the NCR of the issued amendment by email within 2 business days of issuing the amendment.

The contractor agrees that, during the extended periods of the contract, it will be paid in accordance with the applicable provisions as set out in Annex B: Basis of payment.

## **6.0 Authorities**

### **6.1 Contracting authority**

The contracting authority for the contract is:

[To be inserted 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.

### **6.2 Technical authority**

The technical authority for the contract is:

[To be inserted at contract award]

The technical 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 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.

### **6.3 Contractor's representative**

[To be inserted at contract award]

## **7.0 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.

## 8.0 Payment

### 8.1 Basis of payment

The contractor will be paid for the actual hours worked at the firm hourly rates in Annex B: Basis of payment. The contractor will be paid an initial half hour minimum charge calculated from the time the contractor's employee arrives on-site. Customs duties are included and applicable taxes are extra.

#### 8.1.1 Travel and living expenses

Canada will not accept any travel and living expenses incurred by the contractor in the performance of the work, for:

- (i) services provided within the National Capital Region (NCR). The National Capital Region (NCR) is defined in the *National Capital Act (Revised Statutes of Canada)*, 1985, c.N-4, S.2. The *National Capital Act* is available on the Justice website: <https://laws.justice.gc.ca/eng/acts/N-4/>
- (ii) any travel between the contractor's place of business and the NCR.

### 8.2 Method of 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:

- an accurate and complete invoice and any other documents required by the contract have been submitted in accordance with the invoicing instructions provided at 8.2.1 below;
- all such documents have been verified by Canada;
- the work performed has been accepted by Canada.

## 9.0 Certifications 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.

### 9.1 Compliance with on-site measures, standing orders, policies, and rules

The contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the work is performed.

## 10.0 Applicable laws

The contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario. *[May be revised by contractor before contract award]*

## 11.0 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.

1. The Articles of Agreement
2. the THS for the NCR supply arrangement (SA) [resulting contract clauses](#)

3. [2010B \(2022-12-01\) General conditions: Professional services \(medium complexity\)](#)
4. Annex A: Statement of work
5. Annex B: Basis of payment
6. the Security Requirements Check List at Annex C (if applicable)
7. the contractor's bid dated \_\_\_\_\_ [*To be inserted at contract award*]

## **12.0 Discretionary audit - non-commercial goods and services**

The estimated amount of profit included in the contractor's price or rate certification is subject to audit by Canada, before or after payment is made to the contractor under the conditions of the contract. The purpose of the audit would be to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the contractor on a series of negotiated firm price and fixed-time rate contracts performed during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).

If the audit demonstrates that the actual profit is not reasonable and justifiable, as defined above, the contractor must repay Canada the amount found to be in excess.

## **13.0 Foreign nationals (Canadian contractor)**

The contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the contract. If the contractor wishes to hire a foreign national to work in Canada to fulfill the contract, the contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

## **14.0 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](#)".

## **15.0 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.

## **16.0 Defence Production Act**

SACC Manual clause A9006C (2012-07-16) Defence Contract

## ANNEX A - Statement of work

### 1. Scope

The Directorate for Application Modernization, Integration and Innovation (DAMII) is requesting a 5.1 Computer, application support resource to provide expertise in MS Dynamics 365 server and application architecture for new and existing MS Dynamics 365 capabilities.

#### 1.1. Objective

The Department of National Defence has a requirement to obtain professional services specializing in support of MS Dynamics 365 servers, solution architecture, SharePoint integration, ADX portal integration, SSL/TLS certificates installation and to supplement and mentor Applications Management, Integration & Innovation teams.

#### 1.2. Background

DAMII has undergone a re-organization of resources in order to improve software development lifecycle model. This includes the upgrading of current version of MS Dynamics 365 on-premises servers and applications from v8.2 to v9.1, in development and production environments. The upgrade of applications running the new version of MS Dynamics 365 will require SharePoint, portal and in-house built services integration and configuration to support the uninterrupted operation of critical applications.

DAMII has multiple projects in-flight that require additional support, on an interim basis, until the ECMS support team can be established with more permanent Full Time Equivalent (FTE) and/or contractor resources.

#### 2.1 Scope of work

Requirement- Provide technical and operational support for Enterprise Case Management (ECMS) platform, running on MS Dynamics 365 on-premises software solution. DAMII 5 works directly with clients and horizontal services within the Department of National Defence (DND), as well as external partners (SSC) to provide up to data security, authentication capabilities and integration features for applications hosted in ECMS environment.

An Application/Solution Architect is required in order to:

- 1) Deliver In-Service-Support (ISS) for the Enterprise Case Management System (eCMS), delivered using the Microsoft Dynamics 365 On-Premises on Windows environments
- 2) Provide Dynamics 365 Platform maintenance and documentation
- 3) Support platform monitoring, tuning, reporting and capability planning
- 4) Emergency support, resolve incidents and improve the stability
- 5) Upgrade/migration of servers and applications to new product releases and documentation

#### 2.2 Travel and Overtime costs

Travel and/or overtime will not be required for the completion of tasks, and will therefore not be reimbursed.

## 2.3 Tasks

Throughout the contract period, the resource must have skills and expertise in using the following:

- 1) ECMS In-Service Support (ISS)\* is defined as performing the following tasks:
  - a. Designing, Testing and Implementing services
  - b. Installing/Maintaining/Upgrading components of the Enterprise Case Management System
  - c. Performance Monitoring and Tuning of the Enterprise Case Management System
  - d. Backup and Recovery of Enterprise Case Management System Configuration
  - e. Evaluating, installing, configuring, testing, and upgrading Enterprise Case Management System on Windows server 2016+ environment
  - f. Evaluating, testing, and debugging Enterprise Case Management System products

The knowledge and experience with following tools are required for In-Service-support tasks:

- Windows PowerShell
- Dynamics 365 Deployment manager
- SQL Server management Studio
- Internet Information Services
- MS Visual Studio, .Net Framework, C#, JavaScript
- SQL Server Reporting Services
- Active Directory and/or Active Directory Federated Services
- MS SharePoint
- Other tools related to the administration of Dynamics 365
- Other tools related to the administration of the SharePoint

## 2) Dynamics 365 Platform Maintenance and Documentation

- a. Provide preliminary impact analysis for any Dynamics 365 platform changes.
- b. Ensure that all specified requirements and/or changes are met by their design.
- c. Perform testing and clearly show that the Dynamics 365 COTS continues to meet functional application requirements. Schedules and standards will be established by the Technical Authority prior to testing depending on the work to be completed.
- d. Provide a written record of decisions made, the discussions leading to the decisions and the action required.
- e. Coordinate with the Technical Authority and application/system manager to perform the approved tasks.
- f. Provide updated documentation on all configuration changes.

- g. Liaise with Networking teams and Architecture teams to define and establish new firewall rules, and network communication flows via the Dynamics 365 platform,
- i. Liaise with Networking teams and Architecture to integrate supporting technologies into the core Dynamics 365 platform such as Active Directory, SMTP mail servers, SharePoint servers, SQL Server Reporting Servers, Enterprise Service Bus, SAML and authentication providers, etc.
- h. Use .NET C# language and Dynamics 365 API to architect, design, review and/or develop custom plug-ins and web services to be used by the Dynamics 365 platform based on source and destination system requirements and business requirements following standard development lifecycle methodologies.

### 3. Platform Monitoring and Tuning, Reports and Documentation

- a. Develop, test and document the automated procedures in order to conduct efficient Dynamics 365 monitoring and tuning.
- b. Monitor the performance of the Dynamics 365 platform and integration flows in order to maintain the services at acceptable levels, by performing the following:
  - o Provide performance monitoring and tuning Schedule
  - o Provide a preliminary impact analysis for any changes due to performance problems, ensuring that all specified requirements and /or changes are addressed.
  - o Provide written record of decisions made, the discussions leading to the decisions and the action required.
  - o Coordinate with the Technical Authority and perform the approved tasks.
  - o Create automated jobs and alerts whenever possible to monitor the performance of the platform.

### 2. Emergency Support, Reports and Documentation

- a. Provide emergency production support in case of unexpected production problems or damaged production installation.
- b. Coordinate with the Technical Authority to perform the emergency fixes against the Dynamics 365, SharePoint 2016, SQL Server Reporting Service platforms as required.
- c. Resolve and document any problems and describe the corrective action.
- d. Provide a problem and resolution report.
- e. Respond to problems and requests received by stakeholders.
- f. Provide updated documentation on all enterprise case management platform changes. (Dynamics 365, SharePoint 2016, SQL Server Reporting Server 2016, Web Services and plug-ins)

### 3. Upgrading / migrating to new product releases and Documentation

- a. Develop, test and document procedures in order to upgrade, patch or migrate the eCMS (Dynamics 365/SharePoint/SSRS) platform as new versions of the software become available:
  - Provide a preliminary impact analysis for any changes due to migration, upgrading, or patching.
  - Communicate with the Technical Authority to explain upgrade/migration strategy/plan and obtain approval for upgrading/migration.
  - Provide a written record of decisions made, the discussions leading to the decisions and the action required.
  - Provide a work plan to implement the upgrade/migration.
  - Coordinate with the Technical Authority to implement the upgrade/migration.
  - Provide updated step by step documentation on all changes.

#### 2.4 Language of Work

All tasks and deliverables must be completed in English. The resources must be fluent in English. Fluent means being able to communicate orally and in writing without any assistance and with minimal errors.

#### 2.5 Location of Work

The contractor's resource will be required to work remotely. Work on-site could be occasionally required and will be within the health and safety rules of the Government of Canada. The resource will be required to attend various types of meetings on occasion.

The DND/CAF will ensure that all provisions of the Accessible Canada Act will be adhered to. Should the Contractor's resource be required to work on-site, all means will be taken to provide all required equipment for the Contractor's resource to render the required services. Should work be conducted off-site and Contractor's resource is required to access the DWAN, a laptop or tablet will be provided. Any other equipment would be the responsibility of the Contractor or Contractor's resource to provide.



## **ANNEX B – Basis of payment**

The winning bidder's rates will be included here at the time of contract award.

# ANNEX C – Security requirements check list

COMMON-PS-SRCL#19



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat S4778071
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	Department of National Defence	2. Branch or Directorate / Direction générale ou Direction DAMII
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail DAMII is requesting a 5.1 computer, application support resource to provide expertise in MG Dynamics 365 server and application architecture for new and existing MG Dynamics 365 capabilities		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No / Non	<input checked="" type="checkbox"/> Yes / Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Etranger <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"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of Information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

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**PART A (continued) / PARTIE A (suite)**

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui  
Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

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

Special comments:  
Commentaires spéciaux : \_\_\_\_\_

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



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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 CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens																
Production																
IT Media / Support TI																
IT Link / Lien électronique																

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

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

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

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



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Gouvernement du Canada

COMMON-PS-SRCL#19

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<b>PART D - AUTHORIZATION / PARTIE D - AUTORISATION</b>			
<b>13. Organization Project Authority / Chargé de projet de l'organisme</b>			
Name (print) - Nom (en lettres moulées) Kenneth Byrne	Title - Titre Section Head	Signature BYRNE, KENNETH 442	<small>Digitally signed by BYRNE, KENNETH 442 Date: 2023.11.30 15:36:53 -05'00'</small>
Telephone No. - N° de téléphone 613-462-5950	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel kenneth.byrne@forces.gc.ca	Date Nov 30, 2023
<b>14. Organization Security Authority / Responsable de la sécurité de l'organisme</b>			
Name (print) - Nom (en lettres moulées) Sasa Medjovic	Title - Titre Senior security analyst	Signature MEDJOVIC SASHA 234	<small>Digitally signed by MEDJOVIC, SASHA 234 DN: cn=CN, o=FORCES, ou=US, email=S.MEDJOVIC@FORCES.GC.CA, postalCode=K1A 0K6 Reason: All the entries of this document Signed by: SASHA 234 Date: 2023.12.12 10:00:00 GMT Post-POP Policy Version: 3.0.1</small>
Telephone No. - N° de téléphone 613-996-0288	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel sasa.medjovic@forces.gc.ca	Date
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
<b>16. Procurement Officer / Agent d'approvisionnement</b>			
Name (print) - Nom (en lettres moulées) Hung Truong	Title - Titre A/DAMII Director	Signature TRUONG, HUNG 695	<small>Digitally signed by TRUONG, HUNG 695 Date: 2023.11.30 15:49:37 -05'00'</small>
Telephone No. - N° de téléphone 613-668-4361	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel hung.truong2@forces.gc.ca	Date
<b>17. Contracting Security Authority / Autorité contractante en matière de sécurité</b>			
Name (print) - Nom (en lettres moulées) Jacques Saumur	Title - Titre Quality Assurance Officer	Signature Saumur, Jacques 0	<small>Digitally signed by Saumur, Jacques 0 Date: 2019.10.30 08:26:37 -04'00'</small>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel jacques.saumur@tpsgc-pwgsc.gc.ca	Date

## PART E: Bidder response form

In addition to providing a completed version of this form, it is the Bidder's responsibility to include all relevant information required to meet all RFP requirements and evaluation criteria.

### Bidder information

Legal name of bidder: \_\_\_\_\_

Procurement Business Number (PBN) of bidder: \_\_\_\_\_

### Bidder's representative:

Name and title of person authorized to sign on behalf of the bidder:

Name of authorized bidder representative: \_\_\_\_\_

Telephone number of authorized bidder representative: \_\_\_\_\_

Email address of authorized bidder representative: \_\_\_\_\_

### The bidder:

Is submitting a bid in response to this RFP: **YES** \_\_\_\_ **NO** \_\_\_\_

### Proposed resource pricing

Name of resource	Category & level of expertise	Required personnel security screening	Bilingual (Y/N)	Firm hourly rate*	Estimated total hours	Total estimated cost (GST/HST excluded)
	5.1 – Computer Application Support – Senior	Secret	Yes	\$	1732.5	\$
<b>Sub-total:</b>						\$
<b>Applicable taxes:</b>						\$
<b>Total bid price:</b>						\$

**\*The hourly rate for the proposed resource must remain the same in the event that the bidder submits more than 1 resume.**

### Certifications precedent to contract award

The certifications set out below are to be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the contracting authority will so inform the bidder and provide the bidder with a time frame within which to meet the requirement.

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after contract award. The contracting authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the contracting authority for additional information will also render the bid non-responsive.

#### a) Integrity Provisions – required documentation

By submitting a bid, the bidder certifies that the bidder and its Affiliates are in compliance with the provisions as stated in [Section 01 Integrity Provisions – Bid of Standard Instructions – Foods or Services – Competitive Requirements](#). The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

Pursuant to section 01 of Standard Instructions 2003, bidders who are incorporated or a sole proprietorship, including those bidding as a joint venture, must submit a complete list of names of all individuals who are currently directors of the bidder, or the name of the owner, as applicable. Bidders bidding as societies, firms or partnerships do not need to provide a list of names. Furthermore, as determined by the Special Investigations Directorate, Departmental Oversight Branch, each individual named on the list may be requested to complete Consent to a Criminal Record Verification form and provide associated information. Consult sections [4.21. Integrity Provisions](#), [5.16. Integrity Compliant](#), and [8.70.2. Compliance with the Integrity Provisions](#) of the Supply Manual.

#### **b) 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.

#### **c) Price certification**

The bidder must provide, on Canada's request, one or more of the following price support, if applicable:

- a) a current published price list indicating the percentage discount available to Canada; or
- b) copies of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- c) a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- d) price or rate certifications
- e) any other supporting documentation as requested by Canada.

#### **d) Consent and replacement of resource**

The bidder must provide a written/electronic consent signed by the proposed resource before the closing date and time of the RFP. In cases where the proposed resource is a full time employee of the bidder, a proof of employment signed by an authorized representative of the bidder, such as Chief Financial Officer or Human Resource Director must be provided.

To be considered valid, the written/electronic consent or proof of employment must have been obtained/signed during the solicitation period and reference the solicitation number. It must also include a statement confirming the availability of the resource for the performance of the contract during the period mentioned in the RFP. Failure to provide the proper documentation will result in the bid being declared non-responsive.



By providing either a written/electronic consent or proof of employment, the bidder certifies that the information included on the consent or proof of employment for the proposed resource, for this requirement, is true and accurate.

**e) Former public servants (FPS) in receipt of a pension**

As per the definition provided under Standard Acquisition Clauses and Conditions Manual (SACC) Manual clause [A3025T -Former Public Servant - Competitive Bid](#) (2020-05-04) 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. the name of former public servant
- b. the 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 of the Treasury Board Secretariat of Canada](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

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

**By submitting a bid, the bidder confirms they understand and acknowledge the above terms and conditions.**

**Person authorized to sign on behalf of the bidder or the firm (print name):**

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_