



Shared Services Canada

Service Desk and Enterprise
Command Centre Services

Attachment 4.1 Technical Criteria [and Forms]



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1 Mandatory Project Documents

- (1) This section describes the Mandatory Technical Criteria associated with the Bidder’s proposed response.
- (2) A Bidder will be declared non-responsive as a result of not providing one or more acceptable responses to mandatory criteria or directly as a result of providing responses that do not demonstrate an adequate understanding of the requirements of the Statement of Work and or imply best efforts.
- (3) In preparing its response, the Bidder should not make any assumptions regarding Work to be performed by Canada unless indicated in the RFP. The Bidder should ask questions if they are not certain whether certain functions will be performed by Canada or not. If the Mandatory responses indicate that Canada will perform functions not specified in the SOW, Canada will assess the response as non-compliant given that understanding the allocation of responsibilities is an important aspect of understanding the requirement.
- (4) To facilitate bid preparation and evaluation, Bidders must prepare and submit their proposal using the tables provided. When completing the grids, the specific information which demonstrates the requested criteria and reference to the page number of the bid should be incorporated so that the evaluator can verify this information.

Table 1 Mandatory Technical Criteria

Identifier	Description	Evaluation Criteria	Location in Proposal
MR1	<p>REFERENCED CONTRACTS</p> <p>The bidder must demonstrate that they currently provide or have previously provided IT Support Services, as described in Annex A – Statement of Work.</p> <p><u>The bidder must provide 2 customer references (“Referenced Contracts”) where:</u></p> <ul style="list-style-type: none"> (a) the bidder was the Prime contract holder for the indicated services; (b) the Total Contract Value exceeded \$20,000,000CDN (applicable taxes excluded); (c) the contract duration was for a minimum of 24 consecutive operational months; and (d) the contract was awarded at any time in the last 10 years prior to the closing date of this RFP. <p>For the response, see Form 2 Client Reference Verification for Mandatory Technical Criteria and</p>	<p>The bidder must provide a detailed description for the Referenced Contracts that demonstrates how they met the criteria.</p>	



Table 1 Mandatory Technical Criteria

Identifier	Description	Evaluation Criteria	Location in Proposal
	submit one fully completed form for each required reference.		



Table 1 Mandatory Technical Criteria

Identifier	Description	Evaluation Criteria	Location in Proposal
<p>MR2</p>	<p>RELEVANT EXPERIENCE</p> <p>The bidder must demonstrate that they currently provide or previously provided services and positions within the Referenced Contracts that meet a minimum quantity, and are sufficiently similar in nature to those services described in Annex A – Statement of Work.</p> <p><u>Each Referenced Contract must have included:</u></p> <ul style="list-style-type: none"> (a) a minimum of 80 or more concurrent resources engaged in similar activities to those required in Annex A – Statement of Work; (b) a minimum of 60 concurrent Service Desk Agent resources engaged in similar activities to those required in Annex A – Statement of Work; and (c) must have required that the bidder perform at least 4 out of the following functions described in Annex A – Statement of Work (or their equivalent): <ul style="list-style-type: none"> i. Service Delivery Manager; ii. Service Desk Agent; iii. Account Administrator; iv. Reporting Analyst; v. Quality Assurance Analyst; and vi. Service Desk Team Lead. <p>For the response, see Form 2 Client Reference Verification for Mandatory Technical Criteria and submit one fully completed form for each required reference.</p>	<p>The bidder must provide a detailed description for the Referenced Contracts that demonstrates how they met the criteria:</p> <p>Where a demonstration of equivalency is required, the letter must include an attestation that the work was equivalent to that of the service requirements described Annex A – Statement of Work Section 5.0 – specifically, that it included 80% or more of the tasks associated with the service categories described therein.</p>	



Table 1 Mandatory Technical Criteria

Identifier	Description	Evaluation Criteria	Location in Proposal
MR3	<p>TRANSITION PLAN</p> <p>The bidder will be required to plan, manage and execute an effective “transition-in” from incumbent resources to bidder resources. Accordingly, the bidder must provide a draft “Transition Plan”</p> <p><u>At a minimum, the Transition Plan must include:</u></p> <ul style="list-style-type: none"> (a) a description of methodologies to be used to support the transition approach; (b) a summary of key phases and/or activities required to accomplish the transition timeline and milestones using the above-described methodologies; and (c) a list and description of transition risks and risk mitigation approaches in detail. The risk mitigation approaches must be both reasonable and practically employable under Shared Services Canada’s technical and organizational environment/constraints; and (d) a list of specific benefits that will result from the full implementation of the transition plan. Benefits can be direct or indirect, short-term or long-term and quantified benefits will be considered most relevant. 	<p>The bidder must describe, in detail, how execution of the Transition Plan will ensure timely transition of the IT Support Service with minimal risk of service disruption or degradation, and realization of specific benefits identified by the bidder.</p>	
MR4	<p>SERVICE PROVIDER FACILITY</p> <p>The bidder must describe the physical delivery location and infrastructure that will address accommodation requirements set out in Annex A – Statement of Work.</p> <p><u>At a minimum, the description must include the following:</u></p> <ul style="list-style-type: none"> (a) address of facility; (b) description of facility; (c) description of technical infrastructure and interface with SSC provided elements(see 	<p>The bidder must describe, in detail, how its approach to delivery location(s) and infrastructure addresses the “Facility Requirements” set out in Annex A – Statement of Work.</p> <p>For greater certainty, the valid Facility Security Clearance referred to in Section 4 may not be the same as the service provider facility proposed in Section 1</p>	

Table 1 Mandatory Technical Criteria

Identifier	Description	Evaluation Criteria	Location in Proposal
	<p>ANNEX A SOW: Appendix H Financial Responsibility Matrix and ANNEX A SOW Section 2.0/3.0/4); and</p> <p>(d) Facility Security Clearance - the Bidder must demonstrate that it holds a valid Government of Canada Facility Security Clearance at the level of Secret issued by PSPC.</p>	<p>through 3. In that instance, upon contract award, the bidder will work expeditiously to obtain a Facility Security Clearance for the service provider facility proposed in Section 1 through 3.</p>	
MR5	<p>DISTRIBUTED WORKFORCE APPROACH (“DW APPROACH”)</p> <p>The bidder will be required to provide resources that will be accommodated from within the Service Provider Facility and, at times, working from home. Accordingly, the bidder must describe a proposed approach to remote work-from-home that addresses the specific risks/challenges of utilizing a distributed workforce.</p> <p><u>At a minimum, the DW Approach must include the following:</u></p> <p>(a) a sample Remote Work Agreement; and</p> <p>(b) a description of the approach to ensure resource compliance with the Remote Work Agreement (including minimum infrastructure requirements).</p>	<p>The bidder must describe, in detail, how its approach to remote work-from-home addresses the specific risks/challenges of utilizing a distributed workforce, and the Remote Requirements” set out in Annex A – Statement of Work.</p>	
MR6	<p>BUSINESS CONTINUITY PLANNING AND DISASTER RECOVERY APPROACH (BCP & DR APPROACH)</p> <p>The bidder must describe a proposed Business Continuity Planning (BCP) and Disaster Recovery (DR) approach that addresses the business continuity and service restoration requirements set out in Annex A – Statement of Work.</p>	<p>The bidder must provide a detailed Business Continuity Planning and Disaster Recovery approach that addresses the requirements set out in Annex A – Statement of Work (Section 2.1.3 Disaster Recovery and Business Continuity Planning) and aligns to the specific nuances of the bidder’s proposed solution with respect to delivery location and infrastructure.</p>	

Table 1 Mandatory Technical Criteria

Identifier	Description	Evaluation Criteria	Location in Proposal
MR7	<p>SURGE CAPACITY</p> <p>The bidder must accommodate increases in resource requirements associated with increases in contact volumes (up to 30%) for short or long term events (i.e. Olympic Games, G-7, G-20, Elections, Francophone Games etc.) with 90 days notification of increased capacity requirements and duration thereof.</p>	<p>The bidder must describe in detail how it will address forecasted increases in resource requirements for finite durations, with a return to normal staffing levels thereafter.</p>	

2 Point Rated Criteria

- (1) This section describes the Point Rated Criteria associated with the Bidder’s proposed response.
- (2) In this section, details should be provided regarding the qualifications, relevant experience and expertise. The experience of each bidder must be clearly identified by providing a summary/description of the previous projects worked on and indicating when the work was carried out, and the client for whom the work was carried out.
- (3) Responses to Point Rated Criteria will be allocated points based on the approach described in Table 2.
- (4) Bidders must receive a minimum score of 70% (98 points or more) to be considered compliant.

Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
RR1	<p>TRANSITION EXPERIENCE</p> <p>The bid should contain a description of a similar transition effort where the bidder was responsible for conducting the transitioning “in” of services similar to those described in MR3 and in ANNEX A - statement of work.</p> <p><u>At a minimum, the description should include the following assertions:</u></p> <ul style="list-style-type: none"> (a) the transition occurred according to the transition plan; (b) the transition occurred without disruption to client service attributable to the bidder’s performance; (c) the transition occurred on time as per transition schedule; and (d) the transition occurred on budget. <p>The Proposal must contain a client reference and contact information in order to validate the bidder’s assertions. It is acceptable that this reference be the same as either of the references given in MR1 if applicable. For the response, see Form 3 Client Reference Verification for Point Rated Technical Criteria and submit one fully completed form.</p>	<p>5 Points awarded for each of the following Positive Assertions:</p> <ul style="list-style-type: none"> i. The transition occurred according to the transition plan; ii. The transition occurred without disruption to the client service attributable to the bidder’s performance; iii. The transition occurred on time as per the transition schedule; and iv. The transition occurred on budget. <p>0 Points Awarded for Negative Assertions or Invalidated Positive Assertions.</p> <p>No partial points awarded.</p> <p>MAXIMUM POINTS: 20</p>	

Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
RR2	<p>RISKS ASSOCIATED WITH RECRUITMENT/RETENTION OF QUALIFIED RESOURCES</p> <p>The bid should describe the risks associated with the recruitment and retention of qualified resources, and how the bidder’s solution will mitigate those risks.</p> <p><u>At a minimum, the description should:</u></p> <p>(a) demonstrate an understanding of the risks associated with the recruitment and retention of qualified resources;</p> <p>(b) provide an insightful assessment of the potential impact to Shared Services Canada of the materialization of the risks associated with the recruitment and retention of qualified resources;</p> <p>(c) assess the likelihood that the risks associated with the recruitment and retention of qualified resources will be experienced; and</p> <p>(d) articulate a risk mitigation approach that addresses the risks associated with the recruitment and retention of qualified resources (in the context of the bidder’s proposed solution), including, but not limited to:</p> <ul style="list-style-type: none"> i. a mechanism for monitoring the risk over the term of the contract; ii. a process to keep the contract authority / technical authority informed of the status of the risk over the term of the contract; iii. a Mitigation Plan to reduce impact of the risk; and iv. a list of contingency actions 	<p>4 Points awarded for each of the following elements addressed:</p> <ul style="list-style-type: none"> i. challenges presented by the labour market for skilled resources; ii. unique resource needs in the bidder’s solution; iii. nature of the work and impact on resource retention; iv. importance of key resources to the success of the bidder’s solution; v. bidder’s experiences with resource turnover on previous or current engagements; vi. probability that recruiting and/or retention risks will be a factor on this engagement. <p>6 Points awarded for each of the following elements of the bidder’s risk mitigation approach addressed:</p> <ul style="list-style-type: none"> i. a mechanism for monitoring the risk over the term of the contract; ii. a process to keep the contract authority / technical authority informed of the status of the risk over the term of the contract; iii. a Mitigation Plan to reduce impact of the risk; and iv. a list of contingency actions available in the event that the Mitigation Plan is inadequate. 	

Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
	available in the event that the Mitigation Plan is inadequate.	<p>0 Points awarded for Missing or Inadequately Described elements.</p> <p>No partial points awarded.</p> <p>MAXIMUM POINTS: 48</p>	
RR3	<p>RISKS ASSOCIATED WITH THE ABILITY TO PROVIDE TIMELY AND EFFECTIVE TRAINING FOR RESOURCES</p> <p>The bid should identify the risks associated with the bidder’s ability to provide timely and effective training for personnel to ensure that resource forecast staffing levels are met with “qualified” resources, and how the bidder’s solution will mitigate those risks.</p> <p><u>At a minimum, the description should:</u></p> <p>(a) demonstrate an understanding of the risks associated with the ability to provide timely and effective training for personnel;</p> <p>(b) provide an insightful assessment of the potential impact to Shared Service Canada of the materialization of the risks associated with the ability to provide timely and effective training for personnel;</p> <p>(c) assess the likelihood that the risks associated with the ability to provide timely and effective training for personnel will be experienced; and</p> <p>(d) articulate a risk mitigation approach that addresses the risks associated with the ability to provide timely and effective training for personnel (in the context of the</p>	<p>2 Points awarded for each of the following elements addressed:</p> <ul style="list-style-type: none"> i. unique skills and knowledge requirements in the bidder’s solution; ii. required balance between on the job training and formal training programs; iii. nature of work and impact on resource skills and knowledge requirements; iv. rated understanding of the importance of Key sets; v. bidder’s experiences with training issues on previous or current engagements; and vi. probability that recruiting and/or retention risks will be a factor on this engagement. <p>2 Points awarded for each of the following elements of the bidder’s risk mitigation approach addressed:</p> <ul style="list-style-type: none"> i. a mechanism for monitoring the risk over the term of the contract; ii. a process to keep the contract authority / technical authority informed of the 	



Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
	<p>bidder's proposed solution), including, but not limited to:</p> <ul style="list-style-type: none"> i. a mechanism for monitoring the risk over the term of the contract; ii. a process to keep the contract authority / technical authority informed of the status of the risk over the term of the contract; iii. a Mitigation Plan to reduce impact of the risk; and iv. a list of contingent actions available in the event that the Mitigation Plan is inadequate. 	<p>status of the risk over the term of the contract;</p> <ul style="list-style-type: none"> iii. a Mitigation Plan to reduce impact of the risk; and iv. a list of contingency actions available in the event that the Mitigation Plan is inadequate. <p>0 Points awarded for Missing or Inadequately Described elements.</p> <p>No partial points awarded.</p> <p>MAXIMUM POINTS: 20</p>	
RR4	<p>SERVICE PROVIDER FACILITY</p> <p>For the physical facility identified in MR4, the bidder must describe the physical delivery location and infrastructure that will address accommodation requirements set out in Annex A – Statement of Work. In addition, the bidder should identify attributes of the physical facility that will have the greatest impact on in-scope resources accommodated therein.</p>	<p>1 Point awarded for each of the following features of the physical facility:</p> <ul style="list-style-type: none"> i. was constructed or substantially renovated within 10 years prior to the closing date of this RFP; ii. has dedicated space for “in scope” resources, segregated from other Service Provider resources; iii. has state-of-the art safety systems (including but not limited to fire, smoke detection and suppression); iv. has state-of-the-art security features (including but not limited to surveillance cameras, card access and on-site security personnel); v. has accessibility features (including, but not limited to ramps and sufficient elevators for number of floors 	



Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
		<p>and occupants);</p> <ul style="list-style-type: none"> vi. has LEED Certification; vii. is within close proximity to public transit (30 metres or less to station/stop); viii. has parking within the building or within close proximity to the building (30 meters or less); ix. is within close proximity to greenspace/parks for breaks and recreation x. is within close proximity to restaurants, food courts; and xi. has kitchen and food preparation areas; xii. has reputable building management and reputable tenants; and xiii. is located in a desirable location with respect to the safety and convenience of Service Provider resources. <p>MAXIMUM POINTS: 13</p>	
RR5	<p>DISTRIBUTED WORKFORCE APPROACH (“DW APPROACH”)</p> <p>The DW Approach provided under Mandatory Requirement (MR5) will be evaluated based on whether the response addresses the specific requirements set out in MR5 and the overall requirements described in Annex A – Statement of Work.</p> <p><u>At the a minimum the DW Approach should:</u></p>	<p>6 Points awarded for each of the following elements addressed:</p> <ul style="list-style-type: none"> i. challenges associated with a distributed work force; ii. minimum performance standards required for resources to “qualify” to work remotely; iii. minimum infrastructure requirements; iv. description of how a mandated, scheduled periodic 	



Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
	<p>(a) demonstrate that the bidder understands the specific risks/challenges associated with a distributed work force;</p> <p>(b) identify minimum performance standards required for resources to “qualify” to work remotely;</p> <p>(c) identify minimum infrastructure requirements;</p> <p>(d) describe how a mandated, scheduled periodic return to the Service Provide facility will enhance agent productivity;</p> <p>(e) describe the approach to remotely manage agent productivity (specifically the process to be followed to ensure minimum performance standards are met and maintained);</p> <p>(f) describe the approach to achieve inter-agent collaboration (i.e. emergent issues trending etc.).</p>	<p>return to the Service Provide facility will enhance agent productivity;</p> <p>v. approach to remotely manage agent productivity (specifically the process to be followed to ensure minimum performance standards are met and maintained);</p> <p>vi. approach to achieve inter-agent collaboration (i.e. emergent issues trending etc.).</p> <p>0 Points awarded for Missing or Inadequately Described elements.</p> <p>No partial points awarded.</p> <p>MAXIMUM POINTS: 36</p>	
RR6	<p>DIVERSITY RECRUITMENT</p> <p>Additional 2 points will be awarded to bidders who demonstrate, in a 1-5 page document, their commitment to providing opportunities, assistance and encouragement for any one of the following under-represented groups.</p> <p><i>“Under-Represented” only comprises:</i></p> <ul style="list-style-type: none"> • <i>Indigenous Peoples means persons who are Indians, Inuit or Métis;</i> • <i>Person with disabilities means persons who have a long-term or recurring physical, mental, sensory, psychiatric or learning impairment and who</i> <ul style="list-style-type: none"> ○ <i>consider themselves to be disadvantaged in employment</i> 	<p>MAXIMUM POINTS: 2</p>	



Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
	<p><i>by reason of that impairment, or</i></p> <ul style="list-style-type: none"> ○ <i>believe that a employer or potential employer is likely to consider them to be disadvantaged in employment by reason of that impairment,</i> ○ <i>and includes persons whose functional limitations owing to their impairment have been accommodated in their current job or workplace;</i> <ul style="list-style-type: none"> ● <i>Gender and Diversity including Women. Gender Identity (LGBTQ2+: includes lesbian, gay, bisexual, trans(gender), queer and two-spirit people.);</i> ● <i>Members of Visible Minorities : members of visible minorities means persons, other than Aboriginal peoples, who are non-Caucasian in race or non-white in colour.</i> <p>Contents of the document should include:</p> <p>1) The prime contractor’s approach to achieving a better representation of Under-Represented Groups and increasing diversity within its Canadian corporate structures and broader supply chains in Canada.</p> <p><i>Examples could include efforts to increase the senior management and workforce participation of designated groups or to integrate businesses that are predominantly led by designated groups into supply chains, skill development and training, hiring, providing opportunities to SME owned or managed by under-represented groups, and, identify if the business is: owned,</i></p>		



Table 2 Point Rated Criteria			
Identifier	Description	Evaluation Criteria	Location in Proposal
	<p><i>led and the percentage of employee belonging to the following groups.</i></p> <p>2) Data on under-represented groups present in the enterprise (owners, managed at senior level);</p> <p>3) The Bidder’s public approach to promoting diversity, inclusion, equality;</p> <p>4) The Bidder’s corporate anti-discrimination policies;</p> <p>5) Training available to educate the bidder’s workforce on diversity and inclusion;</p> <p>6) Available statistics on proportion of designated groups employed at all levels of the bidder’s firm in Canada;</p> <p>7) How diversity and inclusion is factored into the bidder’s supplier selection methods in Canada; or</p> <p>Other corporate activities that seek to increase or support diversity.</p>		
R7	<p>GREEN INITIATIVE</p> <p>The bidder/offeror should demonstrate in its bid/offer that they are participating in Canada’s Net-Zero Challenge, by providing a participant letter from Environment and Climate Change Canada.</p> <p>The bidder/offeror should provide copy of a participation letter from the Canada’s Net-Zero Challenge prior to contract award.</p>	<p>1 point = The bidder/offeror is a participant of Canada’s Net-Zero Challenge or equivalent initiative</p>	

3 Point Rated Scoring Summary

Table 3 Rated Criteria Point Distribution		Reference		Maximum Points ¹
Technical Dimension	Definition	MRx	RRx	
TRANSITION PLAN	The bid should contain a description of a similar transition effort where the bidder was responsible for conducting the transitioning “in” of services similar to those described in MR3 and in ANNEX A - statement of work.	MR3	RR1	20
RISKS ASSOCIATED WITH RECRUITMENT/RETENTION OF QUALIFIED RESOURCES	The bid should describe the risks associated with the recruitment and retention of qualified resources, and how the bidder’s solution will mitigate those risks.	N/A	RR2	48
RISKS ASSOCIATED WITH THE ABILITY TO PROVIDE TIMELY AND EFFECTIVE TRAINING FOR RESOURCES	The bid should identify the risks associated with the bidder’s ability to provide timely and effective training for personnel to ensure that resource forecast staffing levels are met with “qualified” resources, and how the bidder’s solution will mitigate those risks.	N/A	RR3	20
SERVICE PROVIDER FACILITY		MR4	RR4	13
DISTRIBUTED WORKFORCE APPROACH (“DW APPROACH”)	The DW Approach provided under Mandatory Requirement (MR5) will be evaluated based on whether the response addresses the specific requirements set out in MR5 and the overall requirements described in Annex A – Statement of Work.	MR5	RR5	36
DIVERSITY RECRUITMENT	1-5 page document, their commitment to providing opportunities, assistance and encouragement for any one of the under-represented groups	N/A	RR6	2
GREEN INITIATIVE	participating in Canada’s Net-Zero Challenge, by providing a participant letter from Environment and Climate Change Canada	N/A	RR7	1
RATED CRITERIA POINT DISTRIBUTION				140

¹Bidder’s failing to receive a minimum score of 70% (at least 98 points of the available 140 points) will be deemed non-responsive.



FORM 1

BID SUBMISSION FORM

BID SUBMISSION FORM	
Bidder's full legal name <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>	
Jurisdiction of Contract: Province in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force adjustment directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant"
Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the Bidder if it	



were awarded the Contract. This information is for information purposes only and will not be evaluated.]	
Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i> <i>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</i>	
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.	
Signature of Authorized Representative of Bidder	



FORM 2

**CLIENT REFERENCE VERIFICATION FORM
FOR MANDATORY TECHNICAL CRITERIA**

Bidder	Name:									
	Address:									
<p>As a Reference for the firm identified above, by signing below, I confirm that I am a representative of the Organization identified below and that I have read and understood the Mandatory Technical Criteria described in the bid solicitation.</p> <p>An email attestation from the primary or backup contact will be accepted. The email attestation must accompany the completed form(s) as an attachment and should include a statement in the email itself similar to the following: "As a Reference for the firm identified in the attached, by providing this email, I confirm that I am a representative of the Organization identified in the attached and that I have read and understood the Mandatory Technical Criteria described in the attached page(s)."</p> <p>The Contact should enter "Yes" or "No" or "UR", where "UR" means Unable to Respond, for each Mandatory Technical Criterion (M.1 to M.2) in the table below. If the Contact does not enter "Yes" or "No" or "UR" for a Mandatory Technical Criterion, the response will be deemed to be "No" for that Mandatory Technical Criterion.</p> <p>By responding "Yes" in the table below to a Mandatory Technical Criterion, the Contact agrees that the Bidder named above has delivered all of the services in the quantities and/or durations specified for the Mandatory Technical Criterion under the contract referenced below.</p> <p>By responding "No" in the table below to a Mandatory Technical Criterion, the Contact agrees that the Bidder named above has not delivered all of the services in the quantities and/or durations specified for the Mandatory Technical Criterion under the contract referenced below.</p> <p>By responding "Unable to Respond" ("UR") in the table below to a Mandatory Technical Criterion, the Contact agrees that it is unwilling or unable to provide any information about whether the Bidder named above has delivered all of the services in the quantities and/or durations specified for the Mandatory Technical Criterion under the contract referenced below. So that Canada can ensure this process is fair to all the Bidders, if the Contact chooses a response that indicates "Unable to Respond" for any of the Mandatory Technical Criteria in the table below, it will be treated as a "No" response.</p> <p><u>Mandatory Technical Criteria:</u> <i>(Client reference to complete)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;"><i>Mandatory</i></th> <th style="text-align: left;"><i>Requirement</i></th> <th style="text-align: left;"><i>Met</i></th> </tr> </thead> <tbody> <tr> <td><i>MR1 (a)</i></td> <td><i>the bidder was the Prime contract holder for the indicated services;</i></td> <td></td> </tr> <tr> <td><i>MR1(b)</i></td> <td><i>the Total Contract Value exceeded \$20,000,000CDN (applicable taxes excluded);</i></td> <td></td> </tr> </tbody> </table>		<i>Mandatory</i>	<i>Requirement</i>	<i>Met</i>	<i>MR1 (a)</i>	<i>the bidder was the Prime contract holder for the indicated services;</i>		<i>MR1(b)</i>	<i>the Total Contract Value exceeded \$20,000,000CDN (applicable taxes excluded);</i>	
<i>Mandatory</i>	<i>Requirement</i>	<i>Met</i>								
<i>MR1 (a)</i>	<i>the bidder was the Prime contract holder for the indicated services;</i>									
<i>MR1(b)</i>	<i>the Total Contract Value exceeded \$20,000,000CDN (applicable taxes excluded);</i>									



MR1(c)	<i>the contract duration was for a minimum of 24 consecutive operational months; and</i>	
MR1(d)	<i>the contract was awarded at any time in the last 10 years prior to the closing date of this RFP.</i>	
MR2(a)	<i>a minimum of 80 or more concurrent resources engaged in similar activities to those required in Annex A – Statement of Work;</i>	
MR2(b)	<i>a minimum of 60 concurrent Service Desk Agent resources engaged in similar activities to those required in Annex A – Statement of Work; and</i>	
MR2(c)	<i>must have required that the bidder perform at least 4 out of the following functions described in Annex A – Statement of Work (or their equivalent):</i> <ul style="list-style-type: none"> i. <i>Service Delivery Manager;</i> ii. <i>Service Desk Agent;</i> iii. <i>Account Administrator;</i> iv. <i>Reporting Analyst;</i> v. <i>Quality Assurance Analyst; and</i> vi. <i>Service Desk Team Lead.</i> 	

(Bidder to complete):

Client Organization Name: _____

Client Contract Number for Reference Project (if applicable): _____

Name of Project Authority / Executive:	
Project Name:	
Project Start and End Dates:	
Brief Project Description: (maximum of 250 words)	



Relevance to Evaluation Criteria: (maximum of 250 words)	
(Client reference to complete):	
<p style="text-align: center;">Primary Contact Information</p>	Name: Title: Phone: Email: Signature: Date:
<p style="text-align: center;">Backup Contact Information from the same organization</p>	Name: Title: Phone: Email: Signature: Date:



FORM 3

**CLIENT REFERENCE VERIFICATION FORM
FOR POINT RATED TECHNICAL CRITERIA**

Bidder	Name:
	Address:

As a Reference for the firm identified above, by signing below, I confirm that I am a representative of the Organization identified below and that I have read and understood the Point Rated Technical Criteria described in the bid solicitation.

An email attestation from the primary or backup contact will be accepted. The email attestation must accompany the completed form(s) as an attachment and should include a statement in the email itself similar to the following: "As a Reference for the firm identified in the attached, by providing this email, I confirm that I am a representative of the Organization identified in the attached and that I have read and understood the Point Rated Technical Criteria described in the attached page(s)."

The Contact should enter "Yes" or "No" or "UR", where "UR" means Unable to Respond, for each Point Rated Technical Criterion (R.1) in the table below. If the Contact does not enter "Yes" or "No" or "UR" for a Point Rated Technical Criterion, the response will be deemed to be "No" for that Point Rated Technical Criterion.

By responding "Yes" in the table below to a Point Rated Technical Criterion, the Contact agrees that the Bidder named above has delivered all of the services in the quantities and/or durations specified for the Point Rated Technical Criterion under the contract referenced below.

By responding "No" in the table below to a Point Rated Technical Criterion, the Contact agrees that the Bidder named above has not delivered all of the services in the quantities and/or durations specified for the Point Rated Technical Criterion under the contract referenced below.

By responding "Unable to Respond" ("UR") in the table below to a Point Rated Technical Criterion, the Contact agrees that it is unwilling or unable to provide any information about whether the Bidder named above has delivered all of the services in the quantities and/or durations specified for the Point Rated Technical Criterion under the contract referenced below. So that Canada can ensure this process is fair to all the Bidders, if the Contact chooses a response that indicates "Unable to Respond" for any of the Point Rated Technical Criteria in the table below, it will be treated as a "No" response.

Point Rated Technical Criteria:
(Client reference to complete)

<i>Rated</i>	<i>Rated</i>	<i>Complete Yes/NO/UR</i>
<i>RR1(a)</i>	<i>the transition occurred according to the transition plan;</i>	
<i>RR1(b)</i>	<i>the transition occurred without disruption to the client service attributable to the bidder's performance;</i>	



RR1(c)	the transition occurred on time as per the transition schedule; and	
RR1(d)	the transition occurred on budget.	

(Bidder to complete):

Client Organization Name: _____

Client Contract Number for Reference Project (if applicable): _____

Name of Project Authority / Executive:	
Project Name:	
Project Start and End Dates:	
Brief Project Description: (maximum of 250 words)	
Relevance to Evaluation Criteria: (maximum of 250 words)	

(Client reference to complete):

Primary Contact Information	Name: Title: Role in the Project: Phone: Email: Signature: Date:
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<p>Backup Contact Information from the same organization</p>	<p>Name: Title: Role in the Project: Phone: Email: Signature: Date:</p>
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**FORM 4
CODE OF CONDUCT CERTIFICATION FORM**

Adresse de courriel /E-mail Address:
Ministère/Department:
Dénomination sociale complète du fournisseur / Complete Legal Name of Supplier
Adresse du fournisseur / Supplier Address
NEA du fournisseur / Supplier PBN
Numéro de la demande de proposition Request for Proposal Numbers
Membres du conseil d'administration (Utilisez le format - Prénom Nom) Board of Directors (Use format - first name last name)
1. Membre / Director
2. Membre / Director
3. Membre / Director
Autres Membres/ Additional Directors:

