



**RETURN BIDS TO :**

**RETOURNER LES  
SOUSSIONS À:**

Bid Receiving Shared Services Canada |  
Services partagés Canada  
Julie.bampton@ssc-spc.gc.ca

**REQUEST FOR PROPOSAL**

**DEMANDE DE PROPOSITION**

**Proposal To:** Shared Services Canada  
We hereby offer to sell to His Majesty the King in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out thereof.

**Proposition aux:** Services partagés Canada  
Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées  
**Instructions : See Herein**  
ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction  
**Instructions: Voir aux présentes**  
énumérés ici sur toute feuille ci-annexées, au(x) prix indiqué(s)

*Comments - Commentaires*

**This document contains a Security Requirement**

**Vendor/Firm Name and address**  
Raison sociale et adresse du fournisseur/de l'entrepreneur

**Issuing Office – Bureau de distribution**

*Shared Services Canada – SA Authority*  
Enterprise IT Procurement  
Internal Digital Services Procurement  
99 Metcalfe Street  
Ottawa, Ontario K1G 4A8

<b>Title – Sujete</b> Service Desk Professional Services - Enterprise Service Desk, End User Service Desk and Enterprise Command Centre	
<b>Solicitation No. – N° de l'invitation</b> R000166971	<b>Date</b> May 17, 2024
<b>Client Reference No. – N° référence du client</b> R000166971	
<b>CanadaBuys Reference No. – N° de reference de SEAG</b> R000166971	
<b>File No. – N° de dossier</b> R000166971	
<b>Solicitation Closes – L'invitation prend fin</b> <b>at – à 2:00 PM</b> <b>on – le 27-Jun-2024</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Inquiries to : - Adresser toutes questions à:</b> Julie Bampton	<b>Buyer Id – Id de l'acheteur</b> C09
<b>Telephone No. – N° de téléphone :</b> 613-790-5915	<b>FAX No. – N° de FAX</b> 613-948-0990
<b>Destination – of Goods, Services, and Construction:</b> <b>Destination – des biens, services et construction :</b> See Herein	
<b>Delivery required - Livraison exigée</b> See Herein	<b>Delivered Offered – Livraison proposée</b>
<b>Vendor/firm Name and address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<b>Facsimile No. – N° de télécopieur</b> <b>Telephone No. – N° de téléphone</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/firm (type or print)-</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b> _____



# REQUEST FOR PROPOSAL

## ENTERPRISE SERVICE DESK, END USER SERVICE DESK AND ENTERPRISE COMMAND CENTRE PROFESSIONAL SERVICES FOR SHARED SERVICES CANADA

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**List of Annexes to the Resulting Contract:**

Annex A Statement of Work

- Part 1 - End User Service Desk/Enterprise Service Desk
- Part 2 – Incident Management/Coordination
- Part 3 – Enterprise Command Centre

- Appendix A – Category Descriptions
- Appendix B – Organization Structure
- Appendix C – Governance
- Appendix D – Reporting Requirements
- Appendix E – Service Level Descriptions
- Appendix F – Resource Performance Assurance
- Appendix G – Timing of Reporting, Meetings and Events
- Appendix H – Financial Responsibilities Matrix



Appendix I to Annex A – Service Level Descriptions  
Appendix J to Annex A - Task Authorization Procedures  
Appendix K to Annex A - Task Authorization Request and Acceptance Form  
Appendix L to Annex A - Resource Assessment Criteria and Response Tables  
Appendix M to Annex A - Certifications at the Task Authorization Stage  
Appendix N to Annex A – Disclosure of Resources working on multiple contracts  
Appendix O to Annex A – Additional Financial Information for Proposed Resources

Annex B Basis of Payment  
Annex C Security Requirements Check List  
Annex D Federal Contractors Program for Employment Equity – Certification  
Annex E Privacy Obligations

**List of Attachments to Part 2 (Bidder Instructions):**

Attachment 2.1: SSC Standard Instructions for Procurement Documents

**List of Attachments to Part 3 (Bid Preparation Instructions):**

Attachment 3.1: Pricing Tables

**List of Attachments to Part 4 (Evaluation Procedures and Basis of Selection):**

Attachment 4.1: Technical Criteria

**Forms:**

- Form 1 - Bid Submission Form
- Form 2 - Client Reference Verification Form for Mandatory Technical Criteria
- Form 3 - Client Reference Verification Form for Point-Rated Technical Criteria
- Form 4 - Code of Conduct Certification Form

If there are discrepancies between the English and French versions, English version prevails.



## **PART 1 GENERAL INFORMATION**

### **1.1 Introduction**

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

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

The annexes include the Statement of Work and its appendices, Basis of Payment, Security Requirements Checklist, Federal Contractors Program for Employment Equity – Certification, and Insurance Requirements.

### **1.2 Summary**

- a) This bid solicitation is being issued by SSC. The resulting contract will be used by Shared Service Canada as a task base contract to provide Enterprise Service Desk, End User Service Desk and Enterprise Command Centre professional Services.
- b) The professional services resources required will be responsible to provide support for the following areas:
  - **The Enterprise Service Desk (“ESD”)** The Enterprise Service Desk (“ESD”), operating as the first point of contact for all Partner Service Desks, Small Departments and Agencies (SDA), Vendors, Support Providers and SSC infrastructure support groups (SSR) using either a desk-to-desk or IT-to-IT support model. ESD services involves the creation, triage and escalation of incident reporting, Service Requests and Change Management, which includes ticket creation, escalation, and resolution wherever possible. The ESD serves as the escalation point of contact for all in-scope tickets from Partner Service Desks, SDAs, Vendors and SSRs. The ESD also provides a single point-of-contact on status inquiries and informational requests pertaining to service requests, incidents and change requests.
  - **End User Service Desk (EUSD)** The End User Service Desk (“EUSD”) operates three service desks supporting the desktop environments for three Customer Departments. The EUSD service includes the reporting of incidents, service desk support, and the fulfilment of service requests. The EUSD agents are dedicated to their assigned Customer Department, with cross-training between select Customer service desks undertaken where applicable. Where Canada intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair advantage.



The Bidder acknowledges that it is within Canada's sole discretion to determine whether a conflict of interest, unfair advantage or an appearance of conflict of interest or unfair advantage exists.

- **Enterprise Command Centre:** The ECC division of the Service Management Operations and Transformation (SMO&T) Directorate is responsible for monitoring the health and well-being of all SSC IT Services and Configuration Items. Through the use of monitoring, the ECC identifies potential and actual problems with SSC's IT services environment. When alerted of an issue, the ECC will investigate and, where required act, as quickly as possible to manage the event by taking appropriate corrective action or by engaging other support groups to do so, to minimize or avoid an issue that may affect the delivery of SSC's services to its customers.

The ECC operates over multiple sites nationally, providing command and control functionality on a 24/7/365 basis.

In addition to monitoring, the ECC's Enterprise Monitoring Support and Operations (ESMO) team, supports the ECC's mandate of operating SSC's Event Management service. EMSO provides an end-to-end service for the ECCs from onboarding monitoring services to technical support and innovation.

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 10 working days of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

### 1.4 Accessibility

The Accessible Canada Act (Bill C-81) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

SSC has a role in implementing the Government of Canada's vision for a more accessible Canada because SSC provides the information technology infrastructure that supports the delivery of digital services to Canadians. This means that SSC is engaged in the procurement of goods and services and in supporting the delivery of programs and services by other government departments, both of which are areas covered by the Accessible Canada Act. SSC's goal is for its information technology infrastructure to be more accessible to and more usable by the broadest range of government officials and Canadians who use it, including those with disabilities.

SSC is committed to providing leadership to procure accessible ICT goods and services and supporting the goal of inclusive by design, accessible by default and this procurement includes accessibility requirements which are adopted from international accessibility standards such as the EN 301 549 Harmonised European Standard accessibility requirements for ICT products and services standard.

**As the intention is for this initiative to take place progressively, suppliers should anticipate that, over time, the accessibility requirements in Canada's procurement contracts will evolve and may become more demanding.**



## PART 2 BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) Standard instructions related to this solicitation are set out in SSC's Standard Instructions for Procurement Documents No. 1.1 ("**SSC's Standard Instructions**"), attached as Attachment 2.1 – SSC Standard Instructions for Procurement Documents. If there is a conflict between the provisions of SSC's Standard Instructions and this document, this document prevails.
- (b) All other instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (c) For purposes of this procurement the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.
- (d) Section 1 only (Integrity Provisions) of PSPC's Standard Instructions 2003 (2022-12-01) applies to this bid solicitation.
- (e) With respect to SSC's Standard Instructions:
  - i) There will not be a conference of interested suppliers or a site visit;
  - ii) Instead of the bid validity period set out in SSC's Standard Instructions, bids will not expire until they are withdrawn by the bidder or are rejected by Canada; and
- (f) By submitting a bid, the bidder is confirming that it agrees to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

### 2.2 Submission of Bids

- (a) Bids must be submitted to Shared Services Canada by the date, time and place indicated on page one (1) of the bid solicitation.
- (b) Due to the nature of the RFP solicitation, responses will be accepted electronically only.

### 2.3 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than ten calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

### 2.4 Applicable Laws

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

**Note to Bidders:** A Bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is



made, it acknowledges that the applicable laws specified are acceptable to the Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

## **2.5 Improvement of Requirement During Solicitation Period**

If bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions

## **2.6 Volumetric Data**

The Total Estimated # of Resources Required (per year) data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of number of resources per year will be consistent with this data. It is provided purely for information purposes.



## **PART 3 BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their bid, by e-mail directly to the Contracting Authority ([julie.bampton@ssc-spc.gc.ca](mailto:julie.bampton@ssc-spc.gc.ca)), in separate sections as specified below.

#### **Electronic Submission of Bids**

- i. Bidders must submit their responses by the date and time of bid closing to the email address provided. Bidders must submit their responses as documents attached to an email. These documents can be PDF documents or other documents that can be opened with either Microsoft Word or Microsoft Excel.
  - ii. Bidders may submit their responses in multiple emails, but all emails must arrive at the Email Address by the bid closing date and time. Emails received after that time will not be considered as part of the response. Bidders are requested to indicate in all emails that they are responding to this solicitation by using the solicitation No. on the cover page of this document in the Subject line of the email.
  - iii. Bidders should ensure that they submit their response in multiple emails if any email, including attachments, exceeds 15 MB.
  - iv. The time at which the response is received by SSC will be determined by the “Received Time” indicated in the email received by SSC at the Email Address. Bidders are strongly encouraged to use their delivery receipt and read receipt email options when sending the bid.
  - v. The same day that the responses are received by email, an SSC representative should send an email acknowledging receipt of each response (and each email forming part of that response, if multiple emails are received) that was received by the bid closing date and time at SSC’s Email Address. Respondents who have tried to submit a response, but have not received an email acknowledging receipt should contact the Contracting Authority so that they can determine whether or not the response arrived at the SSC Email Address.
  - vi. Canada will not be responsible for any technical problems experienced by the bidder in submitting its response, including emails that fail to arrive because they exceed the maximum email size or are rejected and/or quarantined because they contain malware or other code that is being screened out by SSC’s security services, unless Canada’s systems are responsible for a delay in delivering the email to the SSC Email Address for Response Submission.
  - vii. Canada will also not be responsible for any technical problems with opening the documents, provided they are provided either as a PDF, Microsoft Word or Microsoft Excel document. For example, if an attachment is corrupted or otherwise cannot be opened or cannot be read, it will be evaluated accordingly. Respondents will not be permitted to submit substitute documents to replace any that are corrupt or empty.
- (d) **Policy on Green Procurement:** In order to assist Canada in meeting the objectives of the [Policy on Green Procurement](#), when feasible Bidders should prepare their bids as follows:
- 1) Include all environmental certification(s) relevant to your organization (such as ISO 14001, Leadership in Energy and Environmental Design (LEED), Carbon Disclosure Project, etc.)
  - 2) Include all third party environmental certification(s) or Environmental Product Declaration(s) (EPD) specific to your product/service (such as Canadian Standards Association (CSA Group), Underwriters Laboratories (ULSolutions); Forest Stewardship Council (FSC), ENERGYSTAR, etc.)



- 3) Unless otherwise noted, bidders are encouraged to submit bids electronically. If hard copies are required, bidders should:
- a. use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably managed forest and containing minimum 30% recycled content; and
  - b. use an environmentally preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of Cerlox, duo tangs, spiral binding or binders, and must not contain any single-use plastics.
- (e) Canada is committed to achieving [\*net zero greenhouse gas \(GHG\) emissions by 2050\*](#) in an effort to position Canada for success in a green economy and to mitigate climate change impacts. As a result, future solicitations may include the following:
- (i) there may be evaluation criteria or other instructions in the solicitation or contract documents related to measuring and disclosing your company's GHG emissions;
  - (ii) you may be requested or required to join one of the following initiatives to submit a bid, offer or arrangement or if you are awarded the contract:
    - Canada's Net-Zero Challenge;
    - the United Nations Race to Zero;
    - the Science-based Targets Initiative;
    - the Carbon Disclosure Project;
    - the International Organization for Standardization;
  - (iii) you may be required to provide other evidence of your company's commitment and actions toward meeting net zero targets by 2050.

### 3.2 Submission of Only One Bid:

- i. A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with two (2) working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being disqualified.
- ii. For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "related" to a Bidder if:
  - A. they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - B. they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;



- C. the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
  - D. the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- iii. Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

### 3.3 Joint Venture Experience:

- i. Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- ii. A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- iii. Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.



That show in total 100 billable days.

Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

### 3.4 Section I: Technical Bid

(a) The Technical Bid consists of the following:

(i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form 1 – Bid Submission Form in Attachment 4.1 Technical Criteria and Forms with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

(ii) **Substantiation of Technical Compliance:** The Technical Bid must substantiate the compliance with the specific in Form 2 – Client Reference Verification form Mandatory Technical Criteria in Attachment 4.1 Technical Criteria and Forms, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "location and proposal" column of Table 2 of Attachment 4.1 Technical Evaluation and Forms, where bidders are requested to indicate where in their bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(iii) **Customer Reference Contact Information:** The Bidder must provide customer references who must each confirm if requested by SSC that Bidder meets mandatory criteria, as specified in Form 3 – Client Reference Verification Form for Point Rated Technical Criteria in Attachment 4.1 Technical Criteria and Forms

The Reference Project Verification Form for Mandatory Technical Criteria (Form 2) and Reference Project Verification Form for Point Rated Technical Criteria (Form 3) should be used to request confirmation from customer references.

For each customer reference, the Bidder must, at a minimum, provide the name and email address for a contact person. Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference.

Crown references will be accepted.

### 3.5 Section II: Financial Bid

(a) **Pricing:** Bidders must submit their financial bid in accordance with Attachment 3.1: Pricing Tables. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, all prices must be firm, all inclusive prices.



- (b) **Variation in Professional Services Resource Rates from Year to Year:** If the Bidder proposes different rates for resources for different years of the resulting contract, including option years, the difference from one year to the following year must be no more than 5%.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.6 Section III: Certifications

Bidders must submit the certifications required under Part 5.



## PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids. Canada may hire any independent consultant, or use any Government resource, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:

**Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

**Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled “Conduct of Evaluation” in 2003, Standard Instructions - Goods or Services - Competitive Requirements:

- i. verify any or all information provided by the Bidder in its bid; or
- ii. contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.

**Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Evaluation

- (a) **Mandatory Technical Criteria:** Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words “must” or “mandatory”. Bids that do not comply with each and every mandatory requirement will be considered non-responsive and will be disqualified. The mandatory evaluation criteria are described in Attachment 4.1 Technical Criteria
- (b) **Point-Rated Technical Criteria:** Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word “rated” or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. Bids that do not obtain the required pass mark of 70% (at least 98 points of the available 140 points) or more total points awarded for the point-rated technical criteria specified in this bid solicitation will be considered non-responsive and will be disqualified. The rated evaluation criteria are described in Attachment 4.1 Technical Criteria.
- (c) **Corporate References:** For Reference checks, Canada will conduct the reference check in writing by e-mail using Reference Form 2 and 3. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders on the same day. For all Rated Requirements, Canada will not award any points unless the response is received within 5 Federal Government Working days



(FGWDs). On the third FGWD after sending out the emails, If Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within the 5 FGWD. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the references will be the information evaluated. Points will not be allocated if the reference customer(s) are affiliates of the Bidder. Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm’s length with the Bidder. A Bidder’s response will be declared non-responsive and will be disqualified if the reference from the Bidder does not confirm that the Bidder has met the Mandatory requirement(s). Crown references will be accepted.

- (d) **Final Technical Score:** The Final Technical Score for each responsive bid will be determined as follows: total number of points assigned to the responsive bid divided by the Maximum Points available multiplied by the ratio of 70%.. The maximum Final Technical Score is 70.

**4.3 Financial Evaluation (Resource Base Charges)**

The Financial Evaluation (Resource Base Charges) will be conducted using the firm per diem rates provided by the bidders in the tab entitled “Part A” of Attachment 3.1 – Pricing Tables. There are two financial evaluation methods possible for this requirement. Method 1 (see below) will be used if fewer than 3 bids are determined to be technically responsive and Method 2 (see below) will be used if 3 or more bids are determined to be technically responsive.

**METHOD 1**

The following financial evaluation method will be used if fewer than 3 bids are determined to be technically responsive:

**STEP 1 - Point allocation:** Points will be allocated to the Bidder, for each period and each Category of Personnel, using the following calculation which will be rounded to two decimal places:

$$\left( \frac{\text{Lowest (Non – Zero) proposed firm per diem rate for Category/Period}}{\text{Bidder's (Non – Zero) proposed firm per diem rate for Category/Period}} \right) \times \text{Points Assigned (see Table 1)}$$

**Table 1: Points Assigned**

	CATEGORY	Contract Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
EUSD1.0	CLIENT DELIVERY EXECUTIVE	50	25	25	25	25
EUSD2.0	SERVICE DELIVERY MANAGER	50	25	25	25	25
EUSD3.0	OPERATIONS MANAGER	50	25	25	25	25
EUSD4.0	DOMAIN LEAD	50	25	25	25	25
EUSD5.0	TRAINER	50	25	25	25	25
EUSD6.0	QUALITY ASSURANCE ANALYST	50	25	25	25	25
EUSD7.0	REPORTING ANALYST	50	25	25	25	25
EUSD8.0	KNOWLEDGE MANAGEMENT	50	25	25	25	25
EUSD9.0	IT TECHNICAL SUPPORT	50	25	25	25	25
EUSD10.0	SERVICE DESK TEAM LEAD	50	25	25	25	25
EUSD11.0	SENIOR SERVICE DESK AGENT	50	25	25	25	25



	CATEGORY	Contract Period	Option Period 1	Option Period 2	Option Period 3	Option Period 4
EUSD12.0	INTERMEDIATE SERVICE DESK AGENT	50	25	25	25	25
EUSD13.0	JUNIOR SERVICE DESK AGENT	50	25	25	25	25
EUSD14.0	REQUEST FULFILMENT TEAM LEAD	50	25	25	25	25
EUSD15.0	SENIOR ACCOUNT ADMINISTRATOR	50	25	25	25	25
EUSD16.0	INTERMEDIATE ACCOUNT ADMINISTRATOR	50	25	25	25	25
ESD1.0	CLIENT DELIVERY EXECUTIVE	50	25	25	25	25
ESD2.0	SERVICE DELIVERY MANAGER	50	25	25	25	25
ESD3.0	OPERATIONS MANAGER	50	25	25	25	25
ESD4.0	TRAINER	50	25	25	25	25
ESD5.0	QUALITY ASSURANCE ANALYST	50	25	25	25	25
ESD6.0	REPORTING ANALYST	50	25	25	25	25
ESD7.0	IT TECHNICAL SUPPORT	50	25	25	25	25
ESD8.0	SERVICE DESK TEAM LEAD	50	25	25	25	25
ESD9.0	SENIOR SERVICE DESK AGENT	50	25	25	25	25
ESD10.0	INTERMEDIATE SERVICE DESK AGENT	50	25	25	25	25
ESD11.0	JUNIOR SERVICE DESK AGENT	50	25	25	25	25
IM1.0	ESD LEVEL 1.5 / SENIOR SERVICE DESK AGENT	50	25	25	25	25
IM2.0	SENIOR INCIDENT CO-ORDINATOR	50	25	25	25	25
IM3.0	JUNIOR INCIDENT CO-ORDINATOR	50	25	25	25	25
ECC1.0	OPERATIONS DOMAIN MANAGER	50	25	25	25	25
ECC2.0	ECC EVENT MANAGEMENT SENIOR OPERATOR [24/7]	50	25	25	25	25
ECC3.0	ECC EVENT MANAGEMENT INTERMEDIATE OPERATOR [24/7]	50	25	25	25	25
ECC4.0	ECC EVENT MANAGEMENT JUNIOR OPERATOR [24/7]	50	25	25	25	25
ECC5.0	ECC EVENT MANAGEMENT SENIOR TECHNICAL ADVISOR	50	25	25	25	25
<b>MAXIMUM POINTS AVAILABLE = 5250</b>		<b>1750</b>	<b>875</b>	<b>875</b>	<b>875</b>	<b>875</b>

The Bidder with the lowest proposed firm per diem rate for any given period and Category of Personnel will be allocated the applicable points assigned at Table 1 for that period and Category of Personnel.

Where bidder proposed firm per diem rates are zero or blank, that firm per diem rate will be excluded from the determination of the lowest proposed firm per diem rate for that period and Category of Personnel, and the Bidder will be allocated zero points for that period and Category of Personnel.

**STEP 2 – Final Financial Score (Resource Base Charges):** Points allocated under Step 1, for each period and each Category of Personnel, will be added together and rounded to two decimal places, to determine the





total points assigned for Resource Base Charges. The Final Financial Score (Resource Base Charges) for each Bidder will be determined as follows: total points assigned for Resource Base Charges divided by the maximum number of points available multiplied by 25. The maximum Final Financial Score (Resource Base Charges) is 25.

**Bidders will find an example of a financial evaluation using Method 1 in the tab entitled “METHOD 1 EXAMPLE” of Attachment 3.1 – Pricing Tables**

**METHOD 2**

The following financial evaluation method will be used if 3 or more bids are determined to be technically responsive:

**STEP 1 – Establishing the lower and upper median bands for each period and each Category of Personnel:**

The Contracting Authority will establish, for each period and each Category of Personnel, the median band limits based on the firm per diem rates proposed by the technically responsive bids. For each period and each Category of Personnel, the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the lower median rate to a value of minus (-) 10% of the median, and an upper median rate to a value of plus (+) 20% of the median.

**STEP 2 – Point allocation:** Points will be allocated for each period and each Category of Personnel as follows:

- (A) If a firm per diem rate for any given period and Category of Personnel is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Category of Personnel, the Bidder who proposed such rate will be allocated 0 points for that period and Category of Personnel.
- (B) If a firm per diem rate for any given period and Category of Personnel is within the established upper and lower median band limits for that period and Category of Personnel, the Bidder who proposed such rate will obtain points for that period and Category of Personnel based on the following calculation, which will be rounded to two decimal places:

$$\left( \frac{\text{Lowest proposed firm per diem rate (within median band limits) for Category/Period}}{\text{Bidder's proposed firm per diem rate (within median band limits) for Category/Period}} \right) \times \text{Points Assigned (see Table 1)}$$

- (C) If a firm per diem rate for any given period and Category of Personnel is within the established median band limits for that period and Category of Personnel and is the lowest proposed firm per diem rate, the Bidder who proposed such rate will be allocated the applicable points assigned at Table 1 for that period and Category of Personnel.

**STEP 3 – Final Financial Score (Resource Base Charges):** Points allocated under Step 2, for each period and each Category of Personnel, will be added together and rounded to two decimal places, to determine the total points assigned for Resource Base Charges. The Final Financial Score (Resource Base Charges) for each Bidder will be determined as follows: total points assigned for Resource Base Charges divided by the maximum number of points available multiplied by 25. The maximum Final Financial Score (Resource Base Charges) is 25.

**Bidders will find an example of a financial evaluation using Method 2 in the tab entitled “METHOD 2 EXAMPLE” of Attachment 3.1 – Pricing Tables .**

**4.4 Substantiation of Professional Services Rates**



In Canada's experience, Bidders will from time to time propose rates at the time of bidding for one or more Categories of Personnel that they later refuse to honor, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bid, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for a specific Category of Resource). If Canada requests price support, it will be requested from all responsive Bidders proposing a rate that is at least 10% lower than the median rate bid by all responsive Bidders for the relevant Category or Categories of Personnel. Where Canada requests price support, the following information is required:

- (a) an invoice (referencing a contract serial number) that shows that the Bidder has recently provided and invoiced another 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 relevant Category of Personnel, where those services were provided in the National Capital Region for at least three months within the twelve months prior to the bid solicitation issuance date, and the fees charged were equal to or less than the rate offered to Canada;
- (b) in relation to the invoice in (i), a signed contract or a letter of reference signed by the Bidder's client that includes at least 70% of the tasks listed in this bid solicitation's Statement of Work for the Category of Personnel being examined for an unreasonably low rate;
- (c) in respect of each referenced contract, a resume for the resource that performed under that contract which shows that the resource would pass the Category of Personnel's mandatory criteria and achieve, if applicable, the required pass mark for the Category of Personnel's rated criteria; and
- (d) the name, telephone number and, if available, e-mail address of the invoiced client for each of the resources invoiced, so Canada can verify any facts presented for the affected Category or Categories of Personnel.

Once Canada requests substantiation of the rates bid for any Category of Personnel, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. Where Canada determines that the information provided by the Bidder does not substantiate the unreasonably low rates, the bid will be considered non-responsive and will receive no further consideration. Only the Firm Per Diem Rates of technically responsive bids will be considered.

#### 4.5 Financial Evaluation (Facilities Charges and Transition Charges)

The Financial Evaluation (Facilities Charges and Transition Charges) will be conducted by calculating the Final Financial Score (Facilities Charges and Transition Charges) using the Pricing Tables completed by the bidders in Attachment 3.1 Pricing Tables.

**STEP 1** – Bidder's proposed Total Bid Price (Facilities Charges and Transition Charges) will be determined for each bidder using the Pricing Tables completed by the bidders:

- i. Total Bid Price for Facilities Charges is the Sum of all costs as per cell (Z11) of the tab entitled "Part B – FACILITY BASE CHARGES" of Attachment 3.1- Pricing Tables.
- ii. Total Bid Price for Transition Charges is the Sum of all cost as per cell (G13) of the tab entitled "Part C – TRANSITION CHARGES" of Attachment 3.1 – Pricing Tables.

Bidder proposed Total Bid Price (Facilities Charges and Transition Charges) = i + ii

**STEP 2 - Final Financial Score (Facilities Charges and Transition Charges):** the Final Financial Score (Facilities Charges and Transition Charges) will be calculated by applying each bidder's proposed Total Bid Price (Facilities Charges and Transition Charges) to the following formula:



$$\left( \frac{\text{Lowest proposed Total Bid Price (Facilities Charges and Transition Charges)}}{\text{Bidder's proposed Total Bid Price (Facilities Charges and Transition Charges)}} \right) \text{multiplied by 5}$$

The maximum Final Financial Score (Facilities Charges and Transition Charges) is 5.

#### 4.6 Basis of Selection

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

To be declared responsive, a bid must:

- i. comply with all the requirements of the bid solicitation;
- ii. meet all Corporate mandatory Technical evaluation criteria; and
- iii. obtain the required minimum of 70 Total Points Awarded for the point-rated technical criteria

Bids not meeting (i), (ii) and (iii) will be declared non-responsive.

The responsive bid that obtains the highest Total Bidder Score will be recommended for award of a contract, with Total Bidder Score determined as follows:

$$\text{Total Bidder Score} = \text{Final Technical Score} + \text{Final Financial Score (Resource Base Charges)} + \text{Final Financial Score (Facilities and Transition Charges)}.$$

Neither the responsive bid obtaining the highest Final Technical Score nor the one with the lowest evaluated overall Final Financial Score will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Attachment 4.1 will be recommended for award of a contract. Furthermore, in the event of both bids having the same point rated technical criteria score, the responsive bid with the lowest evaluated price will be recommended for award of a contract.

Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.



## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted as requested.

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 award of a contract. 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.

### Certifications Required with the Bid

The certifications listed below should 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. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

### Federal Contractors Program - Certification

- (a) The Federal Contractors Program for Employment Equity (FCP) requires that some suppliers bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.
- (b) Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.
- (c) If the Bidder does not fall within the exceptions enumerated in (d)(i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity to the Labour Branch of HRSDC.
- (d) Each bidder is requested to indicate in its bid whether it is:
  - (i) not subject to FCP, having a workforce of fewer than 100 permanent full or part-time employees in Canada;
  - (ii) not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;
  - (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but it has not previously obtained a certificate number from HRSDC (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or
  - (iv) subject to FCP-EE, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP-EE is available on the following HRSDC Website:  
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.



## 5.2 Former Public Servant Certification

- (a) Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.
- (b) For the purposes of this clause,
- (i) **"former public servant"** means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:
    - (A) an individual;
    - (B) an individual who has incorporated;
    - (C) a partnership made of former public servants; or
    - (D) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.
  - (ii) **"lump sum payment period"** means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.
  - (iii) **"pension"** means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.
- (c) If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:
- (i) name of former public servant;
  - (ii) date of termination of employment or retirement from the Public Service.
- (d) If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:
- (i) name of former public servant;
  - (ii) conditions of the lump sum payment incentive;
  - (iii) date of termination of employment;
  - (iv) amount of lump sum payment;
  - (v) rate of pay on which lump sum payment is based;
  - (vi) period of lump sum payment including start date, end date and number of weeks; and
  - (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.
- (e) For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.
- (f) By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.



### 5.3 Status and Availability of Resources

- (a) By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its response to Task Authorizations will be available to perform the Work as required by Canada's representatives and at the time specified in the TA or as agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in the TA, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.
- (b) If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

### 5.4 Education and Experience

- (a) The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (b) All of the resources proposed must meet the minimum experience requirements detailed in the Supply Arrangement for the Category of Personnel for which they are being proposed. The SA Holder acknowledges that the Department of Public Works and Government Services Canada reserves the right to verify this certification prior to contract award or during contract performance and that untrue statements may result in the proposal being declared non-responsive or any other action which the Minister may consider appropriate.

### 5.5 Certification of Language – Bilingual

By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, 80% proposed resources be bilingual. Fluent means that the proposed resources must be able to communicate orally and in writing without any assistance and with minimal errors.

### 5.6 Code of Conduct and Certifications

By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.



Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid a complete list of names of all individuals who are currently directors of the Bidder ([See form 4](#)). Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide the name of the owner with their bid. Bidders bidding as societies, firms, partnerships or associations of persons do not need to provide lists of names. If the required names have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification Form - PWGSC -TPSGC 229) (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/229-eng.html>) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirement**

At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

6.2 For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.





## PART 7 - RESULTING CONTRACT CLAUSES

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

Requirement

\_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes: providing professional services, as and when requested by Canada to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

**Department:** Under the Contract, the "**Department**" is Shared Services Canada.

**Reorganization of the Department:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Department. The reorganization, reconfiguration and restructuring of the Department includes the privatization of the Department, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Department. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

**Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Department. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

### **7.2 Task Authorization (TA)**

- (a) **Purpose of a TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using Appendix K to Annex A - Task Authorization Request and Acceptance Form ("TA Form").
- (b) **TA Procedures:** The procedures for issuing, responding to, assessing and approving Task Authorizations are described in Appendix C to Annex A.
- (c) **Authority to Issue a TA:** The Contracting Authority will be the only authority to issue tasks authorizations.
- (d) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the TA unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.
- (e) **Task Authorization Quotations:** The Contractor is required to submit a responsive quotation in response to every TA Form issued to it by Canada. In addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.





- (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all TAs issued and approved by Canada to date, to document the Work performed under those TAs for administrative purposes.
- (g) **TA Reports:** The Contractor must submit to the Contracting Authority a TA report on a quarterly basis that identifies each TA issued during that quarter and its dollar value.
- (h) **Period of Services:** No Task Authorizations may be entered into after the expiry date of the Contract.

### 7.3 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](http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp) (http://ccua-sacc.tpsgc-pwgsc.gc.ca/pub/acho-eng.jsp) Manual issued by Public Works and Government Services Canada.

### 7.4 General Conditions

2035 2022-12-01, General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

With respect to Section 01 - Interpretation, of General Conditions 2035, is added with the following:

**“Actual Time Worked”** means time spent actively performing work, excluding any passive time such as retainer or standby time or time awaiting for information or task assignment or any other form of passive time similar to the ones described above.

With respect to Section 06 - Subcontracts, of General Conditions 2035 is deleted and replaced with the following:

1. Except as provided in subsection 2, the Contractor must obtain the Contracting Authority's written consent before subcontracting or permitting the subcontracting of any part of the Work. A subcontract includes a contract entered into by any subcontractor at any tier to perform any part of the Work.
2. The Contractor is not required to obtain consent for subcontracts specifically authorized in the Contract. The Contractor may also without the consent of the Contracting Authority:
  - (a) purchase "off-the-shelf" items and any standard articles and materials that are ordinarily produced by manufacturers in the normal course of business;
  - (b) permit its subcontractors at any tier to make purchases or subcontract as permitted in paragraph (a).
3. In any subcontract other than a subcontract referred to in paragraph 2.(a), the Contractor must, unless the Contracting Authority agrees in writing, ensure that the subcontractor is bound by conditions compatible with and, in the opinion of the Contracting Authority, not less favourable to Canada than the conditions of the Contract, with the exception of requirements under the Federal Contractors Program for employment equity which only apply to the Contractor.
4. In any subcontract other than a subcontract referred to in paragraph 2.(a), the Contractor must inform the Contracting Authority if, during the performance of any portion of the Work, a subcontractor is also performing work under other contracts or subcontracts with Canada. Even if Canada consents to a subcontract, the Contractor is responsible for performing the Contract and Canada is not responsible to any subcontractor. The Contractor is responsible for any matters or things



done or provided by any subcontractor under the Contract and for paying any subcontractors for any part of the Work they perform.

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Work Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

### Supplemental General Conditions

40062010-08-16, apply to and form part of the Contract.  
4008 , Supplemental General Conditions – Personal Information

### 7.5 Security Requirement

#### SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE No. P2P - 166971

1. The Contractor must, at all times during the performance of the Contract, 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 personnel requiring access to CLASSIFIED/PROTECTED information, assets or sensitive site(s) must EACH hold a valid personnel security screening at the level of SECRET, or RELIABILITY STATUS, as required, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT remove any CLASSIFIED/PROTECTED information or assets from the identified site(s), and the Contractor 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 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).

NOTE: There are multiple levels of personnel security screenings associated with this file. In this instance, a Security Classification Guide must be added to the SRCL clarifying these screenings. The Security Classification Guide is normally generated by the organization's project authority and/or security authority.

## 7.6 Official Languages Requirement

The Contractor must provide all support services to users in the official language of their choice, for both the End User Service Desk and Enterprise Service Desk services. Those support services, including all written and verbal communications, must be of equal quality and level of service in English and French, at all times.

## 7.7 Term of Contract

### 7.7. Period of the Contract

- a. **Contract Period** : The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, **which includes** :
  - i. The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends three years later; and
  - ii. the period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- b. **Option to Extend the Contract** :

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four (4) additional one year option periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.

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

## 7.8 Authorities

### (a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Julie Bampton  
Title: Manager, Supply Manager  
Shared Services Canada  
IT Enterprise Procurement  
Telephone: 613-790-5915  
E-mail address: [julie.bampton@ssc-spc.gc.ca](mailto:julie.bampton@ssc-spc.gc.ca)

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.



**(b) Technical Authority**

The Technical Authority for the Contract is: **(Will be provided at contract award)**

Name: \_\_\_  
 Title: \_\_\_  
 Organization: \_SSC\_\_\_\_\_

Address: \_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_-\_\_\_-\_\_\_\_\_  
 E-mail address: \_\_\_\_\_

The Technical Authority named above is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

**(c) Contractor's Representative  
(Will be provided at contract award)**

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_-\_\_\_-\_\_\_\_\_  
 Facsimile: \_\_\_-\_\_\_-\_\_\_\_\_  
 E-mail address: \_\_\_\_\_

**7.9. Payment**

**(a) Basis of Payment**

**(Professional services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B – Basis of Payment, GST/HST extra. The per diem rate is based on a 7.5 hour workday exclusive of meal breaks. Partial days will be prorated based on actual hours worked. When actual time worked in a day is in excess of 7.5 hours, all time worked in excess of 7.5 hours will be paid based on the prorated per diem rate, for actual hours worked when written authorization from the Technical Authority or delegate was obtained before performing the work.

**Professional Services under a Task Authorization provided with a Firm Price:** For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B of this contract), GST/HST extra

**Pre-Authorized Travel and Living Expenses:** Canada will reimburse the Contractor for its pre-authorized travel and living expenses reasonably and properly incurred in the performance of the Work (outside of the National Capital Area), at cost, without any allowance for profit and/or



administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B,C and D of the Treasury Board Travel Directive, and with other provisions of the directive referring to “travelers”, rather than those referring to “employees”. All travel must have the prior authorization of the Technical Authority All payments are subject to government audit. The Contractor will be able to charge for time spent travelling.

**On-call Rates:** On-Call Services shall be performed only upon the written authorization of the Technical Authority or a delegate. The Contractor will be paid for the actual hours of the on-call period at the firm rate of 1/10 the hourly rate, as per Annex B – Basis of Payment for the Resource Categories associated with the person that is on-call. If an on-call resource is called back to perform Work by the Technical Authority or Delegate, the Contractors will be paid for the actual hours worked at the applicable per diem rate as specified in the contract.

**Competitive Award :** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

**Professional Services Rates :** In Canada’s experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

**Purpose of Estimates :** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase services in these amounts. Any commitment to purchase specific amounts or values of services are described elsewhere in the Contract.

**Monthly Facilities Charges with Firm Price set out in Annex B:** For facilities services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor the firm price based on the price set out in Annex B, GST/HST extra.

- Monthly Facilities include the following locations: Determined by vendor at Contract Award: \_\_\_\_\_

**Transition Professional Services provided a Task authorization with Firm Price set out in Annex B:** For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor the firm price based on the price set out in Annex B, GST/HST extra.

**Estimated Cost :** [\$\_\_\_\_\_]



**Applicable Taxes :**

Estimated Cost : [\$\_\_\_\_\_]

(a) **Service Credits: Reference APPENDIX I TO ANNEX A LISTED IN SOW – APPENDIX E- SERVICE LEVEL DESCRIPTIONS**

For the provision of professional services the Contractor shall refer to APPENDIX I TO ANNEX A LISTED IN SOW – APPENDIX E- SERVICE LEVEL DESCRIPTIONS– SSC Enterprise Service Desk, End User Service Desk, Enterprise Command Center and Data Center Operation Service Level Agreement.

For each Service Level Failure, the Service Provider must provide to Shared Services Canada a Service Level Credit calculated as:

$$\text{Base Service Level Credit} = \mathbf{A} \times \mathbf{B}$$

Where:

**A** = the SLA Allocation Percentage applicable to the SLA category of the Affected Service; and

**B** = the At Risk Amount (15% of the monthly charges for the Affected Service).

**Service Level Earn Backs:**

Where the performance of the Service Provider meets or exceeds the SLA target for a subject SLA category of an Affective Service for three consecutive months immediately following the month of a Service Failure for that same subject SLA category of that same Affected Service, the Service Provider shall be entitled to receive funds from Shared Services Canada equal to the Base Service Level Credit (and Additional Service Level Credit where applicable) that was paid in respect of the above referenced Service Failure. For greater certainty, in the instance of consecutive months of Service Level Failures for the same SLA category of an Affected Service, the Earn Back provision shall only apply to Service Credits paid in respect to the final month of Service Level Failure.

**7.10 Limitation of Expenditure**

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or



- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

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

#### **7.11 Time Verification**

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

#### **7.12 Invoicing Instructions**

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

The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment Provision.

By submitting invoices, the Contractor is certifying that the goods and services have been delivered and the all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

The Contractor must provide the original of each invoice to the Technical Authority. On request, the contractor must provide a copy of any invoices requested by the Contracting Authority.

Each invoice must be supported by:

- a copy of time sheets to support the time claimed – The Contractor must submit time sheets for each resource showing the days and which hours are worked each day to support the charges claimed in the invoice.
- a copy of the release document and any other documents as specified in the Contract;
- a copy of the invoices, receipts, vouchers for all direct expenses
- a copy of the monthly progress report.

Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

Invoice submission through P2P Portal: The Contractor can submit invoices electronically through the SSC P2P portal in accordance with the section entitled "Invoice Submission" of the General Conditions. Invoices cannot be submitted until all work identified in the invoice is completed. In the alternative, the Contractor may seek the consent of the Contracting Authority to submit invoices using an alternative method.

For Task Authorizations, the Contractor's invoice must indicate which line item(s) and the quantity for which it is invoicing.



If the Contractor submitted an advance shipping notice, the invoice should be linked to this advance shipping notice in the SSC P2P portal. The Contractor may link more than one advance shipping notice to the invoice. The invoice must match the total quantity and price of the advance shipping notices.

### **7.13 Certifications**

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

### **7.14 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

### **7.15 Priority of Documents**

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 2022-12-01, General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) All Appendices to Annex A in order of appearance
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List
- (g) the Contractor's bid dated \_\_\_\_\_ (insert date of bid)

### **7.16 Foreign Nationals (Canadian Contractor)**

SACC Manual clause A2000C 2006-06-16 Foreign Nationals (Canadian Contractor)

### **7.17 Insurance Requirements**

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

### **7.18 Limitation of Liability**

1. This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing





any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this section, even if it has been made aware of the potential for those damages.

2. First Party Liability:

- a. The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
  - i. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
  - ii. physical injury, including death.
- b. The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- c. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- d. The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (a) above.
- e. The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
  - i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - ii. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$200,000.00.
  - iii. In any case, the total liability of the Contractor under paragraph (e) will not exceed the total estimated cost (as defined above) for the Contract or \$200,000.00, whichever is more.
- f. If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

3. Third Party Claims:

- a. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court



determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

- b. If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (a), with respect to special, indirect, and consequential damages of third parties covered by this section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- c. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

#### **7.19 Professional Services – General**

- a. The Contractor must provide professional services on request as specified in this Contract. Where in the Contract a specific individual is identified as required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract or the TA (whichever first contains instructions from Canada for that individual to report to the Work site). Where such a specific individual is unavailable to perform the Work, Canada may elect to either (i) exercise its rights or remedies under the Contract or at law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual in accordance with the Article titled, "Replacement of Specific Individuals" in the General Conditions 2035. This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. In respect of any given Category of Personnel, any replacement resource must be rated by the Technical Authority and the score obtained must be equal or superior.
- c. If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Specific Individuals"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).
- d. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract. The resource must be approved by Canada prior to the replacement at the Work site.
- e. The Contractor must monitor its employees to ensure satisfactory performance and that progress of the Work is maintained to Canada's satisfaction. A Contractor representative must meet with the Technical Authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.



- e. If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

#### **7.20 Safeguarding Electronic Media**

- a. Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- b. If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

#### **7.21 Representations and Warranties**

The Contractor made statements regarding its and its proposed resources experience and expertise in its bid that resulted in the award of the Contract and issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they must have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **7.22 Accessibility**

The Accessible Canada Act (Bill C-81) is intended to enhance the full and equal participation of all persons, especially persons with disabilities, in society. This is to be achieved through the progressive realization, within the purview of matters coming within the legislative authority of Parliament, of a Canada without barriers, particularly by the identification, removal and prevention of barriers.

SSC has a role in implementing the Government of Canada's vision for a more accessible Canada because SSC provides the information technology infrastructure that supports the delivery of digital services to Canadians. This means that SSC is engaged in the procurement of goods and services and in supporting the delivery of programs and services by other government departments, both of which are areas covered by the Accessible Canada Act. SSC's goal is for its information technology infrastructure to be more accessible to and more usable by the broadest range of government officials and Canadians who use it, including those with disabilities.

SSC is committed to providing leadership to procure accessible ICT goods and services and supporting the goal of inclusive by design, accessible by default and this procurement includes accessibility requirements which are adopted from international accessibility standards such as the EN 301 549 Harmonised European Standard accessibility requirements for ICT products and services standard.

#### **7.23 Public disclosure of Greenhouse Gas emissions inventory**



Within (\_180\_) calendar days of contract award, the Contractor must demonstrate that they have established or are working towards establishing science-based Greenhouse Gas (GHG) emissions reduction targets through one of the following options:

1. Participation in Canada's Net-Zero Challenge or (\_equivalent initiative (e.g., Science Based Targets Initiative or Race to Zero)), demonstrated through provision of a letter of participation; OR
2. A company-specific strategy which must include all of the following:
  - a. **Obtain verification of GHG emissions inventory** and reduction for the previous calendar year by an accredited and independent third party within (\_180\_) calendar days after the end of the calendar year being verified.
    - i. Accredited means recognized by one of the following GHG accreditation bodies: the American National Standards Institute (ANSI), the California Air Resources Board (CARB), the Standards Council of Canada (SCC), the International Auditing and Assurance Standards Board (IAASB), or other accreditation bodies recognised by the International Accreditation Forum (IAF).
  - b. **Set emissions reduction targets** for Scope 1 and 2 emissions in accordance with the Paris Agreement.
    - i. Scope 1 emissions are direct emissions from owned or controlled sources (i.e. company facilities and company vehicles).
    - ii. Scope 2 emissions are indirect emissions from the generation of purchased energy (i.e. purchased electricity, steam, heating and cooling for own use).
  - c. **Document its GHG emissions reduction targets** for Scope 1 and Scope 2 emissions in a corporate strategy document.
  - d. **Publicly disclose emissions reduction targets**. This may include publication on its corporate website by the end of the (fiscal year), or inclusion in its Annual Report for the year, for example.
  - e. **Publicly disclose its previous calendar year's verified GHG emissions inventory**. This may include publication on its corporate website, or inclusion in its Annual Report for the year (*fiscal year of report required*), for example.

The Contractor must advise the Contracting authority within (\_60\_) calendar days of contract award, which of the two (2) GHG emissions reduction strategies the contractor will adopt for the duration of the Contract including any option periods or extensions. The Contractor must provide (*annually*) updates to the Contracting authority on its progress in achieving its GHG reduction targets. The contractor must notify the Contracting authority if they are no longer participating in an initiative.

#### 7.24 Transition of Services at end of Contract Period

At the end of the Contract Period, the Service Provider must assist with the transition of the Domain to a new Service Provider. The Service Provider must cooperate with a new Service Provider to ensure that smooth and seamless transition of services occurs. The Service Provider must ensure that overall operational availability is not disrupted; existing service levels are maintained and Contract deliverables continue to be delivered while transition and knowledge transfer to a new Service Provider occurs.

If the services are still required upon the expiry date of the contract the firm agrees to continue services at the same rate. This will be completed through a formal contract amendment authorized by the Contracting authority.



**Annex A  
Statement of Work**

**See attached PDF – labeled Annex A - Statement of Work**



**APPENDIX I TO ANNEX A  
LISTED IN SOW – APPENDIX E-  
SERVICE LEVEL DESCRIPTIONS**

1. Service Level Objectives

Service Level Objectives (SLOs) represent important service desk performance levels. Service desk performance metric(s) will be reported and reviewed in accordance with ANNEX A SOW: Appendix D Reporting Requirements and ANNEX A SOW: Appendix C Governance. Service Desk performance metric(s) falling short of SLO targets will be the focus of collaborative remediation efforts by both SSC and the Service Provider until such time as the subject service desk performance metric(s) meet or exceed their respective SLO target(s) as described below:

**Table 2: EUSD / ESD Service Level Objectives**

INDEX*	SLO (KEY PERFORMANCE INDICATOR)	MEASUREMENT PERIOD	SLO TARGET	FORMULA FOR THE PERIOD IN QUESTION
2.5	Percentage of Calls Answered in ≤ 60 seconds	Calendar Month	greater than or equal to 70%	$\frac{\text{number of calls answered by service desk agents within 60 seconds or less from time of entering the queue}}{\text{number of calls answered by service desk agents}} \times 100\%$
2.6	Percentage of Calls Answered in ≤ 120 seconds	Calendar Month	greater than or equal to 80%	$\frac{\text{number of calls answered by service desk agents within 120 seconds or less from time entering the queue}}{\text{number of calls answered by service desk agents}} \times 100\%$
2.7	Percentage of Calls Answered in ≤ 300 seconds	Calendar Month	greater than or equal to 90%	$\frac{\text{number of calls answered by service desk agents within 300 seconds or less from time of entering the queue}}{\text{number of calls answered by service desk agents}} \times 100\%$
3.3	Call Abandonment Rate	Calendar Month	less than or equal to 7.5%	$\frac{\text{number of calls abandoned after 60 seconds from time of entering the queue}}{\text{number of calls remaining in queue for more than 60 seconds from time of entering the queue}} \times 100\%$
4.5	Percentage of Chats Answered in ≤ 60 seconds*	Calendar Month	greater than or equal to 70%	$\frac{\text{number of chats answered by service desk agents within 60 seconds or less from time of entering the queue}}{\text{number of chats answered by service desk agents}} \times 100\%$
4.6	Percentage of Chats Answered in ≤ 120 seconds*	Calendar Month	greater than or equal to 80%	$\frac{\text{number of chats answered by service desk agents within 120 seconds or less from time of entering the queue}}{\text{number of chats answered by service desk agents}} \times 100\%$
4.7	Percentage of Chats Answered in ≤ 300 seconds*	Calendar Month	greater than or equal to 90%	$\frac{\text{number of chats answered by service desk agents within 300 seconds or less from time of entering the queue}}{\text{number of chats answered by service desk agents}} \times 100\%$
5.3	Chat Abandonment Rate*	Calendar Month	less than or equal to 7.5%	$\frac{\text{number of chats abandoned after 60 seconds from time of entering the queue}}{\text{number of chats remaining in queue for more than 60 seconds from time of entering the queue}} \times 100\%$
6.5	Percentage of Emails Responded (without Automation) in ≤ 1 hour	Calendar Month	greater than or equal to 90%	$\frac{\text{number of emails responded by service desk agents within 1 hour or less from time of entering the queue}}{\text{number of emails responded by service desk agents}} \times 100\%$
6.6	Percentage of Emails Responded (without Automation) in ≤ 4 hours	Calendar Month	greater than or	$\frac{\text{number of emails responded by service desk agents within 4 hours or less from time of entering the queue}}{\text{number of emails responded by service desk agents}} \times 100\%$



INDEX*	SLO (KEY PERFORMANCE INDICATOR)	MEASUREMENT PERIOD	SLO TARGET	FORMULA FOR THE PERIOD IN QUESTION
			equal to 98%	
7.5	Percentage of Self-Service Portal Requests Responded (without Automation) in ≤ 1 hour	Calendar Month	greater than or equal to 90%	$\frac{\text{number of self service requests responded by service desk agents within 1 hour or less from time of entering the queue}}{\text{number of self service requests responded by service desk agents}} \times 100\%$
7.6	Percentage of Self-Service Portal Requests Responded (without Automation) in ≤ 4 hours	Calendar Month	greater than or equal to 98%	$\frac{\text{number of self service requests responded by service desk agents within 4 hours or less from time of entering the queue}}{\text{number of self service requests responded by service desk agents}} \times 100\%$
8.1	Average Call Interaction Time with Agent	Calendar Month	less than or equal to 15 minutes	$\frac{\text{total seconds of call interaction for all agents}}{\text{total number of calls answered}}$
9.0	Average Call Handle Time (Including Wrap-up)	Calendar Month	less than or equal to 18 minutes	$\frac{\text{total seconds of call handle time (interaction + wrap up)}}{\text{total number of calls answered}}$
8.3	Average Chat Interaction Time with Agent	Calendar Month	less than or equal to 15 minutes	$\frac{\text{total seconds of chat interaction for all agents}}{\text{total number of chats answered}}$
9.1	Average Chat Handle Time (Including Wrap-up)	Calendar Month	less than or equal to 18 minutes	$\frac{\text{total seconds of chat handle time (interaction + wrap up)}}{\text{total number of chats answered}}$
7.0	Agent Attrition	Calendar Month	TBD	$\frac{\text{number of agents off – boarded during the period}}{\text{mean number of agents available over the period}}$

\* Chat Functionality Pending for the ESD



## 2. Service Level Agreements

Service Level Agreements (SLAs) represent critical service desk performance levels. Service desk performance metric(s) falling short of SLA targets will require the Service Provider to perform remedial actions as outlined in Section 2.3 Problem Escalation for Service Level Failures. In addition, in accordance with Section 2.4 Service Credits, Service Level Credits shall be provided to SSC by the Service Provider in those instances where the service’s desk performance metric(s) fall short of the SLA targets as described below:

**Table 3: EUSD Service Level Agreements**

SLA CATEGORY	PERIOD MEASURED	SLA ALLOCATION PERCENTAGE	SLA TARGET
<b>1.0 Customer Satisfaction Survey</b>	<b>Calendar Month</b>	<b>30%</b>	<b>greater than or equal to 75%</b>
CALCULATION	$\frac{\text{sum of Customer Satisfaction Scores for all survey responses in the month}}{\text{total number of survey responses in the month}} \times 100\%$		
<b>2.0 Quality Assurance</b>	<b>Calendar Month</b>	<b>30%</b>	<b>greater than or equal to 85%</b>
CALCULATION	$\frac{\text{sum of Quality Assurance Scores for all Agents and Administrators in the month}}{\text{total number of Agents and Administrators in the month}} \times 100\%$		
<b>3.0 Average of Billable Hours Divided by Target Hours for each Federal Government Working Day (FGWD) in the month</b>	<b>Calendar Month</b>	<b>40%</b>	<b>greater than or equal to 95%</b>
CALCULATION	$\frac{\sum_{i=1}^N \text{Agent and Administrator Billable Hours for FGWD}_i}{\text{Target Number of Agents and Administrators for the Month} \times 7.5 \text{ Hours}} \times 100\%$ <p style="text-align: center;"><i>N</i> [where <i>N</i> = the number of FGWDs in the Month]</p> <p>Note 1: SSC will provide a resource forecast identifying the target number of agents and administrators for upcoming months on a three month rolling basis. The target number of agents and administrators will not vary more than 5% (with certain exceptions) from one month to the next. The first two months of the three month rolling forecast will be locked once SSC has provided it to the Service Provider.</p> <p>Note 2: For the purposes of this calculation, Billable Hours shall be limited to hours worked between 06:00 and 21:00 E.T.</p> <p>Note 3: For the purposes of this calculation, the numerator shall not exceed the denominator by more than 105% for any given FGWD.</p>		





**Table 4: ESD Service Level Agreements**

SLA CATEGORY	PERIOD MEASURED	SLA ALLOCATION PERCENTAGE	SLA TARGET
<b>1.0 Quality Assurance</b>	<b>Calendar Month</b>	<b>40%</b>	<b>greater than or equal to 85%</b>
CALCULATION	$\frac{\text{sum of Quality Assurance Scores for all Agents and Administrators in the month}}{\text{total number of Agents and Administrators in the month}} \times 100\%$		
<b>2.0 Average of Billable Hours Divided by Target Hours for each Federal Government Working Day (FGWD) in the month</b>	<b>Calendar Month</b>	<b>40%</b>	<b>greater than or equal to 95%</b>
	$\frac{\sum_{i=1}^N \frac{\text{Agent and Administrator Billable Hours for FGWD}_i}{\text{Target Number of Agents and Administrators for the Month} \times 7.5 \text{ Hours}}}{N} \times 100\%$ <p style="text-align: center;"><i>N [where N = the number of FGWDs in the Month]</i></p> <p>Note 1: SSC will provide a resource forecast identifying the target number of agents and administrators for upcoming months on a three month rolling basis. The target number of agents and administrators will not vary more than 5% (with certain exceptions) from one month to the next. The first two months of the three month rolling forecast will be locked once SSC has provided it to the Service Provider.</p> <p>Note 2: For the purposes of this calculation, Billable Hours shall be limited to hours worked between 06:00 and 21:00 E.T.</p> <p>Note 3: For the purposes of this calculation, the numerator shall not exceed the denominator by more than 120% for any given FGWD.</p>		
<b>3. Staffing (after hours, statutory holidays, and Saturdays/Sundays)</b>	<b>Calendar Month</b>	<b>20%</b>	<b>100%</b>
CALCULATION	<p>Note 1: As part of the three month resource forecast, SSC shall provide minimum target staffing for weekday after hours (between 21:00 and 06:00 ET), statutory holidays and Saturdays/Sundays.</p> <p>Note 2: Failure to maintain minimum target staffing for any period in the calendar month shall constitute a Service Level Failure.</p>		



### 2.1. SLA Measurement

The Service Provider must continuously monitor and measure performance against all SLA targets. The format and required supporting data will be prescribed by Shared Services Canada prior to the commencement of the services, but in any event, the Service Provider will measure all data reasonably required by Shared Services Canada to determine performance against the applicable SLA targets. The Service Provider must give notice to Shared Services Canada immediately if the Service Provider is aware that an SLA target will not be achieved.

### 2.2. Monthly Reporting

Within Five (5) Federal Government Working Days after the end of each month, the Service Provider must provide reports in soft-copy form, detailing the actual measured level of performance for each SLA target for the prior month. Shared Services Canada may request, at no additional cost to Shared Services Canada, extracts of the underlying source data prepared in a sufficient manner to enable Shared Services Canada to confirm the accuracy and completeness of the monthly Service Level Agreement reports. Any changes to reporting required by Shared Services Canada which results in the development or modification of reporting tools must be provided at no cost to Shared Services Canada.

In each monthly report the Service Provider must:

- describe each failure to achieve an SLA target (“Service Level Failure”);
- notify Shared Services Canada of any Service Level Credits, including Additional Service Level Credits, to which Shared Services Canada is entitled;
- notify Shared Services Canada of any Earn Back Credits; and
- provide Root Cause Analysis and corrective action plans for each Service Level Failure.

The monthly reports, custom reports, underlying source data, and any other data or information provided pursuant to this section will constitute Confidential Information of Shared Services Canada.

### 2.3. Problem Escalation for Service Level Failures

If the Service Provider discovers a Service Level Failure or Shared Services Canada notifies the Service Provider of a Service Level Failure, the Service Provider must at its cost and expense:

- perform a Root Cause Analysis (RCA) to identify the cause of such Service Level Failure;
- within Five (5) Federal Government Working Days after reporting an SLA Failure, provide Shared Services Canada with a written RCA Report (detailing the cause of such Service Level Failure) for review at a Service Committee Meeting convened for that purpose;
- Provide Shared Services Canada with a Corrective Action Plan (CAP) within Five (5) Federal Government Working Days after presentation of the RCA Report;
- Implement the CAP within 20 Federal Government Working Days of presentation of the CAP; and
- Provide progress reports against the CAP at bi-weekly Business Touch Base meetings.

The CAP is intended as a measure to prevent a recurrence of a Service Level Failure and is to be presented to Shared Services Canada in order to demonstrate the Service Provider’s ability to meet the Service Level associated with any Service Level Failure. The plan must at a minimum contain:

- the planned actions and the related Milestone Deadlines by which such actions will be completed;
- any proposed workarounds as an interim solution to providing a permanent fix, where such workarounds have not already been provided as part of the Service Provider’s obligation to provide the services; and
- The criteria for demonstrating that the underlying problem relating to the Service Level Failure has been resolved.

### 2.4. Service Credits

This section outlines the Service Level Credit mechanism. For the purposes of this Section, EUSD (EUSD) Services and Enterprise Service Desk (ESD) Services shall be treated as independent billing units and shall be referred to individually as the “Affected Service”.



#### 2.4.1. Service Level Credits

If the Service Provider fails to meet or exceed the SLA target for any SLA Category for any Affected Service in any calendar month, the Service Provider must provide a Service Level Credit to Shared Services Canada as set out in this Appendix.

#### 2.4.2. Base Service Level Credit Calculations

For each Service Level Failure, the Service Provider must provide to Shared Services Canada a Base Service Level Credit calculated as:

$$\text{Base Service Level Credit} = \mathbf{A} \times \mathbf{B}$$

Where:

**A** = the SLA Allocation Percentage applicable to the SLA category of the Affected Service; and

**B** = the At Risk Amount (15% of the monthly charges for the Affected Service).

An example of the calculation of a Service Level Credit is set out below:

Assume that the Service Provider's total monthly charges for the Affected Service in the month in which the Service Level Failure occurred were \$1,000,000; the SLA Allocation Percentage applicable to the subject SLA category is 30%; and the At Risk Amount is \$150,000 (15% times the \$1,000,000 monthly charges above). The Base Service Level Credit due to Shared Services Canada for such Service Level Failure would be \$45,000 and would be calculated as follows:

**A** = 30% (the SLA Allocation Percentage applicable to the subject SLA Category for the Affected Service); multiplied by

**B** = \$150,000 (the At Risk Amount for the Affected Service = [15% times the \$1,000,000 monthly charges]);

Equals \$45,000.

#### 2.4.3. Monthly Sum

If more than one Service Level Failure occurs in a single month, the sum of the corresponding Service Level Credits (Base Service Level Credits and Additional Service Level Credits if applicable) must be provided to Shared Services Canada (subject to Section 2.4.5 Monthly Limit described below).

#### 2.4.4. Additional Service Level Credits for Subsequent Service Level Failures.

If a Service Level Failure occurs in two or more consecutive months with respect to the same SLA Category, the Service Provider must provide Shared Services Canada with an Additional Service Level Credit (to be added to the Base Service Credit) as follows:

- for the second month in which such Service Level Failure occurs, the amount of the Base Service Level Credit for such Service Level Failure divided by two (2); and
- for the third and any subsequent consecutive month in which such Service Level Failure occurs, the amount of the Base Service Level Credit.

For example, if a Service Level Failure occurred in three consecutive months and the base Service Level Credit (calculated in accordance with Section 2.4.2 Base Service Level Credit Calculations described above) was \$75,000, Shared Services Canada would be entitled to a Base Service Level Credit of \$75,000 for the first month, a Base Service Level Credit of \$75,000 plus an Additional Service Level Credit of \$37,500 for the second consecutive month, and a Base Service Level Credit of \$75,000 plus an Additional Service Level Credit of \$75,000 for the third consecutive month.



#### 2.4.5. Monthly Limit

The total amount of all Base Service Level Credits and Additional Service Level Credits to be paid to Shared Services Canada for Service Level Failures, in respect of an Affected Service, in any single calendar month will not exceed fifteen percent (15%) of the total monthly charges for that Affected Service.

#### 2.4.6. Service Level Earn Backs

Where the performance of the Service Provider meets or exceeds the SLA target for a subject SLA category of an Affective Service for three consecutive months immediately following the month of a Service Failure for that same subject SLA category of that same Affected Service, the Service Provider shall be entitled to receive funds from Shared Services Canada equal to the Base Service Level Credit (and Additional Service Level Credit where applicable) that was paid in respect of the above referenced Service Failure. For greater certainty, in the instance of consecutive months of Service Level Failures for the same SLA category of an Affected Service, the Earn Back provision shall only apply to Service Credits paid in respect to the final month of Service Level Failure.

#### 2.4.7. Termination for Recurring Service Level Failure

If a Service Level Failure occurs for the same SLA category of an Affected Service in three or more months in any rolling nine month period, then Shared Services Canada may terminate this agreement or the task authorization under which the applicable service is provided immediately upon notice to the Service Provider.



**APPENDIX J TO ANNEX A  
TASK AUTHORIZATION PROCEDURES  
(Upon Contract Award)**

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix C to Annex A will be provided to the Contractor. Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form, as well as its corresponding proposed resource(s). The quotation of rates must include projected profit and overhead cost estimate for each resource(s) and each per diem rate proposed, in accordance with Appendix F to Annex A. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 5 *working days* (or any longer time period specified in the draft TA) turnaround time to submit a quotation.

For the purposes of projected profit and overhead costs, the following definitions apply:

Direct costs:

- a. "Direct Material Costs" meaning the cost of materials which can be specifically identified and measured as having been used or to be used in the performance of the Contract and which are so identified and measured consistently by the Contractor's cost accounting practices as accepted by Canada.
- b. "Direct Labour Costs" meaning the costs of the portion of gross wages or salaries (excluding fringe benefits), which can be specifically identified and measured as having been incurred or to be incurred in the performance of the Contract and which are so identified and measured consistently by the Contractor's cost accounting practices as accepted by Canada. For subcontracted resources, it means the rate paid to the subcontractor.
- c. "Other Direct Costs" meaning those applicable costs, not falling within the categories of direct material or direct labour, but which can be specifically identified and measured as having been incurred or to be incurred in the performance of the Contract and which are so identified and measured consistently by the Contractor's cost practices as accepted by Canada.

Indirect Costs:

- a. "Indirect Costs (overhead)" meaning those costs which, though necessarily having been incurred during the performance of the Contract for the conduct of the Contractor's business in general, cannot be identified and measured as directly applicable to the performance of the Contract.
- b. These Indirect Costs may include, but are not necessarily restricted to, such items as:
  - a. indirect materials and supplies(\*);
  - b. indirect labour;
  - c. fringe benefits (the Contractor's contribution only);
  - d. public services expenses: expenses of a general nature such as power, heat, light, operation and maintenance of general assets and facilities;
  - e. fixed/period charges: recurring charges such as property taxes, rentals and reasonable depreciation costs;



- f. general and administrative expenses: including remuneration of executive and corporate officers, office wages and salaries and expenses such as stationery, office supplies, postage and other necessary administration and management expenses;
- g. selling and marketing expenses associated with the goods, services or both being acquired under the Contract;
- h. general research or development expenses as considered applicable by Canada.

(\* ) For supplies of similar low-value, high-usage items the costs of which meet the above definition of Direct Material Costs but for which it is economically expensive to account for these costs in the manner prescribed for direct costs, then they may be considered to be indirect costs for the purposes of the Contract.

2. With each quotation the Contractor must propose the required number of resources and for each proposed resource the Contractor must supply a résumé, digitally signed by the resource attesting it is a true and accurate representation of their education and experience, the requested security clearance information and must complete the Response Tables at Appendix L of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
- (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix M to Annex A, Certifications). For each proposed resource, the Contractor must disclose, to both the Technical Authority and Contracting Authority, whether the resource is an employee or a sub-contracted vendor entity. If the resource is provided through a sub-contracted vendor entity(ies), the Contractor must disclose the name of the subcontractors, including the resource's actual employer in Appendix F to Annex A.
  - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
  - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
  - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.



- (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix D to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Crown references will be accepted.
  4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation may be found to be non-responsive.
  5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
  6. The Contractor must provide a completed and signed Appendix M to Annex A – Certifications required at the TA stage, and the related Appendix N to Annex A – Disclosure of resources working on multiple contracts (when it applies) with each quotation.
  7. Once the quotation has been accepted by the Project Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.



**APPENDIX K TO ANNEX A**  
**EXAMPLE: Task Authorization Request and Acceptance Form**  
**P2P Task Authorization form will be accepted as well.**

TASK AUTHORIZATION (TA) FORM					
CONTRACTOR		CONTRACT NUMBER:			
COMMITMENT		FINANCIAL CODING:			
TASK NUMBER (AMENDMENT)		ISSUE DATE:		RESPONSE REQUIRED BY:	
1. STATEMENT OF WORK (WORK ACTIVITIES AND DELIVERABLES):  SEE ATTACHED FOR STATEMENT OF WORK AND CERTIFICATIONS REQUIRED.					
2. PERIOD OF SERVICES:		FROM (DATE):		TO (DATE):	
3. WORK LOCATION:					
4. TRAVEL REQUIREMENTS:					
5. LANGUAGE REQUIREMENTS:					
6. OTHER CONDITIONS/CONSTRAINTS:					
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR' PERSONNEL:					
RESOURCE CATEGORY	NAME OF PROPOSED RESOURCE	PWGSC SECURITY FILE NUMBER	PER DIEM RATE	ESTIMATED # OF DAYS	TOTAL COST
ESTIMATED COST					
GST					
TOTAL LABOUR COST					
ESTIMATED TRAVEL COST (IN ACCORDANCE WITH TBS					
TOTAL ESTIMATED COST					
8. SIGNING AUTHORITIES:					
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor		Contractor (signature)		Date:	
Name, Title and Signature of Individual Authorized to Sign on Behalf of SSC IT Enterprise Procurement		SSC-PVR (signature)		Date:	
You are requested to sell to his Majesty The King in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out thereof.					





**APPENDIX L TO ANNEX A**

**RESOURCE ASSESSMENT CRITERIA AND RESPONSE TEMPLATES**

**(TO BE USED WHEN THE CONTRACT IS AWARDED)**

**D1.0 Task Authorization (TA) Initiation**

Where a requirement for a specific task has been identified a TA will be provided to the Contractor. The qualifications and experience of the proposed resources will be assessed against the requirements set out in the below tables to determine each proposed resources compliance with the criteria identified in Section D.2 of this Annex.

**D1.1 Assessment**

The qualifications and experience of the proposed resources will be assessed against the requirements set out in the appropriate category and level below.

**D.1.2 Acceptance**

Once the TA Technical Authority has accepted the quotation, the TA will be signed by the Contracting Authority and provided to the Contractor for signature. All TA Forms will be signed by the Contracting authority final approval.

**D2.0 RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLES**

**1. Client Delivery Executive**

ROLE	Oversees delivery of the contract.
MINIMUM REQUIREMENTS	10 years of experience in developing and monitoring of Service Desk action plans, policies, and guidelines.
	10 years of experience in the analysis and engineering of Information Technology processes to optimize operations.
	10 years of experience in analysis of Service Desk reports to ensure service objectives are met such as overall satisfaction and service levels are being met and to address Service Desk delivery issues.
	10 years of experience in customer relationship management with government departments or large private sector organizations with over 5,000 resources.
	7 years of Project Management experience and valid certification.
	Security Clearance: Reliability Status.

**2. Service Delivery Manager**

ROLE	Manages daily operations and the coordination of staff. Single point of contact for day-to-day service delivery and ensures performance and quality of service is met.
MINIMUM REQUIREMENTS	7 years of experience in the management of IM/IT service desks, teams, budgets and contracts in a Government or large corporate environment of 5,000 or more end users.



	<p>7 years of experience producing and implementing comprehensive Monthly Action Plans (“MAP”) for Service Desk optimization such as:</p> <ul style="list-style-type: none"><li>i. Service Desk metrics;</li><li>ii. implementation of Service Desk process improvements;</li><li>iii. training gaps; and</li><li>iv. service expectations.</li></ul>
	<p>7 years of experience defining technical specification workload estimates in relation to Service Desk services.</p>
	<p>7 years of experience ensuring that the Service Level Targets are met and that those missed are documented.</p>
	<p>7 years of experience in monitoring and testing contingency plans for critical Service Desk systems.</p>
	<p>7 years of experience providing Information Technology technical support services in client operating systems, networks operating software or commercial-off the-shelf (COTS) office products such as MS Office. Technical support can include such as password resets, hardware issues related to damaged peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware security incidents such as viruses and malware.</p>
	<p>7 years of experience providing expertise and guidance with regards to a Service Desk environment for Service Desk functions related to workstations, server and client environments.</p>
	<p>7 years of experience implementing corrective actions in a call centre environment related to call, incident, problem and change management and escalation processes.</p>
	<p>7 years of experience reviewing service management status reports including data related to quality assurance, daily and weekly call statistics, issue/problem resolutions.</p>
	<p>7 years of experience in the analysis of IT Service Desk workload reporting to determine process improvements in areas such as call resolution, customer service.</p>
	<p>Security Clearance: Reliability Status.</p>



### 3. Operations Manager

ROLE	Manages IT hardware, materials requirements, personnel and work environment health and safety. Single point of contact for workforce management (including recruitment, training, agent development, agent performance remediation) and Remote Work Agreement compliance.
MINIMUM REQUIREMENTS	2 years of experience in the operations management role.
	2 years of experience performing vendor management.
	2 years of experience in labour relations and human resource management.
	2 years of experience managing a distributed workforce.
	5 years of experience providing Information Technology technical support services in a client operating environment.
	Security Clearance: Reliability Status.

### 4. Domain Lead

ROLE	Supervises employees and oversees operation of the Service Desk.
MINIMUM REQUIREMENTS	5 years of experience providing Information Technology technical support services in client operating systems, networks operating software, or commercial-off the-shelf (“COTS”) office products (MS Office). Technical support can include such as password resets, hardware issues related to damaged peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware.
	5 years of experience in the management of IT projects and teams.
	5 years of experience implementing Management Action Plans (“MAP”) in a Service Desk environment such as: i. Service Desk metrics; ii. implementation of Service Desk process improvements; and iii. client service expectations.
	5 years of experience providing expertise and guidance with regards to a Service Desk environment for Service Desk functions related to workstations, server and client environments.
	5 years of experience implementing corrective actions in a call centre environment related to call, incident, problem and change management and escalation processes.
	5 years of experience determining technical workload specifications in relation to the Service Desk environment.
	5 years of experience reviewing service management status reports including data such as quality assurance, daily and weekly call statistics, issue/problem resolutions.
	5 years of experience in the analysis of IT Service Desk workload reporting to determine process improvements in areas such as call resolution, customer service.
	5 years of experience in the provision of IT support client services within an IT environment for a Government or large corporate environment of 5,000 or more end users.



## 5. Trainer

ROLE	Develops training curriculum and is responsible for intake training and on-going resource development.
MINIMUM REQUIREMENTS	3 years of experience creating, maintaining and continually evolving training material to support role based processes, tasks, and Standard Operating Procedures.
	3 years of experience planning, designing, and implementing interactive training activities.
	3 years of experience managing training material within a Service Desk Knowledge Database or document repository.
	3 years of experience monitoring training compliance and continuous improvement and preparing periodic reports to communicate outcomes of training activities.
	3 years of experiencing collecting and assessing feedback on effectiveness of training activities.
	Security Clearance: Reliability Status.

## 6. Quality Assurance Analyst

ROLE	Reviews the quality of a percentage of tickets, and provides feedback to the agent.
MINIMUM REQUIREMENTS	4 years of experience in providing quality assurance in a Service Desk environment in preparing things like quarterly reports on findings, deficiencies, degradation, problems with existing processes, procedures, Service Desk Agents and recommended corrective measures and/or improvements.
	4 years of experience with an enterprise class IT Service Management record, prioritize, match against other tickets in the system , track, document, assign and close call/incident, problem and IMAC/change tickets.
	4 years of experience working with an Automatic Call Distribution telephony system to log in and out, set status, generate reports as required.
	4 years of experience in the analysis of quality assurance data related to a Service Desk environment such as the effectiveness and performance of all service desk tasks.
	4 years of experience in the use of business intelligence tools for quarterly samples tickets (calls taken and problem number assigned) and reports detailing Service Desk Agent resolution rates of problems.
	4 years of experience in tracking of quarterly samples tickets (calls taken and problem number assigned) and reports on the Service Desk's quality of Service Requests.
	4 years of experience producing reports for a Service Desk environment such as on the integrity and day-to-day procedures of the Service Desk indicating where the quality of work has degraded, maintained, or improved.
	4 years of experience producing documentation related to collection of metrics such as problem resolutions and request processing.
	Security Clearance: Reliability Status.



## 7. Reporting Analyst

ROLE	Gathers and performs analysis on statistical data and generates reports on Service Desk performance.
MINIMUM REQUIREMENTS	4 years of experience producing reports for a Service Desk environment such as overall expertise, knowledge and performance levels for each specific area of expertise, such as Service Desk Agents (“SDA”) for call, incident, problem, change, as well as Account Administrator (“AA”), Task Flow Controller (“TFC”) and change requests.
	4 years of experience in the use of business intelligence tools for tracking workload metrics on calls, incidents, problems and changes on a daily, weekly, monthly and quarterly basis.
	4 years of experience in tracking of metrics related to a Service Desk environment such as metrics and volumetric that demonstrate optimal performance of Problem resolution and request processing.
	4 years of experience producing documentation related to collection of metrics such as weekly activity statistics, call metrics, service management metrics, monthly resource requirements based on workload, SLA obligations.
	Security Clearance: Reliability Status.

## 8. Knowledge Management

ROLE	Develops the knowledge management strategy, ensures the on-going development, maintenance and quality of the knowledge base and is responsible for initiating knowledge base reviews at regular intervals.
MINIMUM REQUIREMENTS	2 years of experience writing technical documents.
	2 years of experience maintaining Training, Knowledge Base, Best Practice Tips, FAQs, trouble-shooting guides, “How To’s”, and other publication sources in Self-Help.
	2 years of experience conducting reviews of knowledge articles to ensure accuracy, relevance and consistency.
	2 years of experience working collaboratively with subject matter experts to gather, validate and update the technical content of the knowledge base.
	4 years of experience providing Information Technology technical support services in a client operating environment.
Security Clearance: Reliability Status.	

## 9. IT Technical Support

ROLE	Provides technical support for all hardware, network infrastructure, security and software applications utilized by Service Desk resources.
MINIMUM REQUIREMENTS	2 years of experience providing guidance and technical support in a service desk environment.
	2 years of experience performing diagnoses and identifying technical issues.
	4 years of experience providing Information Technology technical support services in a client operating environment.
Security Clearance: Reliability Status.	



## 10. Service Desk Team Lead

ROLE	Provides direction, instructions, coaching and guidance to a group of individuals.
MINIMUM REQUIREMENTS	5 years of experience working with an enterprise class IT Service Management tool, record, prioritize, match against other tickets in the system , track, document, assign and close Service Request I/incident, problem and IMAC/change tickets.
	5 years of experience providing Information Technology technical support services in client operating systems, networks operating software or commercial-off the-shelf (“COTS”) office products. Technical support can include such as password resets, hardware issues related to damaged Peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware of security incidents such as viruses and malware.
	5 years of experience interacting with different levels of IT technical support groups such as to resolve support issues, participate in projects.
	5 years of experience leading a team of professionals in the delivery of IT services such as: i. call management; ii. on-line support; iii. problem and incident management; and iv. escalation.
	5 years of experience working with Interactive Voice Response (IVR) telephony systems sending messages and implementing surveys.
	5 years of performing the setup and execution of broadcast messages to agents about system updates, important announcements, or urgent issues that require their attention.
	5 years of experience in the documentation of technical IT solutions.
	5 years of experience providing coaching to IT clients and team members.
	Security Clearance: Reliability Status.

## 11. Senior Service Desk Agent

ROLE	Acts as a point of contact for internal escalation related to issues that Service Desk Agents are unable to resolve. Specializes in processes and procedures in a specific stream. Answers calls/chats, performs basic troubleshooting, and attempts first-call resolution.
MINIMUM REQUIREMENTS	5 years of experience working with an enterprise class IT Service Management tool to open, record, prioritize, match against other tickets in the system , track, document, assign and close Service Request I/incident, problem and IMAC/change tickets.
	5 years of experience providing Information Technology technical support services in client operating systems, networks operating software or commercial-off the-shelf (COTS) office products Technical support can include such as password resets, hardware issues related to damaged Peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware.
	5 years of experience working with an Automatic Call Distribution telephony system log in and out, set status, generate reports as required.
	5 years of experience providing coaching/mentoring to team members in an IT environment.
	Security Clearance: Reliability Status.



## 12. Intermediate Service Desk Agent

ROLE	Answers calls/chats, performs basic troubleshooting, and attempts first-call resolution.
MINIMUM REQUIREMENTS	3 years of experience providing Information Technology technical support services in client operating systems, networks operating software or commercial-off the-shelf (COTS) office products. Technical support can include such as password resets, hardware issues related to damaged Peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware.
	3 years of experience working with an enterprise class IT Service Management tool to open, record, prioritize, match against other tickets in the system , track,, document, assign and close service request l/incident, problem and change tickets.
	3 years of experience working with an Automatic Call Distribution telephony system to log in and out, set status, generate reports as required.
	Security Clearance: Reliability Status.

## 13. Junior Service Desk Agent

ROLE	Answers calls/chats, performs basic troubleshooting, and attempts first-call resolution.
MINIMUM REQUIREMENTS	2 years of experience or an acceptable combination of education, training, and/or experience providing Information Technology technical support services in client operating systems, networks operating software or commercial-off the-shelf (“COTS”) office products Technical support can include password resets, hardware issues related to damaged Peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware.
	2 years of experience OR an acceptable combination of education, training, and/or experience working with an enterprise class IT Service Management tool to open, record, prioritize, match against other tickets in the system , track,, document, assign and close service Request l/incident, problem and/change tickets.
	1 years of experience working with an Automatic Call Distribution telephony system to log in and out, set status, generate reports as required.
	Security Clearance: Reliability Status.



## 14. Request Fulfilment Team Lead

ROLE	Provides direction, instructions, and guidance to a group of individuals. Experienced resource acting as a point-of-contact for escalations related to issues that Account Administrators are unable to resolve. Also knowledgeable in processes and procedures for a given stream. Performs complex account administration tasks and system maintenance as well as resolving incidents resulting from activities previously performed.
MINIMUM REQUIREMENTS	5 years of experience providing technical support in an IT environment.
	5 years experience overseeing the end-to-end process of request fulfillment.
	5 years of experience coordinating with other departments and teams to ensure timely and accurate completion of requests.
	5 years of experience serving as a point of contact for escalations and complex issues.
	5 years of experience communicating effectively with team members, stakeholders, and other relevant parties.
	5 years of experience monitoring team performance and key performance indicators (KPIs).
	5 years of experience implementing strategies to improve team efficiency and effectiveness.
	5 years of experience leading/coaching a team of professionals in the delivery of IT services.
	Security Clearance: Reliability Status.

## 15. Senior Account Administrator

ROLE	Experienced resource acting as a point-of-contact for escalations related to issues that Account Administrators are unable to resolve. Also knowledgeable in processes and procedures for a given stream. Performs complex account administration tasks and system maintenance as well as resolving incidents resulting from activities previously performed.
MINIMUM REQUIREMENTS	5 years of experience providing technical support in an IT environment.
	5 years of experience in providing account administration services in Microsoft Active Directory.
	5 years of experience working with an enterprise-class IT Service Management tool.
	Security Clearance: Reliability Status.

## 16. Intermediate Account Administrator

ROLE	Performs complex account administration tasks and system maintenance as well as resolving incidents resulting from activities previously performed.
MINIMUM REQUIREMENTS	3 years of experience providing technical support in an IT environment.
	3 years of experience providing account administration services in Microsoft Active Directory.
	3 years of experience working with an enterprise-class IT Service Management tool.
	Security Clearance: Reliability Status.





## 17.ESD Level 1.5 Senior Service Desk Agent

ROLE	Acts as a point of contact for internal escalation related to issues that Service Desk Agents are unable to resolve. Specializes in processes and procedures in a specific stream. Answers calls/chats, performs basic troubleshooting, and attempts first-call resolution.
MINIMUM REQUIREMENTS	5 years of experience working with an enterprise class IT Service Management tool to open, record, prioritize, match against other tickets in the system , track, document, assign and close Service Request I/incident, problem and IMAC/change tickets.
	5 years of experience providing Information Technology technical support services in client operating systems, networks operating software or commercial-off the-shelf (COTS) office products Technical support can include such as password resets, hardware issues related to damaged Peripherals, software related issues such as non-responding applications, identification of security incidents such as viruses and malware.
	5 years of experience working with an Automatic Call Distribution telephony system log in and out, set status, generate reports as required.
	5 years of experience providing coaching/mentoring to team members in an IT environment.
	Security Clearance: Reliability Status

## 18.Incident Management Senior Incident Co-ordinator

ROLE	Experienced resource acting as the primary contact between SSC and the Service Provider for resolution of reported incidents. Will act as the onsite authority for incident escalation during the incident lifecycle and will perform incident escalation according to an approved escalation framework when necessary. Will have excellent communication skills and a strong background in Information Technology concepts and understand IT Service Management and Service Operations best practices. Will be required to work independently and co-operatively to conduct current incident analysis, gather incident details, engage service resources, participate in technical conferences.
MINIMUM REQUIREMENTS	5 years of experience coordinating the resolution of significant incidents that involved outages, performance degradation and or risk in an IT environment.
	5 years of experience having accountability for the incident record throughout its lifecycle (incident detection, diagnosis, repair, recovery, restoration and resolution) according to the approved SSC OPS ITSM Incident Management (IM) process.
	5 years of experience working with an enterprise-class IT Service Management tool.
	Strong knowledge of ITIL processes and procedures.
	Security Clearance: Reliability Status.

## 19.Incident Management Junior Incident Co-ordinator

ROLE	Coordinates the resolution of significant incidents that involve outages, performance degradation and or risk with SSC, and invokes other technical support groups as needed. Will have strong communication skills and strong background in Information Technology concepts and understand IT Service Management and Service Operations best practices
MINIMUM REQUIREMENTS	2 years of experience coordinating the resolution of significant incidents that involved outages, performance degradation and or risk in an IT environment.
	2 years of experience having accountability for the incident record throughout its lifecycle (incident detection, diagnosis, repair, recovery, restoration and resolution) according to the approved SSC OPS ITSM Incident Management (IM) process.
	2 years of experience working with an enterprise-class IT Service Management tool.
	Strong knowledge of ITIL processes and procedures.
	Security Clearance: Reliability Status.



## 20.ECC Operations Domain Manager

ROLE	The Operations Domain Manager manages the day-to-day operation of a designated Function(s) or responsibility area. They are the single point of contact for day-to-day service delivery within responsibility area, and are responsible for the performance, service quality and customer satisfaction of the services delivered within a designated Function(s) or responsibility area. They identify and implement opportunities to improve service and reduce cost, and ensure all service delivery commitments are met or exceeded. They must provide leadership, direction, and technical support to a designated Function(s) or responsibility area.
MINIMUM REQUIREMENTS	5 years of management experience in IT service delivery in a data centre environment.
	Within the last 8 years, the resource must have:
	<ul style="list-style-type: none"> <li>• Experience analysing and re-engineering existing business processes to optimize IT operations;</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience in developing and monitoring high level plans, policies and guidelines;</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience communicating IT operational plans and strategies with technical staff, nontechnical staff and senior management in written and oral presentation formats; and</li> <li>• Experience managing an IT support team of at least 15 resources for a continuous period of at least 1 year.</li> </ul>
MUST MEET AT LEAST 7 OF THE FOLLOWING REQUIREMENTS	Valid Canadian Federal Government Security Clearance: Secret.
	<ul style="list-style-type: none"> <li>✓ Manage complex IT operations environments (multiple software and hardware platforms) on at least 2 projects</li> <li>✓ Manage hardware, software and/or service integration</li> <li>✓ IT project management on at least 3 projects</li> <li>✓ Provide advice and guidance on the mapping of business to operational requirements</li> <li>✓ Provide advice, guidance and document recommendations for modifying or implementing service delivery programs</li> <li>✓ ITIL Foundation certification (v.2 or higher)</li> <li>✓ IT service cost estimating related to IT operations service support and delivery</li> <li>✓ Architecting or designing IT solutions</li> <li>✓ Recommending and implementing process improvements or cost savings solutions in an IT operations environment</li> <li>✓ Experience working with Treasury Board Enhanced Management Framework (EMF)</li> </ul>



## 21.ECC Event Management Senior Operator

ROLE	The Event Management Senior Operator is responsible for in depth support of operating server systems including performing DASD dumps, and system IPLs. They must perform first and second level troubleshooting for server, mainframe, network, batch processing and IT infrastructure related incidents. They are responsible for analyzing Problems and incidents to determine root cause and assist in providing solutions to prevent reoccurrence. They must monitor mainframe, server and network systems and console software and utilities. They must also update and maintain operational documentation and procedures. The main objective of the Senior Operator is to provide guidance and direction for the intermediate and junior operators and triage more complex incidents and event management issues.
MINIMUM REQUIREMENTS	<p>4 years of experience working in IT Operations in a data centre environment.</p> <p>Within the last 8 years, the resource must have:</p> <ul style="list-style-type: none"> <li>• Experience in mainframe, server or network system monitoring;</li> <li>• Experience in using incident and Change management processes including inputting or updating information into event, incident and change management systems; and</li> <li>• Experience in IT Technical investigation, analysis and providing support.</li> </ul> <p>Valid Canadian Federal Government Security Clearance: Secret.</p>
MUST MEET AT LEAST 8 OF THE FOLLOWING REQUIREMENTS	<ul style="list-style-type: none"> <li>✓ Operate mainframe, server computers, or networking infrastructures</li> <li>✓ Experience in mainframe, server or network monitoring</li> <li>✓ Experience in using Event, incident and Change management processes including inputting or updating information into event, incident and change management systems</li> <li>✓ Experience in mainframe batch processing</li> <li>✓ Create, update, and implement operational procedures and/or checklists</li> <li>✓ Experience in using system performance or diagnostic tools</li> <li>✓ Performing system IPLs or server reboots</li> <li>✓ Troubleshooting problems and issues in Mainframe, Server or Network environment</li> <li>✓ Online Regions (CICS, DB2, IDMS, WEBSHERE)</li> <li>✓ Batch Processing (CA-7, CONTROL-M, TWS)</li> <li>✓ Experience in using system Monitoring or Automation tools(</li> <li>✓ Communication tools (Telnet, or Remote Desktop Connection, or equivalent)</li> <li>✓ Reading, understanding and identifying components of a network topology diagram</li> </ul>



## 22.ECC Event Management Intermediate Operator

ROLE	The Event Management Intermediate Operations is responsible for operating server systems including performing DASD dumps, and system IPLs. They must perform first level troubleshooting for server, mainframe, network, batch processing and IT infrastructure related incidents. They are responsible for assisting in analyzing Problems and incidents to determine root cause and assist in providing solutions to prevent reoccurrence. They must monitor mainframe, server and network systems and console software and utilities. They must also update and maintain operational documentation and procedures.
MINIMUM REQUIREMENTS	2 years of experience working in IT Operations in a data centre environment.
	Within the last 8 years, the resource must have:
	<ul style="list-style-type: none"> <li>• Experience in mainframe, server or network system monitoring;</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience in using incident and Change management processes including inputting or updating information into incident and change management systems; and</li> </ul>
MUST MEET AT LEAST 8 OF THE FOLLOWING REQUIREMENTS	<ul style="list-style-type: none"> <li>• Experience in IT Technical investigation, analysis and providing support.</li> </ul>
	<p>Valid Canadian Federal Government Security Clearance: Secret.</p> <ul style="list-style-type: none"> <li>✓ Operate mainframe, server computers, or networking infrastructures</li> <li>✓ Experience in mainframe, server or network monitoring</li> <li>✓ Experience in using Event, incident and Change management processes including inputting or updating information into event, incident and change management systems</li> <li>✓ Experience in mainframe batch processing</li> <li>✓ Create, update, and implement operational procedures and/or checklists</li> <li>✓ Experience in using system performance or diagnostic tools</li> <li>✓ Performing system IPLs or server reboots</li> <li>✓ Troubleshooting problems and issues in Mainframe, Server or Network environment</li> <li>✓ Online Regions (CICS, DB2, IDMS, WEBSHERE)</li> <li>✓ Batch Processing (CA-7, CONTROL-M, TWS)</li> <li>✓ Experience in using system Monitoring or Automation tools</li> <li>✓ Communication tools (Telnet, or Remote Desktop Connection, or equivalent)</li> <li>✓ Reading, understanding and identifying components of a network topology diagram</li> <li>✓ Troubleshooting network related incidents</li> </ul>



### 23.ECC Event Management Junior Operator

ROLE	The Event Management Junior Operator is responsible for operating server systems including performing DASD dumps, and system IPLs. They perform first level troubleshooting for server, mainframe, network, batch processing and IT infrastructure related incidents, and monitor mainframe and server systems and console software and utilities.
MINIMUM REQUIREMENTS	1 year of experience working in IT Operations in a data centre environment or school experience in the field of information management and information technology.
	Within the last 8 years, the resource must have:
	<ul style="list-style-type: none"> <li>• Experience in mainframe, server or network system monitoring;</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience in using incident and Change management processes including inputting or updating information into Incident and change management systems; and</li> </ul>
MUST MEET AT LEAST 5 OF THE FOLLOWING REQUIREMENTS	<ul style="list-style-type: none"> <li>• Experience in IT Technical investigation, analysis and providing support.</li> </ul>
	Valid Canadian Federal Government Security Clearance: Secret.
	<ul style="list-style-type: none"> <li>✓ Operate mainframe, server computers, or networking infrastructures</li> <li>✓ Experience in mainframe, server or network monitoring</li> <li>✓ Experience in using Event, incident and Change management processes including inputting or updating information into event, incident and change management systems</li> <li>✓ Create, update, and implement operational procedures and/or checklists</li> <li>✓ Experience in using system performance or diagnostic tools</li> <li>✓ Performing system IPLs or server reboots</li> <li>✓ Troubleshooting problems and issues in Mainframe, Server or Network environment</li> <li>✓ Reading, understanding and identifying components of a network topology diagram</li> <li>✓ Troubleshooting network related incidents</li> </ul>



## 24.ECC Event Management Senior Technical Advisor

ROLE	ECC Event Management Senior Technical Advisor The ECC Event Management Senior Technical Advisor is responsible for providing senior level expertise and guidance to support to the IT Service Management environment at SSC in one or more of the following areas: Event Management, Incident Management, Problem Management, IT Service Desk, Configuration Management, Change Management, Release Management, Security Operations Management, IT Service Continuity Management, Capacity Management, Availability Management, Service Management, IT Financial Management. They oversee and manage the creation, modification and updating of IT Service Management documentation, processes and procedures, and lead or manage IT Service Management projects. They must conduct IT Service Management briefings and presentations to SSC management and other support groups, and liaise with SSC management to provide strategic guidance and recommendations on IT Service Management business.
MINIMUM REQUIREMENTS	<p>4 years of experience in operations management .</p> <p>Within the last 8 years, the resource must have:</p> <ul style="list-style-type: none"> <li>• ITIL Intermediate Certificate in IT Service Management (ITIL v3 or higher);</li> <li>• Experience in communicating plans and strategies to management and employees; and</li> <li>• Experience in leading the implementation of IT Service Management projects.</li> </ul> <p>Valid Canadian Federal Government Security Clearance: Secret.</p>
MUST MEET AT LEAST 6 OF THE FOLLOWING REQUIREMENTS	<ul style="list-style-type: none"> <li>✓ Analysing operational statistics on at least 5 projects</li> <li>✓ Working with service management tools (e.g. Infoman; Tivoli, Remedy etc.)</li> <li>✓ Working with IT Service Management tools or systems in a data centre production environment</li> <li>✓ Working as a Project lead on IT Service Management projects</li> <li>✓ Developing procedures for IT Service Management</li> <li>✓ Creating and updating data flow diagrams using Visio or equivalent flowcharting tool</li> <li>✓ Providing training to IT personnel</li> <li>✓ Experience in planning IT Service Management implementations in a large datacentre environment</li> <li>✓ Experience in communicating plans and strategies to management and employees</li> </ul>



## 25.ECC Event Management Intermediate Technical Advisor

ROLE	ECC Event Management Intermediate Technical Advisor The ECC Event Management Senior Technical Advisor provides support to the IT Service Management environment at SSC in one or more of the following areas: Event Management, Incident Management, Problem Management, IT Service Desk, Configuration Management, Change Management, Release Management, Security Operations Management, IT Service Continuity Management, Capacity Management, Availability Management, Service Management, and IT Financial Management. They must create, modify and update IT Service Management documentation, processes and procedures, and must manage or participate in IT Service Management projects.
MINIMUM REQUIREMENTS	3 years of experience in operations management.
	Within the last 8 years, the resource must have:
	<ul style="list-style-type: none"> <li>• ITIL Intermediate Certificate in IT Service Management (ITIL v3 or higher;</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience in communicating plans and strategies to management and employees; and</li> </ul>
MUST MEET AT LEAST 7 OF THE FOLLOWING REQUIREMENTS	<ul style="list-style-type: none"> <li>• Experience in the implementation of IT Service Management projects.</li> </ul>
	Valid Canadian Federal Government Security Clearance: Secret. <ul style="list-style-type: none"> <li>✓ Analyzing operational statistics on at least 3 projects</li> <li>✓ Working with service management tools (e.g. Infoman; Tivoli, Remedy etc.)</li> <li>✓ Working with IT Service Management (ITIL) tools or systems in a data centre production environment</li> <li>✓ Working as a team member on at least 3 IT Service Management (ITIL) projects</li> <li>✓ Developing procedures for IT Service Management (ITIL) disciplines</li> <li>✓ Creating and updating data flow diagrams using Visio or equivalent flowcharting tool</li> <li>✓ Providing training to IT personnel</li> <li>✓ Experience in planning IT Service Management (ITIL) implementations in a large data centre environment</li> <li>✓ Experience in communicating plans and strategies to management and employees</li> <li>✓ Creating and updating operational documentation</li> </ul>



**APPENDIX M TO ANNEX A  
CERTIFICATIONS AT THE TASK AUTHORIZATION STAGE**

**1. CERTIFICATION OF EDUCATION AND EXPERIENCE**

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. The Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization. The Contractor further agrees that it will re-imburse Canada the amounts invoiced for all work by a resource, if it is determined by Canada, during the period of the Contract or afterwards, that the resume is misrepresented.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

**2. CERTIFICATION OF AVAILABILITY OF PERSONNEL**

a) The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

b) The Contractor certifies that it has accurately represented the employment commitments of every individual proposed to provide services under this Task Authorization and that such individuals will not perform work on any other contract(s) and/or Task Authorization(s) concurrently, except as disclosed in this certification. If the individual's employment commitments later change, the contractor will notify the Contracting Authority within 2 business days and will re-submit this certification for approval. Select one of the following:

- The Contractor certifies that every individual proposed will be working exclusively on this Task Authorization.
- Some resource(s) will be working on other contracts and/or Task Authorizations during the period of this Task Authorization. The Contractor must complete and provide a signed Appendix E to Annex A, disclosing the information required by Canada for each resource that will be working on concurrent contracts and or task authorizations.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date





**3. CERTIFICATION OF STATUS OF PERSONNEL**

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this Task Authorization and to submit his/her résumé to Canada. At any time the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request can result in a default under the Contract in accordance with the General Conditions.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

**4. Certification of Language**

The Contractor certifies that the proposed resource(s) in response to this TA is/are fluent in—defined at tasking stage. The individual(s) proposed is/are able to communicate orally and in writing without any assistance and with minimal errors in defined at tasking stage

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

**PROPOSED RESOURCE SIGNATURE**

**Status of Personnel**

I \_\_\_\_\_ hereby certify that I have given written permission to “Contractor” under tasking request \_\_\_\_\_ to propose the services of myself in relation to the work performed in fulfillment and include my resume for this tasking proposal.

\_\_\_\_\_  
Print name of named resource & signature above of proposed resource

\_\_\_\_\_  
Date

**Education and Experience**

The proposed individual(s) resource certifies that all the information provided in the resume(s) and supporting material submitted, particularly the information pertaining to education, achievements, experience and work history, has been verified by myself to be true and accurate. Canada reserves the right to verify any information provided in this regard, and untrue statements may result in the TA response being declared non-responsive or another action the Minister may consider appropriate.

\_\_\_\_\_  
Print name of named resource & signature above of proposed resource

\_\_\_\_\_  
Date



**APPENDIX N TO ANNEX A  
DISCLOSURE OF RESOURCES WORKING ON MULTIPLE CONTRACTS**

This Appendix applies to all cases where any resource being proposed to provide services under the Task Authorization will be performing work on other contracts or task authorizations concurrently, including contracts issued by Canada to other vendors and contracts with entities other than the Government of Canada.

This disclosure must be signed and attached to the Contractor's quotation or resource proposal when it is submitted to Canada. The Contractor is required to submit one Appendix for each resource that will be working on other contracts or task authorization during the period of the Contract or Task Authorization.

<i>(Insert Name)</i>	
<i>Contract #1: (insert Contract number)</i>	
<i>Task Authorization #: (Insert the Task Authorization number)</i>	
Contractor / Employer	<i>(insert – e.g. ABC Inc.)</i>
Department	<i>(insert – e.g. Public Services and Procurement Canada)</i>
Description of the work	<i>(insert – e.g. Software Developer to support the development of the XYZ application)</i>
Period of services	<i>(insert - e.g. – April 1st, 2023 to March 31st, 2024)</i>
Level of effort	<i>(insert – e.g. 220 days)</i>
Schedule limitations (e.g. core hours)	<i>(insert – e.g. From Monday to Friday – between 6:00AM and 5:00 PM)</i>
<i>Contract #2: (insert Contract number)</i>	
<i>Task Authorization #: (Insert the Task Authorization number)</i>	
Contractor / Employer	<i>(insert – e.g. ABC Inc.)</i>
Department	<i>(insert – e.g. Public Services and Procurement Canada)</i>
Description of the work	<i>(insert – e.g. Software Developer to support the development of the XYZ application)</i>
Period of services	<i>(insert - e.g. – April 1st, 2023 to March 31st, 2024)</i>
Level of effort	<i>(insert – e.g. 220 days)</i>
Schedule limitations (e.g. core hours)	<i>(insert – e.g. From Monday to Friday – between 6:00AM and 5:00 PM)</i>

*(Add sections as necessary if the resource is working on more than two concurrent contracts)*



**APPENDIX O TO ANNEX A  
ADDITIONAL FINANCIAL INFORMATION FOR PROPOSED RESOURCES**

<b>Task Authorization #: (insert, if applicable)</b>										
<b>Contract #: (insert)</b>										
<b>Contractor Name: (insert)</b>										
Resource Name	Category	Level	Employee or subcontractor?	Subcontractor name(s) (if applicable) *	(A)	(B)	(C)	(D)	(E)	(F) = (A)+(B)+(C)+(D)+(E)
					Direct Labour Cost	Direct Material Cost	Other Direct Costs	Indirect Cost (Overhead)	Profit before taxes	Per Diem rate (All inclusive before taxes)
(e.g. John Smith)	(e.g. Project Manager)	2	Employee	N/A	\$300.00	\$0.00	\$0.00	\$100.00	\$100.00	\$500.00
(e.g. Jane Smith)	(e.g. Business consultant)	3	Subcontractor	XYZ inc.	\$475.00	\$0.00	\$0.00	\$100.00	\$175.00	\$750.00

\*In cases where there are multiple subcontracts (or layers of) involved in the provision of the resource, the Contractor must provide the name of all subcontractors (any tier). The costing details are only required for first-tier subcontractors, meaning the vendor(s) the Contractor subcontract the work to.



**ANNEX B**

**BASIS OF PAYMENT**

For the provision of Professional Services, as and when requested by Canada through a validly issued Task Authorization, and in consideration of the Contractor satisfactorily completing all of its obligations in accordance with the Contract, the Contractor will be paid the following Firm All Inclusive Per Diem rates for work performed pursuant to this Contract, Applicable Taxes extra. The Firm All Inclusive Per Diem Rate will be pro-rated for partial days.

Please detail the transition charges for the total assumption of the services. The Proposal will include all costs that will be or possibly be charged to SSC.

	<b>TRANSITION ITEMS/ACTIVITIES</b>	<b>ONE TIME CHARGE (\$ CAD)</b>
TRANSIT1.0	Project Management	\$
TRANSIT2.0	End User Service Desk - knowledge transfer	\$
TRANSIT6.0	Request Fulfilment - knowledge transfer	\$
TRANSIT7.0	Request Fulfilment - tools installation and setup	\$
TRANSIT8.0	Request Fulfilment - service setup (phone system, email integration etc.)	\$
TRANSIT9.0	Request Fulfilment - workstation setup	\$
TRANSIT10.0	Enterprise Service Desk - knowledge transfer	\$
TRANSIT14.0	Invoice Testing	\$
<b>TRANSITION CHARGES</b>		\$

<b>ANNUAL SERVICE CHARGES (\$ CAD)</b>						
<b>Service Category</b>	<b>Physical Requirement</b>	<b>Contract Period (3 years)</b>	<b>Option Period 1</b>	<b>Option Period 2</b>	<b>Option Period 3</b>	<b>Option Period 4</b>
EUSDFAC	EUSD Space	\$	\$	\$	\$	\$
ESDFAC	ESD Space	\$	\$	\$	\$	\$
Total Cost		\$	\$	\$	\$	\$



**CATEGORY OF PERSONNEL**

ENTEPRISE SERVICE DESK, END USER SERVICE DESK, ENTEPRISE COMMAND CENTRE			Fixed Per Diem Rate				
	CATEGORY OF PERSONNEL		Contract Period (3 years)	Option Period 1	Option Period 2	Option Period 3	Option Period 4
001	EUSD1.0	CLIENT DELIVERY EXECUTIVE					
002	EUSD2.0	SERVICE DELIVERY MANAGER					
003	EUSD3.0	OPERATIONS MANAGER					
004	EUSD4.0	DOMAIN LEAD					
005	EUSD5.0	TRAINER					
006	EUSD6.0	QUALITY ASSURANCE ANALYST					
007	EUSD7.0	REPORTING ANALYST					
008	EUSD8.0	KNOWLEDGE MANAGEMENT					
009	EUSD9.0	IT TECHNICAL SUPPORT					
010	EUSD10.0	SERVICE DESK TEAM LEAD					
011	EUSD11.0	SENIOR SERVICE DESK AGENT					
012	EUSD12.0	INTERMEDIATE SERVICE DESK AGENT					
013	EUSD13.0	JUNIOR SERVICE DESK AGENT					
014	EUSD14.0	REQUEST FULFILMENT TEAM LEAD					
015	EUSD15.0	SENIOR ACCOUNT ADMINISTRATOR					
016	EUSD16.0	INTERMEDIATE ACCOUNT ADMINISTRATOR					
017	ESD1.0	CLIENT DELIVERY EXECUTIVE					
018	ESD2.0	SERVICE DELIVERY MANAGER					
019	ESD3.0	OPERATIONS MANAGER					
020	ESD4.0	TRAINER					
021	ESD5.0	QUALITY ASSURANCE ANALYST					
022	ESD6.0	REPORTING ANALYST					
023	ESD7.0	IT TECHNICAL SUPPORT					
024	ESD8.0	SERVICE DESK TEAM LEAD					



ENTEPRISE SERVICE DESK, END USER SERVICE DESK, ENTEPRISE COMMAND CENTRE			Fixed Per Diem Rate				
	CATEGORY OF PERSONNEL		Contract Period (3 years)	Option Period 1	Option Period 2	Option Period 3	Option Period 4
025	ESD9.0	SENIOR SERVICE DESK AGENT					
026	ESD10.0	INTERMEDIATE SERVICE DESK AGENT					
027	ESD11.0	JUNIOR SERVICE DESK AGENT					
028	IM1.0	ESD LEVEL 1.5 / SENIOR SERVICE DESK AGENT					
029	IM2.0	SENIOR INCIDENT CO-ORDINATOR					
030	IM3.0	JUNIOR INCIDENT CO-ORDINATOR					
031	ECC1.0	OPERATIONS DOMAIN MANAGER					
032	ECC2.0	ECC EVENT MANAGEMENT SENIOR OPERATOR [24/7]					
033	ECC3.0	ECC EVENT MANAGEMENT INTERMEDIATE OPERATOR [24/7]					
034	ECC4.0	ECC EVENT MANAGEMENT JUNIOR OPERATOR [24/7]					
035	ECC5.0	ECC EVENT MANAGEMENT SENIOR TECHNICAL ADVISOR					



ANNEX C

SECURITY REQUIREMENTS CHECK LIST



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat R000166971
Security Classification / Classification de sécurité

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	Shared Services Canada	2. Branch or Directorate / Direction générale ou Direction Operations and Client Services Branch
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 Professional services to provide support in delivering the End User Service Desk, the Enterprise Service Desk, and the Enterprise Command Centre services.		
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 / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	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"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	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 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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Security Classification / Classification de sécurité
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Government of Canada  
Gouvernement du Canada

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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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Government of Canada  
Gouvernement du Canada

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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 CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET	
							NATO DIFFUSION RESTRICTED	NATO CONFIDENTIAL	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).



## ANNEX D

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

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

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's website.

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

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

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

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

**OR**

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

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

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



## ANNEX E

### PRIVACY OBLIGATIONS

In addition to the requirements set out in Annex A, the Contractor is required to adhere to the following Privacy Obligations throughout the Contract period:

#### PERSONAL INFORMATION

##### 1.0 INTERPRETATION

- i. In the Contract, unless the context otherwise requires:
  - (a) "General Conditions" means the general conditions that form part of the Contract;
  - (b) "Personal Information" means information collected or generated in the performance of the Work, about an identifiable individual, including the types of information specifically described in the *Privacy Act*, R.S. 1985, c. P-21; and includes any Persistent Anonymous Identifier (PAI) that is associated with a User's credential and the IP address of the user. For greater certainty, the authentication requests and responses containing these various data elements must be treated as Personal Information;
  - (c) "Record" means any hard copy document or any data in a machine-readable format containing Personal Information; and
  - (d) "User" means an authorized user of the Enterprise Vulnerability Management Solution ((name of service))
- ii. Words and expressions defined in the General Conditions and used in these Personal Information provisions have the meanings given to them in the General Conditions.
- iii. If there is any inconsistency between the General Conditions and these Personal Information provisions, the applicable provisions of these Personal Information provisions prevail.
- iv. These provisions only apply to information collected or generated in the course of the performance of the Work.

##### 2.0 OWNERSHIP AND MANAGEMENT OF PERSONAL INFORMATION AND RECORDS

- i. The Contractor acknowledges that it has no rights to the Personal Information or the Records and that Canada owns the Records. On request, the Contractor must make all the Personal Information and Records available to Canada within 2 Federal Government Working Days where the data resides on the (name of service) and within 5 FGWD when the data needs to be retrieved from off-site backup media in a format acceptable to Canada.
- ii. In the course of this Contract, the Contractor will be responsible for managing and safeguarding the Personal Information that it has collected or generated on behalf of Canada. To perform the Work, the Contractor may be provided with and/or will be collecting personal Information from individual users.
- iii. Use of Personal Information



- i. The Contractor agrees to create, send, collect, receive, manage, access, use, retain, and dispose of the Personal Information and the Records only to perform the Work in accordance with the Contract unless otherwise authorized by Canada in writing.
- ii. The Contractor must not use techniques such as, but not limited to, inter-linking, cross-referencing, data mining, or data matching from multiple sources on the Personal Information collected in relation to the Work, unless otherwise authorized by Canada in writing.

### 3.0 COLLECTION AND DISCLOSURE OF PERSONAL INFORMATION

- i. If the Contractor must collect Personal Information from a third party to perform the Work, the Contractor must only collect Personal Information that is required to perform the Work. The Contractor must collect the Personal Information from the individual to whom it relates and the Contractor must inform that individual (at or before the time when it collects the Personal Information) of the following:
  - (a) that the Personal Information is being collected on behalf of, and will be provided to, Canada;
  - (b) the ways the Personal Information will be used;
  - (c) that the disclosure of the Personal Information is voluntary or, if there is a legal requirement to disclose the Personal Information, the basis of that legal requirement;
  - (d) the consequences, if any, of refusing to provide the information;
  - (e) that the individual has a right to access and correct his or her own Personal Information; and
  - (f) that the Personal Information will form part of a specific personal information bank (within the meaning of the *Privacy Act*), and also with information about which government institution controls that personal information bank.
- ii. The Contractor, its subcontractors, and their respective employees must identify themselves to the individuals from whom they are collecting Personal Information, and must provide those individuals with a way to verify that they are authorized to collect the Personal Information under a Contract with Canada.
- iii. If requested by the Contracting Authority, the Contractor must develop a request for consent form to be used when collecting Personal Information.
- iv. At the time it requests Personal Information from any individual, if the Contractor doubts that the individual has the capacity to provide consent to the disclosure and use of his or her Personal Information, the Contractor must ask the Contracting Authority for instructions.
- v. The Contractor is prohibited from collecting Personal Information by telephone unless requested by the Contracting Authority. The Contractor must then develop a request for consent form to be used when collecting Personal Information, or a script for collecting the Personal Information by telephone. The Contractor must not begin using a form or script unless the Contracting Authority first approves it in writing. The Contractor must also obtain the Contracting Authority's approval before making any changes to a form or script.



- vi. The Contractor is prohibited from disclosing or transferring any Personal Information except as necessary for the purposes of fulfilling its obligations under this Contract or unless otherwise directed to do so in writing by the Contracting Authority.
- vii. If the Contractor receives any request for disclosure of Personal Information for a purpose not authorized under the Contract, or if it becomes aware that disclosure may be required by law, the Contractor must immediately notify the Contract Authority about the request or demand for disclosure and must not disclose the Personal Information unless otherwise directed to do so in writing by the Contracting Authority.
- viii. The Contractor must ensure that its User Interface (UI) design and operation allows the Government of Canada to fulfill its privacy requirements to identify the purpose of collecting Personal Information and to inform the individuals of the purpose for the collection and the ways the Personal Information will be used.

#### 4.0 MAINTAINING THE ACCURACY, PRIVACY AND INTEGRITY OF PERSONAL INFORMATION

- i. The Contractor must ensure that the Personal Information provided by Canada continues to be accurate, complete, and up to date. The Contractor must protect the privacy and integrity of the Personal Information. To do so, at a minimum, the Contractor must:
  - (a) not use any personal identifiers (e.g., social insurance number) to link multiple databases containing Personal Information collected or generated for the Work unless directed to do so by Canada;
  - (b) segregate all Personal Information and Records it maintains on behalf of Canada from the Contractor's own information and records and from any of the Contractor's clients' information and records;
  - (c) restrict access to the Personal Information and the Records to people who require access to perform the Work (eg. by using passwords or biometric access controls);
  - (d) provide training to anyone to whom the Contractor will provide access to the Personal Information regarding the obligation to keep it confidential and use it only to perform the Work. The Contractor must provide this training before giving an individual access to any Personal Information and the Contractor must keep a record of the training and make it available to the Contracting Authority if requested;
  - (e) if requested by the Contracting Authority, before providing anyone with access to the Personal Information, require anyone to whom the Contractor provides access to the Personal Information to acknowledge in writing (in a form approved by the Contracting Authority) their responsibilities to maintain the privacy and confidentiality of the Personal Information;
  - (f) keep a record of all requests made by Canada on behalf of an individual to review his or her Personal Information, and any requests to correct errors or omissions in the Personal Information (whether those requests are made directly by an individual or by Canada on behalf of an individual). Any Record which was the subject of an administrative action, including a request for correction, must be retained for a minimum of 2 years, as prescribed in section 4 of the Privacy Regulations (SOR/83-508);
  - (g) include a notation on any Record(s) that an individual has requested be corrected if the Contractor has decided not to make the correction for any reason. Whenever this occurs,



the Contractor must immediately advise the Contracting Authority of the details of the requested correction and the reasons for the Contractor's decision not to make it. If directed by the Contracting Authority to make the correction, the Contractor must do so;

- (h) keep a record of the date and source of the last update to each Record;
- (i) maintain an audit log that electronically records all instances of and attempts to access Records stored electronically. The audit log must be in a format that can be reviewed by the Contractor and Canada at any time; and must contain the date, time and source of all updates to each Record; and
- (j) secure and control access to any hard copy Records including maintaining a record of any modifications or updates made to hard copy Records for a minimum of 2 years, as prescribed in section 4 of the Privacy Regulations (SOR/83-508)
- (k) Privacy Management Plan (PMP)

The Contractor must provide a Privacy Management Plan during Operational Readiness Phase 1 (refer to Annex\_\_General SOW)

#### 5.0 SAFEGUARDING PERSONAL INFORMATION

- i. To the extent any Personal Information is stored on Contractor systems or the Contractor is required to handle (collect, retain, use, disclose and dispose) any Personal Information or records, the Contractor must safeguard the Personal Information at all times by taking all administrative, physical and technical security measures that are necessary to secure and protect its availability, integrity and confidentiality. Such measures must be approved by Canada. To do so, at a minimum, the Contractor must:
  - (a) store the Personal Information electronically and implement adequate access controls for access to the system or database in which the Personal Information is stored in accordance with– Annex A - Stream A, Annex A - Stream B - Schedule A 6 Security Requirements Traceability Matrix, Security Requirements;
  - (b) restrict access to the Personal Information and the Records by ensuring that passwords or other access controls are provided only to individuals who require access to the Personal Information in order to perform the Work;
  - (c) ensure that employees who have access to the system have been granted the appropriate security clearance as specified by Canada in accordance with the SRCL;
  - (d) not outsource the electronic storage of Personal Information to a third party (including an affiliate) unless the Contracting Authority has first consented in writing and that a Privacy Impact Assessment has been conducted;
  - (e) safeguard the Personal Information transmitted, processed, or stored by the Contractor in a manner appropriate for the sensitivity of the Personal Information;
  - (f) implement any reasonable security or protection measures requested by Canada from time to time; as a Task Authorization or a Change Request (as appropriate); and
  - (g) notify the Contracting Authority immediately of any privacy and security breaches; for example, any time an unauthorized individual accesses any Personal Information.



- ii. The Contractor's obligations to protect Personal Information shall continue even after the completion or termination of the Contract to the extent required by law.
- iii. The Contractor must indicate where (physically and geographically) Personal Information in machine-readable format is stored (for example, the location where any server housing a database including any Personal Information is located), including back-ups.
- iv. The Contractor must provide a list of all locations where hard copies of Personal Information are stored.
- v. The Contractor must provide a list of every person to whom the Contractor has granted access to the Personal Information or the Records as well as their security clearance level.

#### 6.0 PROTECTION AND SECURITY OF DATA STORED IN DATABASES

- i. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada.
- ii. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls) and otherwise meet the requirements of this article.
- iii. The Contractor must ensure that all data relating to the Contract is processed only in Canada.
- iv. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

#### 7.0 APPOINTMENT OF PRIVACY OFFICER

The Contractor must appoint a Privacy Officer from within their organization to be accountable for Privacy and to act as its representative for all matters related to the Personal Information and the Records. The Contractor must provide that person's name to the Contracting Authority within 10 FGWDs of the award of the Contract.

#### 8.0 QUARTERLY REPORTING OBLIGATIONS

Within 30 calendar days of the end of each quarter (January-March; April-June; July-September; October-December), the Contractor must submit the following to the Contracting Authority:

- i. a description of any new measures taken by the Contractor to protect the Personal Information (eg. new software or access controls being used by the Contractor);
- ii. a description of any changes made to the software, the access controls and the operating procedures, which may have privacy implications;
- iii. a list of any corrections made to Personal Information at the request of Canada on behalf of an individual (including the name of the individual, the date of the request, and the correction made);
- iv. details of any complaints received from individuals about the way in which their Personal Information is being collected or handled by the Contractor;
- v. a list with details of any privacy or security breaches; and



- vi. a complete copy (in an electronic format agreed to by the Contracting Authority and the Contractor) of all the Personal Information stored electronically by the Contractor.





## **ATTACHMENT 2.1**

### **SSC Standard Instructions for Procurement Documents**

**See attachment - Labelled Attachment 2.1 SSC Standard Instructions**



## **ATTACHMENT 3.1**

### **PRICING SCHEDULE**

**See attachment - Labelled Attachment 3.1 -Pricing Tables**

Bidders are required to complete the following pricing tables - Labelled Attachment 3.1 –Pricing Tables



## **ATTACHMENT 4.1**

### **TECHNICAL EVALUATION**

**See attachment - Labelled Attachment 4.1 -Technical Criteria + Forms**