



PARLIAMENTARY PROTECTIVE SERVICE
SERVICE DE PROTECTION PARLEMENTAIRE
CANADA

STATEMENT OF WORK (SOW)

Bid Management Platform

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1. Interpretation

In this SOW, when the context requires, references to the singular shall be considered to include the plural, the plural to include the singular, and the neuter gender to include the masculine and the feminine.

- 1.1 Contractor: means the person, firm, agency, entity, supplier or consultant who is registered, licensed or otherwise authorized to practice in the province or territory of the Work, and will be engaged by Parliamentary Protective Service (PPS) to provide goods, services, design, studies, and/or other specialized services for the completion of the Work.
- 1.2 Contract: means the Purchase Order sent to the Contractor or a written agreement executed by PPS and the Contractor in accordance with the SOW documents, including all issued Amendments, the General Conditions, any negotiation and/or changes (as PPS may in its sole discretion approve), annexes or other document specified or referred to as forming part of the Contract, all as amended by agreement of the parties.
- 1.3 Contracting Authority: means PPS' Contracting Authority whose powers and responsibilities shall be as follows:
 1. is responsible for all queries related to the terms of the Contract and for its amendments;
 2. has the sole power to authorize any changes to the Contract;
 3. has the sole power to contractually bind PPS;
 4. is responsible for dispute resolution arising out of the Contract.
- 1.4 Project: means the total work of which the Work may be a whole or a part.
- 1.5 Project Authority: means PPS' Project Authority whose powers and responsibilities shall be as follows:
 1. manages the Work and is accountable for its complete lifecycle;
 2. responsible for all queries related to the Work;
 3. when required, recommends the granting of extensions or amendments to the Contract;
 4. certifies the Contractor's invoices for work that has been completed according to the Contract;
 5. authorizes the Project/Contract closure;
 6. produces and communicates Contractor's performance data.
- 1.6 RfX: means the solicitation type that includes
 - a) Advance Contract Award Notice (ACAN)
 - b) Invitation to Tender (ITT)
 - c) Letter of Interest (LOI)
 - d) Request for Information (RFI)
 - e) Request for Proposals (RFP)

- f) Request for Quotation (RFQ)
- g) Request for Prequalification (RFPQ)
- h) Request for Standing Offers (RFSO)

- 1.7 Subconsultant or Subcontractor: means those permitted persons, entities and specialist hired by the Contractor to perform part of the Work on their behalf and for whom the Contractor is solely and fully liable.
- 1.8 Work: means all services, activities, deliverables, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract (i.e. the total Work described in the SOW documents).

2. Introduction

2.1 The PPS is responsible for physical security throughout the Parliamentary Precinct and the grounds of Parliament Hill. The PPS was established on June 23, 2015 as a statutory office by Royal Assent of Bill C-59, Economic Action Plan Act, No. 1. The PPS is a separate and distinct organization and is not subject to the Public Service Employment Act. PPS has its own classification, compensation system and staffing regime. Persons appointed to PPS continue to be part of the federal government and will receive the public service pension plan and public service insurance benefits plan. The PPS brings together the former Senate and House of Commons Protection Services into a unified security service. The PPS is led by a Director and reports trilaterally to the Senate, House of Commons and the RCMP. For policy and administrative issues related to security services within the Parliamentary Precinct, the PPS reports to the Speakers of the Senate and House of Commons. For all operational issues, the Director reports to the Commissioner of the RCMP through the Commanding Officer of National Division. Though it is a relatively new Parliamentary office, the PPS is made up of a wealth of experience from the former Senate and House of Commons Protection Services.

3. Purpose

- 3.1 The Parliamentary Protective Service has a requirement for a "Bid Management Platform" to use for all future competitions.
- 3.2 This SOW is intended to identify the Bid Management Platform requirements and provide associated information for the Contractor team with the main objective to define the scope of the Work for the Contractor to be able to develop a proposal.

4. Objectives

- 4.1 The objective of this SOW is to outline the requirements and specifications for a Bid Management Solution tailored for Request for Proposal public competition and Tendering platform. This platform aims to facilitate accessibility, promote an open, fair, and transparent process, provide free access to bidders, and include eBidding capabilities for national and international participants.
- 4.2 This platform will provide access up to 8 Buyers simultaneously, with unlimited capacity for saving receiving bids, storage, and back-up, and offer features such as unlimited document downloads and uploads in various formats (i.e. PDF, Excel and Word).

4.3 The platform shall offer the ability to consult the documents online on the platform at any time during the lifecycle of an RFX.

5. Location of the Servers

5.1 The Bid Management Platform shall ensure that all servers used for hosting, storing, or processing data are located within the geographical boundaries of Canada. This requirement is in accordance with Canadian data sovereignty regulations and privacy laws to safeguard the confidentiality and security of sensitive information exchanged within the platform. The selected Contractor shall provide documentation certifying the physical location of the servers and commit to maintaining compliance with all relevant Canadian data protection standards throughout the duration of the contract. Any subcontractors or third-party service providers engaged by the Contractor must also adhere to this server location clause. Failure to comply with this requirement will result in the termination of the contract.

6. Platform Language Capacity

6.1 The Bid Management Platform shall be bilingual, capable of supporting both English and French languages. All user interfaces, including but not limited to, menus, buttons, forms, notifications, and error messages, must be available in both English and French. Additionally, all documentation, help guides, user manuals, and support materials provided with the platform shall be provided in both languages. The platform's language selection feature must be easily accessible and intuitive for users to switch between English and French interfaces seamlessly.

6.2 The selected Contractor shall ensure that all content, including user-generated content such as RFX and bid submissions, can be entered, displayed, and processed in either English or French. Compliance with language requirements outlined in the Official Languages Act of Canada is mandatory. Failure to meet bilingual language capacity standards will result in penalties and termination of the contract.

7. Scope of Services

7.1 The scope of this project encompasses the licenses and maintenance of an online platform tailored to the needs of public competition and tendering processes. The platform should adhere to accessibility standards, ensuring inclusivity for all users regardless of disabilities or technological limitations. Additionally, eBidding functionalities will be integrated to facilitate electronic bid submissions, document management, and communication between stakeholders.

8. Key Features and Functionality

8.1 User Registration and Profile Management

8.1.1 Bidders, organizations, and administrators must be able to register accounts on the platform.

8.1.2 User should have the ability to manage their profiles, including contact information, preferences, and notification settings.

8.2 RFX Issuance and Management

8.2.1 We should be able to create, publish, and manage RFx competitions through a user-friendly interface.

8.3 RFx Submission and Evaluation

8.3.1 Bidders must be able to submit bids and proposals electronically in response to published RFx.

8.3.2 The platform must facilitate secure and confidential submissions.

8.3.3 Unlimited bidders and revised electronic bid submissions should be allowed.

8.4 Document Management

8.4.1 Unlimited document downloads and uploads in PDF, Word, and Excel formats should be supported.

8.4.2 Access to the document request list (i.e. Bidders' list) should be provided to buyers.

8.5 eBidding Features

8.5.1 Capacity to upload bids bonds and verification through a bid bond authorized Canadian third party.

8.5.2 Ability to receive bidders' questions and answer them through the platform.

8.5.3 Issuance of amendments and extensions to RFx as needed.

8.5.4 Option to send solicitations by invitations to specific bidders.

8.6 Accessibility and Usability

8.6.1 The platform should comply with accessibility standards such as WCAG 2.1 to ensure equal access for all users. Key accessibility features and requirements may include, but not be limited to:

- Keyboard Accessibility: All functionality within the platform operable via keyboard alone without requiring a mouse or other pointing device.
- Screen Reader Compatibility: The platform should be compatible with screen reader software, allowing users with visual impairments to navigate and interact with content effectively.
- Alternative Text: All non-text content, such as images, icons, and graphical elements, should be accompanied by descriptive alternative text to provide context and understanding for users who cannot view visual content.
- Contrast Ratio: Text and interactive elements should have sufficient contrast with their background to ensure readability for users with low vision or color blindness.
- Resizeable Text: Users should have the ability to resize text within the platform without loss of content or functionality, ensuring readability for users with visual impairments.
- Form Accessibility: Forms and input fields should be properly labeled and structured to facilitate completion by users with cognitive or mobility impairments.
- Consistent Navigation: Navigation menus and controls should be consistent across all pages of the platform, enhancing usability for users with cognitive disabilities.
- Error Identification: Error messages and alerts should be clearly identified and

communicated to users, accompanied by suggestions for resolution.

8.6.2 User interfaces should be intuitive and easy to navigate, with consideration for users with diverse abilities and devices including mobile devices.

8.6.3 The platform should support two levels of user roles: Buyers and Administrators. These roles shall be defined as follows:

1. Buyers:

- Buyers are users responsible for managing the RFX process within their respective organizations.
- Buyers shall have the ability to create, publish, and manage the RFX or other procurement documents within the platform.
- Buyers may review, evaluate, and respond to bids or proposals submitted by vendors in response to published RFX documents.
- Buyers shall have access to features and functionalities necessary for conducting procurement activities, such as bid evaluation tools, communication channels with vendors, and document management capabilities.

2. Administrators:

- Administrators are users responsible for managing the overall account and user access within the platform.
- Administrators shall have the authority to add, remove, or modify user accounts and permissions within the platform.

8.7 Transparency and Accountability

8.7.1 The platform should promote transparency by providing public access to RFX, bid submissions and competition public results.

8.7.2 Audit trails and logs must be maintained to track all activities and changes made within the platform by the bidders and the buyers.

8.8 Security and Data Privacy

8.8.1 Robust security measures must be implemented to protect sensitive data, including encryption, authentication, and access controls, including but not limited to the following:

1. Public Information: Information designated as public may be accessed, viewed, and downloaded by any registered user of the platform without restriction. This may include publicly available RFX, general announcements, and non-sensitive documents intended for widespread distribution.
2. Internal Use Only: Information designated as internal use only shall be accessible only to Buyers issuing the RFX or managing the tendering process. Access to internal documents may be restricted to specific user roles or permissions within the platform.
3. Confidential Information: Information designated as confidential shall be accessible only to authorized personnel directly involved in the evaluation and review of submitted bids or proposals. This may include sensitive financial data, proprietary information, or trade secrets disclosed by bidders during the tendering process.

4. Highly Confidential Information: Information designated as highly confidential shall be accessible only to a select group of individuals with a legitimate need-to-know. Access to highly confidential documents may be subject to additional security measures, such as multi-factor authentication or encryption.

8.8.2 Compliance with relevant data privacy regulations is mandatory.

9. Schedule

9.1 The following tentative schedule has been established for the implementation of this Project. The Contractor’s detailed schedule should meet the tentative schedule or match as closely as possible.

Tasks/Milestones	Time Frame or Start and End Dates
<i>Contract Award</i>	21 calendar days from closing date
<i>Buyers’ Training</i>	Up to 1 week from contract award date
<i>Access and usage of the Platform</i>	Up to 1 week after contract award date

10. Transition Plan

10.1 In the event of termination of the Contract or change of Contractor, the outgoing Contractor shall be responsible for facilitating the seamless transfer of necessary data, such as published awards, invited bidders on specific competitions, to the contracting authority, as directed.

10.2 This data transfer process should include, but not be limited to, the following:

1. Transfer of all electronic files, documents, databases, and other digital assets stored within the platform to the new vendor or contracting authority in a secure and timely manner.
2. Assistance with the setup and configuration of data transfer mechanisms to ensure the integrity and confidentiality of transferred data.
3. Collaboration with the new Contractor or contracting authority to validate the completeness and accuracy of transferred data.
4. Provision of necessary technical support and assistance during the transition period to facilitate the successful integration of data into the new platform environment.