REQUEST FOR PROPOSAL

Proposal To: Public Works and Government Services Canada

We hereby offer to sell to Her Majesty the Queen 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 therefor.

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Mainframe & Business Software Procurement Division / Div des achats des ordi principaux et des logiciels de gestion
Terrasses de la Chaudière
4th Floor, 10 Wellington Street
4th étage, 10, rue Wellington
Gatineau
Quebec
K1A 0S5
BID SOLICITATION

FOOD SERVICES NATIONAL POINT OF SALES (POS) SOLUTION

FOR

THE DEPARTMENT OF NATIONAL DEFENCE
AND THE CANADIAN ARMED FORCES
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Attachment 4.1: Bid Evaluation Criteria

Forms:

Form 1 - Bid Submission Form
Form 2 - OEM Certification Form
Form 3 - Software Publisher Certification Form
Form 4 - Software Publisher Authorization Form
Form 5 - Electronic Payment Instruments
Form 6 - Federal Contractors Program for Employment Equity - Certification
PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus 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 and Additional Information: includes the certifications and additional information to be provided;
- **Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- **Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work, the Basis of Payment and any other annexes.

1.2 Summary

(a) This bid solicitation is being issued to satisfy the requirement of the Department of National Defence and the Canadian Armed Forces (the "Client") for a commercially available Point of Sale (POS) Solution (the "POS Solution") for their food services operations. The required POS Solution must include vendor provided hardware and peripherals, the Licensed Software, a 12-month warranty, maintenance and support, and documentation. Training and professional services must also be provided, if requested.

(b) The bid solicitation is intended to result in the award of a contract for 1 year, plus 9 irrevocable 1-year options allowing Canada to extend the term of the contract. All parts of the POS Solution must be available to the Client Users 24 hours a day, 7 days a week, 365 days a year, in English and French, and operate at all times in accordance with the Statement of Work in the Client's operational environment described in the bid solicitation. The term "Client User" refers to the employees of the Government of Canada, the Minister's office and staff, and other individuals authorized by the Client to perform services in relation to the business and affairs of the Client, including public servants from other departments and contractors or consultants performing work for the Client from time to time.

(c) The initial Client is the Department of National Defence and the Canadian Armed Forces.

(d) This bid solicitation will also allow Canada to make the POS Solution available to any department or Crown corporation (as those terms are defined in the Financial Administration Act) or any other party for which the Department of Public Works and Government Services is authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client"). Although Canada may make the POS Solution available to any or all the Clients, this bid solicitation does not preclude Canada from using
another method of supply for entities of the Government of Canada with the same or similar needs.

(e) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA) if it is in force, and the Canadian Free Trade Agreement (CFTA).

(f) The Federal Contractors Program (FCP) for employment equity applies to this procurement: refer to Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the form titled “Federal Contractors Program for Employment Equity - Certification”.

(g) This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

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 15 working days from receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.
PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions


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

(c) The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

(d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:

(i) Delete: 60 days

(ii) Insert: 120 days

2.2 Submission of Bids

(a) Bids must be submitted only to Public Works and Government Services Canada PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

(b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Enquiries - Bid Solicitation

(a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered 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

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

Note to Bidders: Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the 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

Should 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 data provided in this bid solicitation 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 the POS Solution will be consistent with this data. It is provided purely for information purposes.
PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

(a) If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. Bidders must provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications

(b) If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately bound sections as follows:

Section I: Technical Bid (3 hard copies and 2 soft copies on USB key);
Section II: Financial Bid (2 hard copies and 1 soft copy on USB key);
Section III: Certifications (2 hard copies and 2 soft copies on USB key).

If there is a discrepancy between the wording of the soft copy on electronic media and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

(c) If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

(d) Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

(e) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

(i) use 8.5 x 11 inch (216 mm x 279 mm) paper;

(ii) use a numbering system that corresponds to the bid solicitation;

(iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder’s name and address and contact information of its representative; and

(iv) include a table of contents.

(f) **Canada’s Policy on Green Procurement:** In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-
To assist Canada in reaching its objectives, Bidders submitting bids in hard copies should:

(i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and

(ii) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.

(g) **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 2 working days to identify the single bid to be considered by Canada. If the Bidder fails to meet this deadline, Canada will choose in its discretion which bid to consider.

(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.

### 3.2 Section I: Technical Bid

(a) In their technical bid, Bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

(b) The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
(c) The technical bid consists of the following:

(i) **Bid Submission Form**: Bidders are requested to include the Bid Submission Form (Form 1) 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 and the Bidder's Procurement Business Number, 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 of the Bidder and its proposed POS Solution with the specific articles of Annex A (Statement of Work) identified in Attachment 4.1 - Bid Evaluation Criteria, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of the Attachment 4.1 - Bid Evaluation Criteria, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(iii) **Previous Similar Projects**: Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been completed by the bid closing date; (iii) each project description must include, at minimum, the name, title and e-mail address of a customer reference; and (iv) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated.

(iv) **Training Plan**: The Bidder must provide an outline of its proposed training plan, which must demonstrate that the Bidder's proposed training meets all the mandatory requirements for training described in the SOW and Bid Evaluation Criteria. The training plan must include, at a minimum: course for both front office for cashier and back office for the manager. The contents in the packages must include screen shots and a step by step explanation of how the data need to be recorded in the POS Solution.

(v) **Description of the Bidder's Maintenance and Support Services**: The Bidder must include a description of its maintenance and support services for hardware and software, which must be consistent with all the requirements described in the Resulting Contract Clauses, including the Statement of Work. At a minimum, the Bidder must describe its:

(A) Problem reporting and response procedures;

(B) Escalation procedures;

(C) On-site support availability; and

(D) Any enhancements to the basic requirements that the Bidder is offering.

The Bidder may also describe any other information it considers relevant.
(vi) **Customer Reference Contact Information:**

(A) The Bidder must provide customer references. The customer reference must each confirm, when requested by PWGSC, the facts identified in the Bidder's bid, as required by Attachment 4.1 – Bid Evaluation Criteria.

(B) The form of question to be used to request confirmation from customer references is as follows:

**[Sample Question to Customer Reference]:**

"Has [the Bidder] provided your organization with services related to implementation of a Point of Service (POS) Solution, including the following components:

1. Account, Sales, and Reporting functions;
2. POS Front Office and Back Office software and peripherals;
3. A POS workstation, Touch Screen Monitor, Receipt Printer, Cash Drawer, Card reader and hardware.

____ Yes, the Bidder has provided my organization with the services described above.
____ No, the Bidder has not provided my organization with the services described above.
____ I am unwilling or unable to provide any information about the services described above."

(C) For each customer reference, the Bidder must, at a minimum, provide the name, title and e-mail 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.

(vii) **List of Proposed Software:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed POS Solution.

(viii) **Solution System Architecture:** The Bidder should include an overview of the proposed POS Solution's technical architecture.

(ix) **Description of Evolution of Software Solution:** The Bidder is requested to describe when and how the proposed POS Solution was conceived and how it has evolved, with the accomplishments of each release. This is requested for information purposes only and will not be evaluated.

### 3.3 Section II: Financial Bid

(a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B, without any conditions, assumptions, or restrictions. Unless otherwise indicated,
bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

(b) **Electronic Payment of Invoices – Bid:**

If the Bidder is willing to accept payment of invoices by Electronic Payment Instruments, complete Form 6 - Electronic Payment Instruments, to identify which ones are accepted.

If Form 6 - Electronic Payment instruments is not completed, then it is assumed that Electronic Payment Instruments will not be accepted for payment of invoices by the Bidder.

Acceptance of Electronic Payment Instruments will not be considered as an item of evaluation.

(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 to extend the Contract Period. 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.

(e) **Exchange Rate Fluctuation:**

(i) C3011T (2013-11-06), Exchange Rate Fluctuation.

3.4 **Section III: Certifications**

It is a requirement that bidders submit the certifications and additional information 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 technical 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 the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, 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:

(i) 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.

(ii) 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:

(A) verify any or all information provided by the Bidder in its bid; or

(B) 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.

(iii) 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:

(i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

(ii) Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered.

(iii) The mandatory technical criteria are described in Attachment 4.1 – Bid Evaluation 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. The point-rated technical criteria are described in Attachment 4.1 – Bid Evaluation Criteria.

(c) **Reference Checks:**

(i) For reference checks, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders on the same day using the e-mail address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.

(ii) On the third working day after sending out the reference check request, 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 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.

(iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.

(iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

(v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.

(d) **Demonstration**

(i) Canada may, but will have no obligation, to require that the top-ranked Bidder (identified after the financial evaluation) demonstrate any features, functionality and capabilities described in this bid solicitation or in its bid, in order to verify compliance with the requirements of this bid solicitation. If required, the demonstration must be conducted, at no cost to Canada, at a location in Canada agreed to by the Contracting Authority. Canada will provide no fewer than 2 working days of notice before the scheduled date for the demonstration. Once the demonstration has begun, it must be completed within 1 day. The demonstration must be conducted during normal business hours, to be determined by the Contracting Authority. Canada will pay its own travel and salary costs associated with any demonstration. Despite the written bid, if Canada determines during a demonstration that the Bidder's proposed solution does not meet the mandatory
requirements of this bid solicitation, the bid will be declared non-responsive. Canada may, as a result of a demonstration, reduce the score of the Bidder on any rated requirement, if the demonstration indicates that the score provided to the Bidder on the basis of its written bid is not validated by the demonstration. The Bidder's score will not be increased as a result of any demonstration. If the Bidder's score is reduced by the demonstration, Canada will reassess the ranking of all bidders.

4.3 Financial Evaluation

(a) The financial evaluation will be conducted by the Contracting Authority by calculating the **Total Bid Price** using the pricing tables in Annex B completed by the bidders, in accordance with the following table:

<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>DESCRIPTION</th>
<th>Value as per the Bidder’s Financial Bid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>POS Front Office Hardware and Licensed Software for Initial Requirement</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td><strong>Dollar Value from Annex B, Table 1, Item 1, Column C</strong></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>POS Back Office Hardware and Licensed Software for Initial Requirement</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td><strong>Dollar Value from Annex B, Table 1, Item 2, Column C</strong></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Installation and Configuration of POS Solution for Initial Requirement</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td><strong>Dollar Value from Annex B, Table 1, Item 3, Column C</strong></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Introductory Training for POS Back Office and Front Office Users at base kitchens for Initial Requirement</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td><strong>Dollar Value from Annex B, Table 1, Item 4, Column C</strong></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Optional POS Front Office Hardware and Licensed Software</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td><strong>Annex B, Table 2, Column A: Sum Total of Items 1 to 10, divided by 10, then multiplied by 20.</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: For the purpose of bid evaluation, the number 20 represents additional POS Front Offices over and above the Initial Requirement.</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Optional POS Back Office Hardware and Licensed Software</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td><strong>Annex B, Table 2, Column B: Sum Total of Items 1 to 10, divided by 10, then multiplied by 5.</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: For the purpose of bid evaluation, the number 5 represents additional POS Back Offices over and above the Initial Requirement.</td>
<td></td>
</tr>
</tbody>
</table>
7 | Optional Maintenance and Support for POS Front Office Hardware and Licensed Software  
   | Annex B, Table 2, Column C: Sum Total of Items 2 to 10, multiplied by 70.  
   | Note: For the purpose of bid evaluation, the number 70 represents POS Front Offices for the Initial Requirement, which may require optional Maintenance and Support during the 9 Option Year Periods.  
   | $  

8 | Optional Maintenance and Support for POS Back Office Hardware and Licensed Software  
   | Annex B, Table 2, Column D: Sum Total of Items 2 to 10, multiplied by 33.  
   | Note: For the purpose of bid evaluation, the number 33 represents POS Back Offices for the Initial Requirement, which may require optional Maintenance and Support during the 9 Option Year Periods.  
   | $  

9 | Installation of optional POS Hardware and Software at base kitchens  
   | Annex B, Table 3, Column A: Sum Total of Items 1 to 10, divided by 10, then multiplied by 5.  
   | Note: For the purpose of bid evaluation, the number 5 represents additional POS Systems at base kitchens over and above the Initial Requirement.  
   | $  

10 | Optional POS Solution Group Training for Back Office and Front Office Users at base kitchens  
   | Annex B, Table 3, Column B: Sum Total of Items 1 to 10, divided by 10, then multiplied by 5.  
   | Note: For the purpose of bid evaluation, the number 5 represents additional POS Systems at base kitchens over and above the Initial Requirement.  
   | $  

11 | TOTAL BID PRICE  
   | (ITEM 1 + ITEM 2 + ITEM 3 + ITEM 4 + ITEM 5 + ITEM 6 + ITEM 7 + ITEM 8 + ITEM 9 + ITEM 10)  
   | $  

4.4 Basis of Selection  
(a) To be declared responsive, a bid must:  
   (i) comply with all the requirements of the bid solicitation; and  
   (ii) meet all mandatory criteria; and  
   (iii) obtain the required minimum of 72 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 144 points.  
(b) Bids not meeting (i) or (ii) or (iii) above will be declared non-responsive.
(c) The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.

(d) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70%.

(e) To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30%.

(f) For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

(g) Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

(h) The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equals 144 and the lowest evaluated price is $450,000 (450).

<p>| Table 1: Basis of Selection - Highest Combined Rating Technical Merit (70%) and Price (30%) - Example |
|---------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------|</p>
<table>
<thead>
<tr>
<th>Overall Technical Score</th>
<th>Bidder 1</th>
<th>Bidder 2</th>
<th>Bidder 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Technical Score</td>
<td>115/144</td>
<td>89/144</td>
<td>92/144</td>
</tr>
<tr>
<td>Bid Evaluated Price</td>
<td>$550,000.00</td>
<td>$500,000.00</td>
<td>$450,000.00</td>
</tr>
<tr>
<td>Calculations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Merit Score</td>
<td>115/144 x 70 = 55.90</td>
<td>89/144 x 70 = 43.26</td>
<td>92/144 x 70 = 44.72</td>
</tr>
<tr>
<td>Pricing Score</td>
<td>450/550 x 30 = 24.54</td>
<td>450/500 x 30 = 27.00</td>
<td>450/450 x 30 = 30.00</td>
</tr>
<tr>
<td>Combined Rating</td>
<td>80.44</td>
<td>70.26</td>
<td>74.72</td>
</tr>
<tr>
<td>Overall Rating</td>
<td>1st</td>
<td>3rd</td>
<td>2nd</td>
</tr>
</tbody>
</table>

(i) 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.

(j) If more than one bidder is ranked first because of identical overall scores, then the bidder with the best financial score will become the top-ranked bidder.
PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Precedent to Contract Award and Additional Information

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

(a) Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the Ineligibility and Suspension Policy (http://tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

(b) Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website. (https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html).

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

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

The Bidder must provide the Contracting Authority with a completed Form titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

(c) Bidder Certifies that System is "Off-the-Shelf"

Any system bid to meet this requirement must be "off-the-shelf" (unless otherwise stated in this bid solicitation), meaning that the equipment and software comprising any system bid must consist of standard equipment and software that are commercially available and require no further research or development. Together, this equipment and software must form part of an existing system with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental
environment). If any of the equipment or software comprising the system bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that any system bid is off-the-shelf.

(d) **OEM Certification**

(i) Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

(ii) If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.

(iii) For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware, on all accompanying documentation, on mandatory certification reports, and on any support software.

(e) **Software Publisher Certification and Software Publisher Authorization**

(i) If the Bidder is the Software Publisher for any of the proprietary software products it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation. Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

(ii) Any Bidder that is not the Software Publisher of all the proprietary software products proposed in its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation. Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders/Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

(iii) In this bid solicitation, "Software Publisher" means the owner of the copyright in any software products proposed in the bid, who has the right to license (and authorize others to license/sub-license) its software products.
PART 6 - FINANCIAL AND OTHER REQUIREMENTS

6.1 Financial Capability

(a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada."

(b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.
PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

(a) ______________________________ (the "Contractor") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes:

(i) supplying the purchased Hardware;

(ii) providing the Hardware Documentation;

(iii) granting the license to use the Licensed Software described in the Contract;

(iv) providing the Software Documentation;

(v) providing maintenance and support for the Hardware and the Licensed Software during the Hardware and Software Support Period;

(vi) providing professional services, as and when requested by Canada;

(vii) providing training, 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.

(b) Client: Under the Contract, the initial "Client" is the Department of National Defence and the Canadian Armed Forces.

(c) Reorganization of Client: 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 Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, 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 Client. 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.

(d) 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. Also, the following words and expressions have the following meanings:

(i) any reference to a "deliverable" or "deliverables" includes the Hardware, the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred) and the Leased Hardware;

(ii) "Bug Fixes" means a temporary work-around, patch, or bypass to update the program code to correct errors or defects.
(iii) "Enhancement" also often referred to as an "interim release" means an interim release version of the Licensed Software, which is often documented by adding a further decimal and digit to the version or release number (e.g., V.X.X.2 would be the next enhancement after V.X.X.1).

(iv) “Error” means any software instructions or statement contained in (or absent from) the Licensed Program that, by its presence or absence, prevents the Licensed Software from operating in accordance with the Specifications.

(v) "Extensions" means an update to the Licensed Software that extends the features, functionality or performance of the Licensed Software program code, regardless of whether the Contractor refers to it as an "extension".

(vi) "New Release" means a system release, a version release, and interim release of the Licensed Software, regardless of whether the Contractor refers to it as a "new release".

(vii) "Renames" means an upgrade to the Licensed Software where the product name is changed, but the new software product has similar features and functionality as the Licensed Software, regardless of whether the Contractor refers to it as a "rename".

(viii) "Service Releases" means a release of the Software which is designed to operate on designated combinations of computer hardware and operating systems. A new System Release typically will be indicated by the addition of one (1) to the first digit of the release number (e.g. v.2.X.X would be the next System Release after v.1.X.X).

(ix) "Software Patches" means an engineering fix to a problem that may be incorporated into a new release to update the Licensed Software in order to improve or correct errors or defects in the program code.

(x) "Technical Support Organization" (TSO) means those Contractor product specialists who make available technical support to Contractor's Clients who have contracted for and are current under Contractor's Maintenance Services.

(xi) "Upgrades (major)" means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the left of the first decimal (e.g., Product X Version 1.3 changes to Product 2.0 or Product X Version 1.1.5 changes to Product X Version 2.0.0), regardless of whether the Contractor refers to it as a "major upgrade".

(xii) "Upgrades (minor)" means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the right of the first decimal (e.g., Product X Version 1.0 changes to Product X Version 1.1 or Product X Version 1.0.0 changes to Product X Version 1.0.1), regardless of whether the Contractor refers to it as a "minor upgrade".

(xiii) "Version Release" means a release often involving a limited number of new or enhanced features or functionality or features and error corrections, which is often documented by adding a second digit after the release number (e.g., V.X.2.X would be the next version release after V.X.1.X).
7.2 Optional Goods and/or Services

(a) The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described in Annex B – Basis of Payment, under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.

(b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

7.3 Task Authorization

(a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.

(b) **Form and Content of draft Task Authorization:**

(i) The Technical Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form.

(ii) The draft Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The draft TA will also include the applicable bases and methods of payment as specified in the Contract.

(iii) A draft Task Authorization must also contain the following information, if applicable:

   (A) the contract number;
   (B) the task number;
   (C) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
   (D) the start and completion dates;
   (E) milestone dates for deliverables and payments (if applicable);
   (F) whether the work requires on-site activities and the location;
   (G) the language profile of the resources required;
   (H) the level of security clearance required of resources;
   (I) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
any other constraints that might affect the completion of the task.

(c) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Technical Authority, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

(d) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**

To be validly issued, a TA must include the following signature(s):

(i) For any TA, inclusive of revisions, with a value less than or equal to $25,000.00 (including Applicable Taxes), the TA must be signed by the Technical Authority; and

(ii) For any TA with a value greater than this amount, a TA must be signed by the Technical Authority and Contracting Authority.

Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TAs at any time, or reduce the dollar value threshold described in sub-article (i) above; any suspension or reduction notice is effective upon receipt.

(e) **Administration of Task Authorization Process for DND:** The administration of the Task Authorization process will be carried out by Strat J4 Food Services. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

(f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all validly issued Task Authorizations to date, to document the Work performed under those TAs for administrative purposes.

7.4 **Standard Clauses and Conditions**

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

(a) **General Conditions:**


(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

(i) 4001 (2015-04-01), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance, **excluding** Part IV - Additional Conditions: Lease.
(ii) 4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

apply to and form part of the Contract.

7.5 Security Requirement

There is no security requirement applicable to the Contract.

7.6 Contract Period

(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 1 year after acceptance of the POS Solution; 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**:

(i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 9 additional 1-year 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.

(ii) 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 contract amendment.

7.7 Delivery Date

All the deliverables must be received in accordance with the terms of the Contract:

(a) The hardware and software products including documentation, warranty and license key for the initial requirement must be delivered within 10 working days from contract award date. Any additional requirement must be delivered within 5 days of a signed contract amendment or in accordance with an authorized task authorization.

(b) Maintenance and Support Services must be accessible when requested by Canada as per terms of the Contract.

(c) Professional services and training must be delivered as per issued Tasks Authorizations.

7.8 Authorities

(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name: Christine Lamoureux
Title: Supply Officer

Public Works and Government Services Canada
Acquisitions Branch
Directorate: Software Procurement Directorate
Telephone: 613-720-9404
Facsimile: 819-956-2675
E-mail address: Christine.Lamoureux@tpsgc-pwgsc.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: (This information will be completed at contract award)

Name: _____________________
Title: _____________________
Organization: _____________________
Address: _____________________
Telephone: _____________________
Facsimile: _____________________
E-mail address: _____________________

In this person’s absence, the Technical Authority is: (This information will be completed at contract award)

Name: _____________________
Title: _____________________
Organization: _____________________
Address: _____________________
Telephone: _____________________
Facsimile: _____________________
E-mail address: _____________________

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

(c) Contractor’s Representative

____________________
____________________
____________________

(This information will be completed at contract award)

7.9 Payment

(a) Basis of Payment

(i) Purchased Hardware and Licensed Software: For providing the Hardware and Licensed Software in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B – Basis of Payment, FOB destination, including all
customs duties, Applicable Taxes extra. The firm prices include the warranty during the Hardware Warranty Period.

(ii) **Optional Hardware and Licensed Software Maintenance and Support:** For maintenance and support of the Hardware and Licensed Software after the 12-month Warranty Period, if Canada exercises its option to extend the Maintenance and Support Period, Canada will pay the Contractor, in advance, the firm price(s) set out in Annex B – Basis of Payment, FOB destination, including all customs duties, Applicable Taxes extra.

(iii) **Professional Services provided under a Task Authorization with a Firm Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive rates set out in Annex B – Basis of Payment), Applicable Taxes extra.

(iv) **Training:** For training courses, as and when requested by Canada during the Contract Period, Canada will pay the Contractor the firm price set out in Annex B – Basis of Payment, upon completion of the course, Applicable Taxes extra.

(v) **Travel and Living Expenses – National Joint Council Travel Directive:** The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal and private vehicle provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”. All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit.

(vi) **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.

(vii) **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 goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

(b) **Limitation of Price**

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

(c) **Limitation of Expenditure - Cumulative Total of all Task Authorizations**

(i) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of $_______. Customs duties are included and Applicable Taxes are extra.

(ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

(d) **Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion:** Canada will pay the Contractor upon completion and delivery of all the Work
associated with the validly issued Task Authorization in accordance with the payment provisions of the Contract if:

(i) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;

(ii) all such documents have been verified by Canada;

(iii) the Work delivered has been accepted by Canada.

(e) Method of Payment - Advance Payment

(i) Canada will pay the Contractor in advance for hardware and software maintenance and support services if:

(A) An accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;

(B) All such documents have been verified by Canada.

(ii) Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

(f) Electronic Payment of Invoices – Contract

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

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

7.10 Invoicing Instructions

(a) The Contractor must submit invoices in accordance with the information required in the General Conditions.

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

(c) By submitting invoices (other than for any items subject to an advance payment), the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

(d) 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.
7.11 Certifications and Additional Information

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

7.12 Federal Contractors Program for Employment Equity - Default by Contractor

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

7.13 Applicable Laws

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

7.14 Priority of Documents

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

(a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;

(b) supplemental general conditions, in the following order:
   (i) 4001 (2015-04-01), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance;
   (ii) 4004 (2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

(c) general conditions 2030 (2018-06-21) - General Conditions - Higher Complexity - Goods;

(d) Annex A, Statement of Work;

(e) Annex B, Basis of Payment;

(f) the signed Task Authorizations (including all of their annexes, if any);

(g) the Contractor’s bid dated ______ (insert date of bid), as clarified on ____________ “or” as amended on ______ (insert date(s) of clarification(s) or amendment(s) if applicable), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.15 Foreign Nationals

(a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)
Note to Bidders: Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.

(b) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

7.16 Insurance Requirements

(a) SACC Manual clause G1005C (2016-01-28) Insurance Requirements

7.17 Limitation of Liability - Information Management/Information Technology

(a) 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 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 Article, even if it has been made aware of the potential for those damages.

(b) First Party Liability:

(i) 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:

(A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
(B) physical injury, including death.

(ii) 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.

(iii) 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.

(iv) 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 (i)(A) above.

(v) 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:
(A) 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

(B) 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 by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell 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 $1M.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or $1M, whichever is more.

(vi) 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.

(c) Third Party Claims:

(i) 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.

(ii) If Canada is required, as a result of joint and several liability or joint and solidarily liable, 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 Sub-article (i), 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.

(iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).
7.18 Joint Venture Contractor

(a) The Contractor confirms that the name of the joint venture is ____________ and that it is comprised of the following members: [list all the joint venture members named in the Contractor's original bid].

(b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

(i) ____________ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the Contract;

(ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and

(iii) all payments made by Canada to the representative member will act as a release by all the members.

(c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.

(d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

(e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.

(f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: This Article will be deleted if the Bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

7.19 Hardware

With respect to the provisions of Supplemental General Conditions 4001:

(a) Delivery Location: As detailed in Annex A – Statement of Work.

(b) Installation Site: As detailed in Annex A – Statement of Work.

(c) Language of Hardware Documentation: The Hardware Documentation must be delivered in one of English or French. If the documentation is available in the other of the two official languages of Canada, the Contractor must deliver the documentation in both English and French.

(d) Hardware Warranty Period: 12 months after the Hardware is accepted.
7.20 Deliverable Substitutions and Alternatives

(a) The Contractor may propose a substitution or alternative for an existing product listed in the Contract, provided the proposed substitute or alternative meets or exceeds the specification(s) of the existing product and the price for the substitute or alternative product does not exceed:

(i) the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract;

(ii) the current published list price of the substitute product, minus any applicable Government discount; or

(iii) the price at which the substitute product is generally available for purchase, whichever is the lowest.

(b) The proposed substitution/alternative may be subject to benchmark evaluation and the Contractor must pay for all costs associated with the benchmark evaluation (e.g., transportation, benchmark fee, etc.).

(c) Substitute or alternative items must not be shipped until formally authorized by the Contracting Authority after the Technical Authority determines the substitution or alternative is acceptable. Whether or not to accept or reject a proposed substitution or alternative is entirely within the discretion of Canada. If Canada does not accept a proposed substitution or alternative, the Contractor must continue to deliver the original product. If accepted, the substitution will be documented for the administrative purposes of Canada by a contract amendment, by removing the existing product and including the substitution instead. If accepted, the addition of any alternative product will be documented for the administrative purposes of Canada by a contract amendment, by adding the alternative as a product under the Contract. Once an alternative product has been included in the Contract, Canada may purchase either product, at its option.

(d) The ability to propose a substitution or alternative for any given product does not relieve the Contractor of its obligation to make delivery of the existing product when ordered within the period set out in the Contract, regardless of whether or not the proposed substitution is approved.
7.21 Extension of Existing Product Line

(a) During the Contract Period, if technological improvements have been made to the products available for purchase under the Contract, the Contractor may propose new products that are an extension of an existing product line or the "next generation" of an existing product line that meet or exceed the specification(s) of existing products under the Contract, if the price for the new product does not exceed:

(i) the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract plus 5%;

(ii) the current published list price of the substitute product, minus any applicable Government discount; or

(iii) the price at which the substitute product is generally available for purchase, whichever is the lowest.

(b) The proposed new product may be subject to benchmark evaluation and the Contractor must pay for all costs associated with the benchmark evaluation (e.g., transportation, benchmark fee, etc.).

(c) Whether or not to accept or reject a proposed new product is entirely within the discretion of Canada. If Canada does not accept a proposed new product that is proposed to replace an existing product, the Contractor must continue to deliver the original product. If accepted, the addition of the new product will be documented for the administrative purposes of Canada by a contract amendment, by adding the new product to the Contract.

(d) No new products will be included in the Contract until one year after the Contract is awarded.

7.22 Termination for Convenience of Hardware Maintenance Services

Regardless of the Contract Period and despite the Termination for Convenience provisions contained in the General Conditions, Canada may terminate for convenience, at no cost to Canada, any Hardware maintenance and support services being provided under the Contract. Canada will provide the Contractor 30 calendar days of advance written notice if it terminates the maintenance and support services for convenience and will be liable to the Contractor to pay only any unpaid maintenance and support charges that have accrued up to and including the date of termination.

7.23 Licensed Software

The Hardware must be delivered together with any software specified in the Contract or required for the Hardware to function in accordance with the Specifications (the "Licensed Software"). With respect to the Licensed Software:

(a) It must be the current release and, unless otherwise specified, require no further research or development to meet the Specifications;

(b) It must be supported by, and fully compatible with, the Hardware up to the limit of the Hardware's expansion capability. The Contractor must completely integrate and interface the Licensed Software with the Hardware before acceptance;

(c) The Contractor grants a single, perpetual, non-exclusive license to Canada for the Client to use the Licensed Software in accordance with the Contract. This license allows the Client to install, copy, deploy and use the Licensed Software.
7.24 Maintenance and Support Services for Licensed Software

With respect to the provisions of Supplemental General Conditions 4004:

(a) **Initial Software Support Period**: The initial Software Support Period is the Initial Contract Period.

(b) **Option to Extend Software Support Period**: The Contractor grants to Canada the irrevocable options to extend the Software Support Period by 9 additional 12-month periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in Annex B – Basis of Payment. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

(c) **Contractor must provide On-site Support Services**: The Contractor must provide On-site Support upon request. The on-site support needs to be include in the maintenance and support fee.

(d) **Contact Information for Accessing the Contractor's Support Services**: In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following:

   Toll-free Telephone Access: ______________________

   Toll-free Fax Access: ____________________________

   Email Access: __________________________________

   The Contractor must respond to all telephone, fax or email communications (with a live service agent) within 60 minutes of the initial time of the Client or User's initial communication.

   **Note to Bidders**: to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids.

(e) **Website**: In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet. To do so, the Contractor must include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address for web support is __________________.

   **Note to Bidders**: to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids.

(f) **Language of Support Services**: The Support Services must be provided in both French and English, based on the choice of the User requesting support.
7.25 Training on the POS Solution

(a) The Contractor must provide training on the hardware and software products that form part of the POS Solution on an "as-and-when-requested" basis during the Contract Period when a Task Authorization for training is issued in accordance with the Contract.

(b) Canada may issue a Task Authorization whenever it has at least 5 people who require training.

(c) The training must be provided at various locations across Canada, as requested in the Task Authorization.

(d) The training must be available within 15 working days of the Task Authorization being issued.

(e) The training, including both the instruction and the course materials, must be provided in English and French.

(f) Before providing any training, at least 10 working days in advance of the first training session, the Contractor must submit the course syllabus and schedule, the training materials, and the names and qualifications of the instructions to the Technical Authority for approval.

7.26 Professional Services - General

(a) The Contractor must provide professional services on request as specified in this Contract.

(b) If the Contractor fails to deliver any deliverable (excluding delivery of an individual) 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 ten 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.

7.27 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.

7.28 Representations and Warranties

The Contractor made statements regarding its experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. 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 will 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.

7.29 Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

(a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify themselves as Contractor Representatives prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not an employee of the Government of Canada;

(b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

(c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.

(d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.

(e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.
ANNEX A

STATEMENT OF WORK

(Attached)
ANNEX B

BASIS OF PAYMENT

<table>
<thead>
<tr>
<th>ITEM #</th>
<th>DESCRIPTION</th>
<th>Column A</th>
<th>Column B</th>
<th>COLUMN C</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Quantity and Metrics</td>
<td>Unit Price in Canadian $</td>
<td>Extended Price in Canadian $</td>
</tr>
<tr>
<td>1</td>
<td>POS Front Office Hardware and Licensed Software, including 1 year of Warranty, Maintenance and Support, Documentation and User Training Material as detailed in the Contract.</td>
<td>70 Front Offices</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>2</td>
<td>POS Back Office Hardware and Licensed Software, including 1 year of Warranty, Maintenance and Support, Documentation and User Training Material as detailed in the Contract.</td>
<td>33 Back Offices</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>3</td>
<td>Installation and Configuration of POS Solution (comprised of Hardware and Software for POS Back Office and Front Office) at base kitchens</td>
<td>33 Base Kitchens</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>4</td>
<td>Introductory Training for POS Back Office and Front Office Users at Base Kitchens</td>
<td>33 Base Kitchens</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td></td>
<td>TOTAL FOR COLUMN C (ITEM 1 + ITEM 2 + ITEM 3 + ITEM 4)</td>
<td></td>
<td></td>
<td>$</td>
</tr>
</tbody>
</table>
### TABLE 2

**OPTIONAL REQUIREMENTS FOR POS HARDWARE, LICENSED SOFTWARE, MAINTENANCE AND SUPPORT**

**FIRM ALL INCLUSIVE UNIT PRICE IN CANADIAN DOLLARS**

<table>
<thead>
<tr>
<th>ITEM #</th>
<th>DESCRIPTION</th>
<th>COLUMN A</th>
<th>COLUMN B</th>
<th>COLUMN C</th>
<th>COLUMN D</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Optional POS Front Office Hardware and Licensed Software</td>
<td>Optional POS Back Office Hardware and Licensed Software</td>
<td>Optional Maintenance and Support for POS Front Office Hardware and Licensed Software</td>
<td>Optional Maintenance and Support for POS Back Office Hardware and Licensed Software</td>
</tr>
<tr>
<td>1</td>
<td>Initial Contract Period</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>2</td>
<td>Option Year 1</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>3</td>
<td>Option Year 2</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>4</td>
<td>Option Year 3</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
<td>5</td>
<td>Option Year 4</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
<td>6</td>
<td>Option Year 5</td>
<td>$</td>
<td>$</td>
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<tr>
<td>7</td>
<td>Option Year 6</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
<td>8</td>
<td>Option Year 7</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
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<tr>
<td>9</td>
<td>Option Year 8</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>10</td>
<td>Option Year 9</td>
<td>$</td>
<td>$</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

**Note:** Unit prices for optional maintenance and support during option years are applicable for both optional hardware and software as well as for hardware and software provided as part of the initial requirement.
<table>
<thead>
<tr>
<th>ITEM #</th>
<th>DESCRIPTION</th>
<th>COLUMN A</th>
<th>COLUMN B</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Installation of optional POS Hardware and Software at a base kitchen</td>
<td>Firm Unit Price Per Base Kitchens</td>
<td>Optional POS Solution Group Training for Back Office and Front Office Users at a base kitchen Firm Unit Price Per Base Kitchens</td>
</tr>
<tr>
<td>1</td>
<td>Initial Contract Period</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>2</td>
<td>Option Year 1</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>3</td>
<td>Option Year 2</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>4</td>
<td>Option Year 3</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>5</td>
<td>Option Year 4</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>6</td>
<td>Option Year 5</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>7</td>
<td>Option Year 6</td>
<td>$</td>
<td>$</td>
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<tr>
<td>8</td>
<td>Option Year 7</td>
<td>$</td>
<td>$</td>
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<tr>
<td>9</td>
<td>Option Year 8</td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>10</td>
<td>Option Year 9</td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

Note: Prices excluding Travel and Living Expenses.
ANNEX C

DND 626 - TASK AUTHORIZATION (TA) FORM

(Attached)
## BIDDER FORMS

### Form 1
**Bid Submission Form**

<table>
<thead>
<tr>
<th>BID SUBMISSION FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bidder’s full legal name</strong></td>
</tr>
<tr>
<td><strong>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</strong></td>
</tr>
<tr>
<td>Names:</td>
</tr>
<tr>
<td>Title:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone #:</td>
</tr>
<tr>
<td>Fax #:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td><strong>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</strong></td>
</tr>
<tr>
<td></td>
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<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Bidder’s Procurement Business Number (PBN)</strong></td>
</tr>
<tr>
<td><strong>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Jurisdiction of Contract:</strong></td>
</tr>
<tr>
<td>Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)</td>
</tr>
<tr>
<td><strong>Hardware:</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Licensed Software Maintenance and Support:</strong></td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
BID SUBMISSION FORM

On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:

1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.

<table>
<thead>
<tr>
<th>Signature of Authorized Representative of Bidder</th>
</tr>
</thead>
<tbody>
<tr>
<td>______________________________________________</td>
</tr>
</tbody>
</table>
Form 2
OEM Certification Form

This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.

<table>
<thead>
<tr>
<th>Name of OEM</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of authorized signatory of OEM</td>
<td></td>
</tr>
<tr>
<td>Print Name of authorized signatory of OEM</td>
<td></td>
</tr>
<tr>
<td>Print Title of authorized signatory of OEM</td>
<td></td>
</tr>
<tr>
<td>Address for authorized signatory of OEM</td>
<td></td>
</tr>
<tr>
<td>Telephone no. for authorized signatory of OEM</td>
<td></td>
</tr>
<tr>
<td>Fax no. for authorized signatory of OEM</td>
<td></td>
</tr>
<tr>
<td>Date signed</td>
<td></td>
</tr>
<tr>
<td>Solicitation Number</td>
<td></td>
</tr>
<tr>
<td>Name of Bidder</td>
<td></td>
</tr>
</tbody>
</table>
Form 3  
Software Publisher Certification Form  
(to be used where the Bidder itself is the Software Publisher)

The Bidder certifies that it is the software publisher of all the following software products and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada pursuant to the terms set out in the resulting contract:

[Bidders should add or remove lines as needed]
This confirms that the software publisher identified below has authorized the Bidder named below to license its proprietary software products under the contract resulting from the bid solicitation identified below. The software publisher acknowledges that no shrink-wrap or click-wrap or other terms and conditions will apply, and that the contract resulting from the bid solicitation (as amended from time to time by its parties) will represent the entire agreement, including with respect to the license of the software products of the software publisher listed below. The software publisher further acknowledges that, if the method of delivery (such as download) requires a user to "click through" or otherwise acknowledge the application of terms and conditions not included in the bid solicitation, those terms and conditions do not apply to Canada's use of the software products of the software publisher listed below, despite the user clicking "I accept" or signalling in any other way agreement with the additional terms and conditions.

This authorization applies to the following software products:

[Bidders should add or remove lines as needed]

<table>
<thead>
<tr>
<th>Name of Software Publisher (SP)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature of authorized signatory of SP</td>
<td></td>
</tr>
<tr>
<td>Print Name of authorized signatory of SP</td>
<td></td>
</tr>
<tr>
<td>Print Title of authorized signatory of SP</td>
<td></td>
</tr>
<tr>
<td>Address for authorized signatory of SP</td>
<td></td>
</tr>
<tr>
<td>Telephone no. for authorized signatory of SP</td>
<td></td>
</tr>
<tr>
<td>Fax no. for authorized signatory of SP</td>
<td></td>
</tr>
<tr>
<td>Date signed</td>
<td></td>
</tr>
<tr>
<td>Solicitation Number</td>
<td></td>
</tr>
<tr>
<td>Name of Bidder</td>
<td></td>
</tr>
</tbody>
</table>
Form 5
ELECTRONIC PAYMENT INSTRUMENTS

(As indicated in Part 3, clause 3.4 (b), the Bidder must complete the information requested below, to identify which electronic payment instruments are accepted for the payment of invoices.)

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

(  ) VISA Acquisition Card;
(  ) MasterCard Acquisition Card;
(  ) Direct Deposit (Domestic and International);
(  ) Electronic Data Interchange (EDI);
(  ) Wire Transfer (International Only);
(  ) Large Value Transfer System (LVTS) (Over $25M);
FORM 6
FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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

For further information on the Federal Contractors Program for Employment and Social Development Canada (ESDC) - Labours' website.

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

Complete both A and B.

A. Check only one of the following:

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

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
(   ) A5.1 The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC -Labour.
OR
(   ) A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC -Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC -Labour.

B. Check only one of the following:

(   ) B1 The Bidder is not a Joint Venture.
OR
(   ) B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).
RFP No. W8484-188962/B

FOOD SERVICES NATIONAL POINT OF SALE (POS) SOLUTION

DEPARTMENT OF NATIONAL DEFENCE AND THE CANADIAN ARMED FORCES

Annex A
Statement of Work

1. OVERVIEW

Canadian Armed Forces (CAF) requires a Point of Sale (POS) Solution that includes vendor provided software, peripheral, professional services, training and support. The solution must be a commercial off the shelf application (COTS) that work, is complete, bug free and compliant to the functionality identified in this document.

1.1 Key areas to be delivered by the vendor

a) The vendor must provide a Commercial Off-The-Shelf (COTS) POS Solution front office and back office systems software, hardware, and peripherals.

b) The vendor must provide the installation of the POS solution and all peripherals at all base kitchens in its own environment.

c) The vendor must provide support and maintenance of the solution and peripherals.

d) The vendor must provide online and onsite user training for the POS Solution Front and back office systems.

e) The vendor must provide the configuration of the data collected in the current POS Solution at each base kitchen level such as the menu items and client meal plans access. The Vendor must convert the data to a format that is usable by their POS Solution.

f) POS scope perspective, the Front Office system will be used to manage diner’s access and sales, and the Back Office system will be used to manage user’s accounts, create customer meal plans, manage menus, and generate reports.

g) The POS Front Office system must operate as a POS Lane where customers pay for their meal. The POS Lane must record all POS transactions (i.e., meal plans swipe, cash sales, by items, cancel and voids)

h) The POS Back Office system must provide the functionality to create accounts for cashiers, and managers, enter items and menus/pricing information that is available for use by the POS lane and for report generation. Therefore, the back office system must
also include administrative POS solution that will run on workstation PC. Also note the connection between the POS front office and the POS back office systems.

i) The POS Front Office system must be capable of working in an offline mode that is disconnected from the POS Back Office system.

j) The POS solution provided by the vendor must allow for future custom developments.

1.2 The system must include the following functionality:

a) Access verification: The POS must enable authorized customers to be verified by means of a magnetic card or bar code

b) One swipe access process: The POS must notify the customers after they swipe their meal card if they are entitled for that meal. No action required by the cashier.

c) Group card access: One card with a number of authorize meals, by meal periods, for a given time period.

d) Fully bilingual: The POS solution must be working in French and English languages by a click of a button. The screens, menus, buttons, error messages and user documentation must be available in both English and French.

e) Meal Plans: The POS must be able to set customers meal plans by meal periods (Breakfast, Lunch, Supper), by a number of meals authorize over a given time period (i.e. 10 meals a week of customer choice).

f) Sales by menu items: The POS must be able to record sales by menu items selection for a customer instead of by meal period.

g) Method of payments: The POS must manage the following method of payments;
   i. Customer paying cash
   ii. Customer paying with a cash card/gift card (Magnetic card)
   iii. Customer on a meal plan (Magnetic card)
   iv. Customer paying with a credit card or debit card

h) Attendance control: The POS must capture the volume of activities by recording an accurate count of meals served by type of customer (On Meal Plans, Cash Card, and Paying Cash)

i) Role Based Access Controls: The POS Solution must include Role Based Access Controls (RBAC)

j) Internet: The POS Solution must not require Internet connection to operate.

k) Reporting: The POS Solution must have the ability for kitchen manager to customize reports for the kitchens need and save it for future uses
2. **INTRODUCTION AND BACKGROUND**

2.1 CAF base kitchens locations needs more functionality than a cash register from their POS solution. Specifically, they need the POS to help manage customer’s meal plans including, but not limited to, assignment of meal entitlements and performing meal entitlement verification control.

An analysis conducted by CAF Food Services has identified that there is no enterprise/consistency in the POS hardware components (for example, balance scales or card readers) in use from one base to another.

2.2 Today, various POS technology platforms are being used to manage $83 million in sales transactions annually across CAF base mess halls.

These technology platforms rely on peripheral and software that is non-standardized, and in most cases, not supported compared with the POS industry norm where updates and bug fixes are applied to POS solution multiple times within a year.

3. **OBJECTIVES**

3.1 CAF Food Services seeks to implement an information technology (IT) system that will deliver the following business outcomes:

   a) a standardized POS solution across all CAF 24 food services locations for 33 kitchen facilities
   
   b) a deployable POS for major operations across the world (If and when required)
   
   c) reporting capabilities at all levels kitchen, base, area, command, and NDHQ (Roll up and drill down reports)
   
   d) reporting for religious belief need (by items), nutrition value, budget planning and audit purposes
   
   e) a national In-Service-Support (ISS) strategy and a service level agreement (SLA) for all software, peripherals and hardware components.

4. **DOCUMENT PURPOSE**

4.1 The purpose of this Statement of Work is to present Department of National Defenses functional, technical, management, support and maintenance requirements related to the Food Service National POS Solution requirements to be provided by the vendor.
The requirements contained in this document and referenced in other attached documents will be used by the successful bidder to provide, install, configure and support DND’s Food Service National POS Solution and peripherals.

This document provides the requirements that must be supported to enable DND to effectively process all types of transactions defined in the document. It details the functional and non-functional requirements, performance, security, training, conversion, implementation, and support requirements that the vendor must satisfy.

5. **DOCUMENT ORGANIZATION**

5.1 This document is organized in a manner that allows the overall requirements to be understood before describing the detailed requirements for each key area to be provided by the Vendor.

Unless otherwise stated, all requirements identified throughout this SOW and its annexes, attachments and compliancy documents need to be satisfied by the Vendor.

5.2 The following describes the document organization in point form:

   a) Compliance Standards;
   b) Bilingualism;
   c) Conceptual View;
   d) Scope of supply by the Vendor;
   e) Scope of supply by DND;
   f) Security;
   g) Constraints;
   h) Milestones and Deliverables;
   i) POS System;
   j) Training
   k) Project Management and
   l) Obsolescence

5.3 The Appendixes included with this SOW are as follows:

   a) Appendix A describes the Functional and non-functional requirements of the Food Service National POS Solution.
   b) Appendix B describes the Security requirements.
   c) Appendix C describes the Peripherals Specifications
   d) Appendix D describes the POS Locations
   e) Appendix E describes the Terms and Acronyms used in this SOW
6. COMPLIANCE STANDARDS

6.1 The POS solution must comply with the content of all the listed Requirement Titles.

<table>
<thead>
<tr>
<th>Requirement Title</th>
<th>Detailed Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Archiving</td>
<td>Retain financial documentation and transactions for a minimum of current year plus six years as per the Library and Archives Canada, Section 1, Part 4 – Comptrollership Function of the Retention Guidelines for Common Administrative Records of the Government of Canada.</td>
</tr>
<tr>
<td>b) Financial Reporting</td>
<td>Enable all revenues, recoveries and expenditures transactions to be extracted from the POS solution in Excel, XML and or WORD to be reported (Manually or Upload) in the Defence Resource Management Information System (DRMIS) and in the Food Services Performance System Unitrak.</td>
</tr>
<tr>
<td>c) Verifiable Attendance Control System</td>
<td>i. Provide a verifiable attendance control system to capture the volume of activities ii. Access and diner attendance controls are two mandatory controls required in CAF dining rooms to allow managers to effectively manage their food services operations and to capture the volume of activity for performance measurement</td>
</tr>
<tr>
<td>d) Verifiable Cash Sale Transaction</td>
<td>Provide a verifiable cash sale transaction to maintain adequate control over cash sales.</td>
</tr>
</tbody>
</table>

7. BILINGUALISM

a) The POS Solution must be bilingual in both official languages of Canada; English and French.

b) The POS Solution must use a single version of the software to provide English and French languages.

c) The Graphical User Interface (GUI) of the POS Solution must display all information in either English or French based on user language selection. For example, if the user selects English language, then all information must display in English. If the user selects French language, then all information must display in French. The English and French display must include, at a minimum:
i. Screen Titles;
ii. Screen Labels;
iii. Help Text;
iv. Pull-down Lists;
v. Error Messages;
vi. Search Capability;
vii. Database Storage;
viii. Screen Tool Bars; and
ix. Action Buttons.

8. CONCEPTUAL VIEW

8.1 The below diagram display the conceptual view of the wanted POS solution;
9. **SUPPLY BY THE VENDOR**

   a) Hardware, peripherals, and software required to provide and install a POS Solution such that they must satisfy the requirements stated throughout this SOW;

   b) All software and/or hardware changes required to the GFE to support the requirements stated in this SOW. The Vendor must describe in detail how the GFE will be utilized in the Vendor’s proposed system.

   c) The Vendor must provide a complete and fully functional POS Solution for the front and back offices systems that includes Hardware, peripherals, Licensed Software, support, maintenance and Professional Services for implementation of the systems.

   d) Testing to ensure all the Vendor functionality must be fully operational between all Vendor components; and between the Vendor components and the DND components.

   e) Performance testing that verifies the Entire POS Solution and peripherals will satisfy all the capacity and performance requirements stated in this SOW.

   f) Training must be completed on all aspects of all Vendor components.

   g) Management of the Vendor’s personnel, tasks and processes that ensures the timely, effective and efficient completion of all work identified in this SOW will be completed.

   h) All other deliverables and services required by the Vendor that will satisfy the requirements stated in this SOW.

10. **SUPPLY BY DND**

    The Vendor must integrate its POS Solution system into the following environment.

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Proof of Concept and</td>
<td>DND will provide the testing facilities. Note: The Vendor must supply the necessary software licenses and POS peripherals for the proof of concept.</td>
</tr>
<tr>
<td>Implementation Test Facility</td>
<td></td>
</tr>
<tr>
<td>b) Network switches</td>
<td>Workstations PC for the back office system will be provided by the Vendor. DND will provide the network switches to connect back office system to the front office system Note: the back office system (admin) will act as sever for the front office system.</td>
</tr>
</tbody>
</table>
11. SECURITY

a) National Defence needs a system that builds safeguards into its system to ensure that data is protected in storage and in transmission. Furthermore, a system that will demonstrate controlled and restricted data access and logging of this activity will be needed.

b) The POS Solution and its peripherals must comply with the security requirements defined in Appendix B.

c) The POS Solution and its peripherals operate in its own isolated environment.

d) Under no exceptions will DND allow a remote connection from a specific Vendor off-site location.

12. CONSTRAINTS

This section identifies the constraints related to this SOW.

a) Onsite visit will need to be conducted at each CAF base kitchens prior installation

b) The Vendor is expected to inform DND of anything that might improve the overall systems requested in this SOW; and the efficiency with which the systems might be implemented. DND has sole responsibility for deciding to use any suggestions presented by the Vendor.

c) The Vendor will offer In-Service-Support (ISS) strategy and Service Level Agreement (SLA) for peripherals components (such as scales, etc.)
# MILESTONES AND DELIVERABLES

## 13. Post-Contract Award Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Description</th>
<th>Timeframe</th>
<th>Associated Deliverable(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Delivery of POS Solution front and back office system and peripherals for the proof of concept.</td>
<td>Vendor to deliver 1 POS Solution, including Hardware, peripherals and Licensed Software front and back office system to National Capital Region location TBD</td>
<td>After bid evaluation.</td>
<td>Software licenses</td>
</tr>
<tr>
<td>b) Delivery of POS front and back office systems and peripherals</td>
<td>Vendor to deliver the POS Solution, including Hardware peripherals and Licensed Software, for up to 69 POS Front Offices and up to 32 POS Back Offices systems in NCR depot location(s) TBD</td>
<td>After proof of concept is completed and contract is awarded</td>
<td>When base kitchen is ready for installation, POS Solution is requested from DND depot and delivered.</td>
</tr>
<tr>
<td>c) Kick-off meeting</td>
<td>Project Authority and Contracting Authority to meet with Contractor to discuss and finalize the Implementation Plan Phase Details.</td>
<td>Within 5 business days following contract award.</td>
<td>Implementation Plan Training Plan</td>
</tr>
<tr>
<td>d) Pre-production Phase</td>
<td>Contractor to provide implementation, data migration, configuration and testing services.</td>
<td>TBD at kick-off meeting</td>
<td>Implementation, data migration, configuration and testing services Final Training Plan Final Testing Plan</td>
</tr>
<tr>
<td>e) Installation of POS solution at base kitchen and Introduction training</td>
<td>Vendor will install POS solution at base kitchens when base is ready and provide introductory users training of Front and Back Office systems as detailed in section 15</td>
<td>At rollout to base kitchens.</td>
<td>Training materials Training sessions</td>
</tr>
</tbody>
</table>
14. POS SYSTEM

14.1 The Vendor must provide the POS Solution on a “system” basis as and when requested by Canada. The POS System will be deployed at all CAF dining facilities sites within DND. Each POS System must include but not limited to the following components:

<table>
<thead>
<tr>
<th>Component Type</th>
<th>Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Front Office system Hardware</td>
<td>All-In-One POS (desktop, touch screen, receipt printer, card reader)</td>
</tr>
<tr>
<td>Note:</td>
<td>See appendix D for quantity required at each site locations.</td>
</tr>
<tr>
<td></td>
<td>Customer Display with pole</td>
</tr>
<tr>
<td></td>
<td>Cash drawer</td>
</tr>
<tr>
<td></td>
<td>Card Printer</td>
</tr>
<tr>
<td></td>
<td>Uninterruptable Power Supply Battery Back-up (UPS)</td>
</tr>
<tr>
<td></td>
<td>Weight Scale</td>
</tr>
<tr>
<td></td>
<td>Employee and client Card</td>
</tr>
<tr>
<td></td>
<td>Hardware Documentation</td>
</tr>
<tr>
<td></td>
<td>Software Documentation</td>
</tr>
<tr>
<td>b) Back Office system Hardware</td>
<td>Workstation (PC, screen, keyboard…)</td>
</tr>
<tr>
<td>Note:</td>
<td>See appendix D for quantity required at each site locations.</td>
</tr>
<tr>
<td>c) Licensed Software</td>
<td>POS Front Office system Software</td>
</tr>
<tr>
<td></td>
<td>POS Back Office system Software</td>
</tr>
</tbody>
</table>

14.2 The Vendor must also provide staging services prior to the delivery of the POS systems to CAF kitchen facilities. These staging services include:

a) Installing the POS Front Office Software on the All-in-one POS;

b) Installing the POS Back Office Software on Workstation

c) Conducting an operational readiness test for the software and hardware; and

d) Packaging the POS Solution including the front office hardware and peripheral documentation, and POS back office workstation and software.

14.3 Software Components and Licenses: the licensing requirements relating to any software provided for front office and back office systems;

14.4 Hardware Components: the essential hardware components required to support the POS solution, to be supplied on a “as and when requested” basis;

14.5 Hardware and Software Warranty and Optional Maintenance: the support requirements for all goods provided;
15. TRAINING

15.1 The Vendor must provide training to enable users to operate and administer the POS Solution.

15.2 The Vendor must provide;

   a) Comprehensive online training packages for train-the-trainer, Cashier and admin users that will enable DND employees to self-learn or instructor-led training to operators and administrators in both English and French language. Canada may request video-conference or onsite training on a case by case basis.

   b) The Vendor must provide enhanced training materials when updates are apply to the POS solution.

   c) The Vendor must provide training support at the installation to the DND kitchen managers, admin staff and Cashiers. Training email support requests must be answered within 2 business days from original receipt and acknowledged within a day.

16. PROJECT MANAGEMENT

16.1 The Vendor must provide appropriate and sufficient project management services to plan, monitor, report, track, and manage the successful installation, testing, deployment and support of the POS Solution.

16.2 To fulfill its project management responsibilities, the Vendor must provide a Project Manager, who must be available, dedicated resource for the period from contract award until the POS Solutions are installed at all locations specify in appendix D.

16.3 The Project Manager’s duties include, but are not limited to:

   a) Manage the execution of the work under the Contract, including ensuring issues are dealt with in a timely manner and that all the work under the Contract is completed within the agreed time, cost and performance parameters

16.4 Project Management Plan

   a) The Vendor must submit a Project Management Plan within 10 days after the contract is awarded.

16.5 Project Schedule
a) The Vendor must provide and maintain a comprehensive project schedule showing all Work Breakdown Structure (WBS) activities, dependencies, durations, milestones, deliverables, phases and the critical path 10 days after the contract is awarded.

16.6 REVIEWS AND MEETINGS

The Vendor must organize, participate, and document formal reviews and periodic meetings (could be by Web X or teleconference). For each formal review or meeting, the Vendor must:

a) Schedule the review/meeting in accordance with the Project Schedule;
b) Produce review/meeting agenda and circulate supporting material for the meetings; and,
c) Produce meeting minutes.

17. OBsolescence

17.1 While the POS Solution peripherals are under warranty or maintenance, the Vendor must manage the obsolescence of the delivered components. As such, the Vendor must:

a) Ensure the availability of support and replacement units for all components and peripherals delivered under this contract.
b) Identify replacements with the same or better performance and functionality before components become obsolete.
c) Be responsible for all costs associated with locating replacement.
d) The Vendor must document all consumable products required for the POS Solution. For each consumable, the Vendor must identify the following:
   i. The purpose of the consumable;
   ii. Sources of replenishment;
   iii. Cost of the replenishment; and
   iv. Quantitative measurement of frequency of replacement.

e) The Vendor must ensure the availability of its consumable products for as long as the hardware components are under warranty/maintenance. In the event that a consumable becomes unavailable rendering the parent hardware component unusable, the parent hardware component will be deemed obsolete and the Vendor must have a replacement.
APPENDIX A – FUNCTIONAL AND NON FUNCTIONAL REQUIREMENTS

18. Functional and Informational Requirements

18.1 The following diagram depicts at a high level, functional requirements as well as data exchanges/information requirements. It is understood that some functionalities will required customization and will not be delivered within this contract. In the below table list we notify the vendor which functionalities are expected to be delivered within this contract.

Note: Data exchanges will be process manually. The proposed POS Solution must provide data extract in different format such as Excel, CSV, XML, Word, and Others.
18.2 The following table lists and describes the functional requirements as well as data exchanges/information requirements as represented in the diagram above.

<table>
<thead>
<tr>
<th>#</th>
<th>Requirement Title</th>
<th>Detailed Description</th>
<th>Functionality Expected at Delivery</th>
</tr>
</thead>
</table>
| a)  | FR1 Analysis/Reporting-Audit Historic | Reports include but are not limited to (where applicable by base, by kitchen, by POS)  
- Card Assignment History  
  - Example: card activations for a given time period  
- Transaction/User Logs  
  - Example: local diner consumption pattern (e.g., actual number of diners who consumed a meal at each meal period).  
  - Example: cash sales by cashier for a given time period  
- Role Assignment History  
- Transaction Detail History  
  - Example: consumption by item or for specific meal production items.  
  - Examples: meal plans, items by price, card swipes by a customer over a given time period | Yes |
| b)  | FR2 Analysis/Reporting-Canned Reports | Reports include but are not limited to (where applicable by base, by kitchen, by POS)  
- IT Inventory (Cards, POS Stations)  
- Options (Items Lists and Meal Plans)  
- Sales  
- Assignments (Users and Roles)  
- Verification results | Yes |
<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| **c) FR3** | Analysis/Reporting-Search/Browse | Search includes but is not limited to (where applicable by base, by kitchen, by POS)  
- Customer Name  
- Transaction Detail  
- Card request  
- Menu Details  
- Item Details | Yes |
| **d) FR4** | Attendance Control - Verification - Bug Out |  
- Card reader to accept/consider all issued cards during a “bug out period” (a period when staff must mobilize quickly for base departure)  
- Capture the volume of activities by recording an accurate count of meals served | No |
| **e) FR5** | Attendance Control - Verification-Regular | For meal plans:  
- Card reader to display green or other for a card that is swiped and read correctly and has entitlements for the current meal  
- Card reader to display yellow or other for a card that is swiped that is not read correctly or is taking a second plates during the current meal  
- Card reader to display red or other for a card that is swiped that is not entitled to the current meal  
For all meals:  
- Capture the volume of activities by recording an accurate count of meals served  
For Cash Sales  
- Capture total cash sales revenues by meal period  
For Cash Card/Gift Card  
- Capture total revenues by meal period | Yes |
<table>
<thead>
<tr>
<th>FR</th>
<th>Component</th>
<th>Description</th>
<th>Option</th>
</tr>
</thead>
<tbody>
<tr>
<td>f)</td>
<td>FR6 Attendance Control - Verification - Meal Replacement</td>
<td>Enable a meal replacement (box lunch) to be taken from the dining facility in lieu of the current meal or the next meal. (Record a time stamp for a meal taken from the dining facility)</td>
<td>Yes</td>
</tr>
<tr>
<td>g)</td>
<td>FR7 Card Management - Card Assignment (Data Capture)</td>
<td>Collect and save user data such as but no limited to name, rank, service number, start date and end date and financial code</td>
<td>No</td>
</tr>
<tr>
<td>h)</td>
<td>FR8 Card Management - Card Assignment (User)</td>
<td>Assign a physical card to an end user</td>
<td>Yes</td>
</tr>
<tr>
<td>i)</td>
<td>FR9 Card Management - Card Assignment (Physical Card)</td>
<td>Access card inventory data with card assignment history for selection of a card from that inventory for new assignment</td>
<td>Yes</td>
</tr>
<tr>
<td>j)</td>
<td>FR10 Card Management - Photo</td>
<td>Print photo of user on card</td>
<td>No</td>
</tr>
</tbody>
</table>
| k)   | FR11 Local Administration - Configuration | Enable an administrator role at the local base/kitchen to modify a limited number of configurable items that impacts what presents on the screen for a POS station user including  
- item and menu selection choices  
- price  
- language preference for user interface | Yes    |
<p>| l)   | FR12 Local Administration - RBAC | Enable an administrator role at the local base/kitchen to assign other roles with pre-set access privileges to other POS end users at the base/kitchen (such as cashiers and admin clerk) | Yes    |
| m)   | FR13 Meal Entitlement - Time | Assign a time threshold the end user is entitled to access a kitchen by meal periods | Yes    |
| n)   | FR14 Meal Entitlement - Date Range | Assign a start and end date threshold the end user is entitled to access a kitchen | Yes    |
| o)   | FR15 Meal Entitlement - Kitchen | Assign specific kitchens that the user is entitled to access | Yes    |
| p)   | FR16 Meal Entitlement - Meal Plan | Assign meal plan options with the plan entitlements to a card | Yes    |</p>
<table>
<thead>
<tr>
<th></th>
<th>Statement of Work</th>
<th></th>
</tr>
</thead>
</table>
| q) | FR17 Meal Entitlement-Status  
Activate or deactivate the entitlements assigned to a card and log the assignment history | Yes |
| r) | FR18 Meal Entitlement-User Limit  
Assign a limit of meals per week for users who are entitled to access a kitchen under the assigned meal plan. (For example, under plan 2, a user could have a partial ration meal plan where they are entitled to eat 10 meals a week of their choice.) | Yes |
| s) | FR19 Payment - UPDT Type  
Select and store from payment options that method of payment was "UPDT" (Personnel Data Transactions Unit/payroll deduction) for ration card plan 1 or plan 2 | No |
| t) | FR20 Payment-Billing Type  
Select and store from payment options that method of payment was billing and indicate frequency of billing | No |
| u) | FR21 Payment-Cash Card Type  
Select and store from payment options that method of payment for ration card plan 3 was cash. Store the amount of cash to which the card was loaded and for each transaction debit the card for the amount | Yes |
| v) | FR22 Payment-Credit or Debit Card Type  
Select and store from payment options that method of payment was a debit or credit card and name the credit card type (Master card, Visa) Note: the credit card number cannot be recorded in the application. | Yes |
| w) | FR23 Payment-FSR Type  
Select and store from payment options that method of payment for a ration card plan 1 or plan 2 was FSR (Food Services Request) and store the FSR number coming from Unitrak manually | No |
| x) | FR24 Sales Transactions-Buy/Sell - Cash  
Prompt for and log changes to cash float in drawer. Open cash drawer according to specific business/workflow rules | Yes |
y) FR25 Sales Transactions-Buy/Sell - Display
Display items that have been selected from inventory including the price

z) FR26 Sales Transactions-Buy/Sell - Price
Calculate total price of all items and menu options selected including weighed items, authorized discounts and taxes. If the client is paying cash (not debit or credit card), conduct penny rounding to a nickel to accommodate the removal of the penny from Canadian currency circulation.

aa) FR27 Sales Transactions-Buy/Sell - Receipt
Print two copies of transaction receipt of items and menu options sold or refunded. Enable POS user to write note that prints on refund receipt.

bb) FR28 Sales Transactions-Buy/Sell - Select
Select items and menu options from an inventory for purchase

cc) FR29 Sales Transactions-Buy/Sell - Tax
Calculate total tax of all items and menu options selected (respective of geographic region and type of item)

dd) FR30 Sales Transactions-Buy/Sell - Weight
Calculate and display item price based on weight of the items on the scale, weight per bowl/plate registered in the configuration, price per gram of the item contents of the bowl/plate

19.3 The following section lists and describes high level non-functional requirements

<table>
<thead>
<tr>
<th>#</th>
<th>Requirement Title</th>
<th>Detailed Description</th>
<th>Non-Functionality Expected at Delivery</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td>NFR1 Archive-Access/Response</td>
<td>Data collected by the new National POS Solution and moved to archives will have a turnaround time for requests of archived information of one week.</td>
<td>No</td>
</tr>
<tr>
<td>b)</td>
<td>NFR2 Business Continuity</td>
<td>Front Office/on-site POS to store 7 days minimum of logs</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>NFR</td>
<td>Category</td>
<td>Description</td>
</tr>
<tr>
<td>---</td>
<td>-------</td>
<td>------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>c)</td>
<td>NFR3</td>
<td>Data Back Up</td>
<td>Daily backup of data</td>
</tr>
<tr>
<td>d)</td>
<td>NFR4</td>
<td>Data Migration</td>
<td>Active meal plan data must be transferred over to the new system and transparent to an end user. (The new POS will recognize an end user’s entitlements that have been assigned prior to system cut over)</td>
</tr>
<tr>
<td>e)</td>
<td>NFR5</td>
<td>Performance-Response Time</td>
<td>Transaction response time within 1 second at the front end POS Solution</td>
</tr>
<tr>
<td>f)</td>
<td>NFR6</td>
<td>Performance-Scalability</td>
<td>Operate up to 12 POS per base</td>
</tr>
<tr>
<td>g)</td>
<td>NFR7</td>
<td>Performance-Volume</td>
<td>Process up to 1200 card swipes per meal per kitchen</td>
</tr>
<tr>
<td>h)</td>
<td>NFR8</td>
<td>Security- Access</td>
<td>Implement security measures in order to prevent unauthorized access to all POS computers, including logging and auditing</td>
</tr>
<tr>
<td>i)</td>
<td>NFR9</td>
<td>Support SLA-Hardware</td>
<td>SLA to cover (but not limited to) magnetic swipe cards, swipe card readers, display monitors, display screens keyboards/keypads, mouse, receipt printers, touch screens, balance scales, bar code readers, card printers</td>
</tr>
<tr>
<td>j)</td>
<td>NFR10</td>
<td>Support SLA-Software</td>
<td>SLA to cover user interface of POS solution, user interface of reporting web portal including the business logic and database layers SLA to include regular recurring maintenance window to minimize operations disruption and integrity of national-level data – including monitoring and trouble-shooting of daily national-level data refreshes</td>
</tr>
<tr>
<td>k)</td>
<td>NFR11</td>
<td>Support SLA- POS Front and Back Office systems</td>
<td>SLA to cover POS Front and Back Office systems for the kitchens</td>
</tr>
<tr>
<td></td>
<td>NFR</td>
<td>Description</td>
<td>Requirement</td>
</tr>
<tr>
<td>---</td>
<td>-------</td>
<td>-----------------------------------------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>l)</td>
<td>NFR12</td>
<td>Training Overview demonstration and documentation for POS usage on site</td>
<td>Yes</td>
</tr>
<tr>
<td>m)</td>
<td>NFR13</td>
<td>User Environment-Land Operate optimally at temperature and atmospheric conditions consistent with stationary land mess hall environment</td>
<td>Yes</td>
</tr>
<tr>
<td>n)</td>
<td>NFR14</td>
<td>User Environment-Sea Achieve all functionality (achievable in a land environment) without significant performance degradation in a ship environment</td>
<td>No</td>
</tr>
</tbody>
</table>
| o) | NFR15 | User Environment-Mobile (Geographic/International) Adaptability of system to work when moved from one kitchen to another on a base, between bases in Canada and/or between international bases This may include, but not be limited to:  
   - consideration for derivation of power from international plug, sockets and voltage without significant performance degradation - i.e. Canada standard is 120 volts and Afghanistan is 220 volts  
   - currency configuration conversion | Yes          |

**APPENDIX B – POS SOLUTION SECURITY APPROACH**

19. The POS Solution must include account and privilege management functionality that incorporates standards-based, secure, password-based authentication for logging in and logging out.

19.1 The POS Solution must include Role Based Access Controls (RBAC) that address:

   a) Role assignment – A user can exercise a permission only if the user has been assigned a role;
   b) Role authorization – A user can only take on roles for which they are authorized;
   c) Permission authorization – A user can only exercise permissions for which they are authorized including overrides; and
d) Management of roles, groups and users such that roles can be defined, roles can be added to/removed from groups, and users can be added to/removed from groups.

e) The POS Solution must include assignment of strong passwords that addresses:

i. A minimum password length of eight (8) characters;
ii. A minimum of one (1) numeric;
iii. A session timeout after a configurable minimum period of non-use;
iv. The ability to change a password at any time; and
v. Display of passwords in an encrypted format.
vi. Prompt to change password every 90 days

19.2 The POS Front Office System must work in an offline mode that is disconnected from the Internet and or Back Office system.

19.3 The POS Solution must maintain data integrity throughout the collection process and storage stages.

19.4 The POS Solution must only process transactions from trusted, verified, and validated sources.

19.5 The POS Solution must identify and authenticate users before granting access to any POS Solution components.

19.6 The POS Solution must allow a logged in user to log out at any time.

19.7 The POS Solution components must ensure authenticated users are only given access to the function(s) and data set(s) in relationship to their duties.

19.8 The POS Solution should prevent privileged user access to application data.

19.9 The POS Solution should control database access with multifactor policies based on built-in factors such as, but not limited to:
   a) Time of day;
   b) IP address;
   c) Application name; and,
   d) Authentication method.

19.10 The POS Solution should discover and report on captured runtime privileges and roles used in the database.
APPENDIX C – POS PERIPHERAL SPECIFICATIONS

20. POS Peripheral Specifications

20.1 The following are the POS peripheral specifications for Vendors that are being considered for the POS solution delivery in IOC:

<table>
<thead>
<tr>
<th>Peripheral/Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>All-In-One POS (desktop, touch screen, receipt printer, card reader)</td>
</tr>
<tr>
<td>Customer Display with Pole</td>
</tr>
<tr>
<td>Card Reader (Customer access)</td>
</tr>
<tr>
<td>Cash Drawer</td>
</tr>
<tr>
<td>Battery backup</td>
</tr>
<tr>
<td>Weightronics Scale</td>
</tr>
<tr>
<td>Card Printer</td>
</tr>
<tr>
<td>Magnetic (swipe) Card</td>
</tr>
<tr>
<td>Workstation PC for the back office system</td>
</tr>
</tbody>
</table>

APPENDIX D – POS LOCATIONS

21. The Vendor must deliver an initial POS Front and Back Office Systems to a location TBD in the National Capital Region (NCR) for the proof of concept. The remaining POS Systems must be delivered before the 31 March 2019 to DND depot TBD in the NCR after proof of concept and bid evaluation are completed;
<table>
<thead>
<tr>
<th>Base Unit Name</th>
<th>Base street address</th>
<th>Province</th>
<th>Kitchen Name</th>
<th>Kitchen Code Number (UIC)</th>
<th>Kitchen account/ID</th>
<th>Front Office #</th>
<th>Back Office #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Esquimalt</td>
<td>Building 104, Wilfert Rd, DCTF Colwood, Victoria, V9A 7N2</td>
<td>British Columbia</td>
<td>Damage Control School Kitchen</td>
<td>103</td>
<td>BH0103</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Esquimalt</td>
<td>Building 1373, Malvern Street, Victoria, V9A 7N2</td>
<td>British Columbia</td>
<td>NOTC Kitchen</td>
<td>103</td>
<td>BW0103</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Esquimalt</td>
<td>Building N34, 1560 Esquimalt Rd, Victoria, V9N 7N2</td>
<td>British Columbia</td>
<td>Nelles Kitchen</td>
<td>103</td>
<td>BX0103</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Esquimalt</td>
<td>Building 586, 1586 Esquimalt Rd, Victoria, V9N 7N2</td>
<td>British Columbia</td>
<td>Wardroom Kitchen</td>
<td>103</td>
<td>BT0103</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Comox</td>
<td>B105 Heritage Blvd, Lazo, V0R 2K0</td>
<td>British Columbia</td>
<td>Combined Mess</td>
<td>133</td>
<td>BF0133</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
<td>Province</td>
<td>Building Type</td>
<td>Capacity</td>
<td>Code</td>
<td>Kitchen Type</td>
<td>Code</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------</td>
<td>--------------</td>
<td>-------------------------------------</td>
<td>----------</td>
<td>--------</td>
<td>--------------</td>
<td>--------</td>
</tr>
<tr>
<td>Suffield</td>
<td>Building 436 Cerprano St, Ralston, T0J 2N0</td>
<td>Alberta</td>
<td>Combined Mess</td>
<td>142</td>
<td>AV0142</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edmonton</td>
<td>Building 210, Ortona Rd, Edmonton, T5J 4J5</td>
<td>Alberta</td>
<td>Combined Mess</td>
<td>127</td>
<td>ET0127</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wainwright</td>
<td>Building 614, Wainwright, T0B 1B0</td>
<td>Alberta</td>
<td>Food Service Complex</td>
<td>168</td>
<td>CA0168</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cold Lake</td>
<td>Building 40, Queens way Dr, Cold Lake, T9M 2C6</td>
<td>Alberta</td>
<td>All Ranks Kitchen</td>
<td>134</td>
<td>AN0134</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dundurn</td>
<td>Building 77 McCordick Ave, Dundurn, S0K 1K0</td>
<td>Saskatchewan</td>
<td>Det Dundurn Kitchen</td>
<td>2585</td>
<td>AT2585</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shilo</td>
<td>Building L105, Gunners Rd, Shilo, ROK 2A0</td>
<td>Manitoba</td>
<td>Flatland Dining Hall</td>
<td>118</td>
<td>AR0118</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Winnipeg</td>
<td>Building 61, 715 Wihuri Rd, R3J 3Y5</td>
<td>Manitoba</td>
<td>Combined Mess</td>
<td>117</td>
<td>AL0117</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kingston</td>
<td>317 Ontario Street, Kingston, K7K 7B4</td>
<td>Ontario</td>
<td>Fort Frontenac Kitchen</td>
<td>2027</td>
<td>AC2027</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kingston</td>
<td>VB31, 9 parade Street, Kingston, K7L 7B4</td>
<td>Ontario</td>
<td>Routledge Hall</td>
<td>114</td>
<td>AL0114</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kingston</td>
<td>Building 32, 22 Amiens Ave, Kingston, K7K 7B4</td>
<td>Ontario</td>
<td>Royal Military College Kitchen</td>
<td>46</td>
<td>AD0046</td>
<td></td>
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</tr>
<tr>
<td>Petawawa</td>
<td>123 Nickling Parade Squares, Petawawa, K8H 2X3</td>
<td>Ontario</td>
<td>Normandy Court Kitchen</td>
<td>107</td>
<td>KA0107</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
<td>Province</td>
<td>Building</td>
<td>Room</td>
<td>Code</td>
<td>Level</td>
<td>Location</td>
</tr>
<tr>
<td>-------------------</td>
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</tr>
<tr>
<td><strong>Trenton</strong></td>
<td>Building 120, 75 Yukon Street, Astra, K0K 3W0</td>
<td>Ontario</td>
<td>Yukon Galley</td>
<td>125</td>
<td>AS0125</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Borden</strong></td>
<td>Building T-169, 179 Ortona Rd, Borden, L0M 1C0</td>
<td>Ontario</td>
<td>Vickers Dining Hall</td>
<td>113</td>
<td>AQ0113</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Borden</strong></td>
<td>Building S-164, 118 Rafah Crescent, L0M 1C0</td>
<td>Ontario</td>
<td>Curtiss Dining Hall</td>
<td>113</td>
<td>AX0113</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Bagotville</strong></td>
<td>Building 55, Churchill Street, Bagotville, G0V 1A0</td>
<td>Quebec</td>
<td>Officers Mess</td>
<td>138</td>
<td>AF0138</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>Valcartier</strong></td>
<td>Building 505, Decarie Rd, Coucelette, G0A 4Z0</td>
<td>Quebec</td>
<td>Combined Mess</td>
<td>106</td>
<td>CJ0106</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td><strong>Citadelle</strong></td>
<td>Building C14, 1 Cote de la Citadelle, Quebec, G1R 4V7</td>
<td>Quebec</td>
<td>Mens Mess</td>
<td>106</td>
<td>AG1852</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td><strong>St-Jean d'Iberville</strong></td>
<td>35 Chemin Grand-Bernier Sud, St-Jean sur Richelieu, J0J 1R0</td>
<td>Quebec</td>
<td>Cuisine de St-Jean</td>
<td>106</td>
<td>BY3380</td>
<td>3</td>
<td>1</td>
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<tr>
<td><strong>Farnham</strong></td>
<td>Building 201, 1111 Principale Ouest, Farnham, J2H 2H2</td>
<td>Quebec</td>
<td>Cusine de Farham</td>
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<td>HH0130</td>
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<td>1</td>
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<tr>
<td><strong>Pointe a Carcy</strong></td>
<td>144 Dalhousie Street,</td>
<td>Quebec</td>
<td>Pointe a Carcy Kitchen</td>
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<td>AC0176</td>
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<td>City, Province</td>
<td>Zip Code</td>
<td>Room</td>
<td>Number</td>
</tr>
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<td>----------</td>
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<td>----------------</td>
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</tr>
<tr>
<td>Québec</td>
<td>BLDG H-33 Oak Street, Oromocto, E2V 4J5</td>
<td>New Brunswick</td>
<td>H-33 Kitchen</td>
<td>105</td>
<td>JY0105</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>Gagetown</td>
<td>Building S-117, 2818 Pusser Lane, Halifax, B3K 5X5</td>
<td>Nova Scotia</td>
<td>Tribute Towers</td>
<td>100</td>
<td>HP0100</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Halifax</td>
<td>Building S105, 2648 Lourne Terrace, Halifax, B3K 5X5</td>
<td>Nova Scotia</td>
<td>Juno Galley</td>
<td>100</td>
<td>HN0100</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Halifax</td>
<td>141 Warrior Ave, Shearwater, B0J 3A0</td>
<td>Nova Scotia</td>
<td>Shearwater - Warrior Block Galley</td>
<td>100</td>
<td>SH0100</td>
<td>2</td>
<td>1</td>
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<td>Shearwater</td>
<td>2215 Provo Wallis Street, Halifax, B3K 5X5</td>
<td>Nova Scotia</td>
<td>MOG 5 Kitchen</td>
<td>4874</td>
<td>AA4874AA</td>
<td>1</td>
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<tr>
<td>Halifax</td>
<td>B-221 Queens Ave, Kentville, B4N4H8</td>
<td>Novia Scotia</td>
<td>5 CDSB Detachment Aldershot Combined Mess</td>
<td>4026</td>
<td>AD4026</td>
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<td>1</td>
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<tr>
<td>Aldershot</td>
<td>Building 207 Swordfish Dr, Greenwood, B0P 1N0</td>
<td>Nova Scotia</td>
<td>Café Annapolis Kitchen</td>
<td>102</td>
<td>AS0102</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Greenwood</td>
<td>Building 142 Washington St, A1V 1X1</td>
<td>Newfoundland</td>
<td>Combined Mess</td>
<td>213</td>
<td>AE0213</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
## APPENDIX I - TERMS AND ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAF</td>
<td>Canadian Armed Forces</td>
</tr>
<tr>
<td>COTS</td>
<td>Commercial Off the Shelf Software</td>
</tr>
<tr>
<td>Con Ops</td>
<td>Concept of Operations</td>
</tr>
<tr>
<td>Consumables</td>
<td>Includes any item which is required for operation or maintenance, but does not necessarily form part of the component. Consumables can be: cleaners, lubricant, printer cartridge, etc</td>
</tr>
<tr>
<td>DND</td>
<td>Department of National Defence</td>
</tr>
<tr>
<td>DRMIS</td>
<td>Defence Resource Management Information System</td>
</tr>
<tr>
<td>FSR</td>
<td>Food Services Request</td>
</tr>
<tr>
<td>FY</td>
<td>Fiscal Year</td>
</tr>
<tr>
<td>GC</td>
<td>Government of Canada</td>
</tr>
<tr>
<td>GFE</td>
<td>Government Furnished Equipment</td>
</tr>
<tr>
<td>GFI</td>
<td>Government Furnished Information</td>
</tr>
<tr>
<td>GSM</td>
<td>Government Supplied Material</td>
</tr>
<tr>
<td>HRMS</td>
<td>Human Resources Management System</td>
</tr>
<tr>
<td>ICD</td>
<td>Initial Operational Capability</td>
</tr>
<tr>
<td>IM</td>
<td>Information Management</td>
</tr>
<tr>
<td>IOC</td>
<td>Initial Operational Capability</td>
</tr>
<tr>
<td>ISS</td>
<td>In Service Support</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>ITPIN</td>
<td>Information Technology Policy Implementation Notice</td>
</tr>
<tr>
<td>NACPOSS</td>
<td>National Access Control Point of Sales System</td>
</tr>
<tr>
<td>NDHQ</td>
<td>National Defence Head Quarters</td>
</tr>
<tr>
<td>PCI</td>
<td>Payment Card Industry</td>
</tr>
<tr>
<td>POS</td>
<td>Point of Sale</td>
</tr>
<tr>
<td>RBAC</td>
<td>Roll Based Access Control</td>
</tr>
<tr>
<td>RFP</td>
<td>Request for Proposal</td>
</tr>
<tr>
<td>Acronym</td>
<td>Definition</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
</tr>
<tr>
<td>SA&amp;A</td>
<td>Security Assessment and Authorization</td>
</tr>
<tr>
<td>SDLC</td>
<td>Software Development Life Cycle</td>
</tr>
<tr>
<td>SLA</td>
<td>Service Level Agreement</td>
</tr>
<tr>
<td>SME</td>
<td>Subject Matter Expert</td>
</tr>
<tr>
<td>SN</td>
<td>Service Number</td>
</tr>
<tr>
<td>Software</td>
<td>Generic term used to identify all form of software: commercial</td>
</tr>
<tr>
<td>SOW</td>
<td>Statement of Work</td>
</tr>
<tr>
<td>UPDT</td>
<td>Personnel Data Transactions - Unit Payroll Deduction</td>
</tr>
<tr>
<td>User</td>
<td>An individual with system privileges to perform a specific function(s). There will be different types of users given their assign responsibilities. The term User is used generically throughout the documents.</td>
</tr>
</tbody>
</table>
**TASK AUTHORIZATION**

**AUTORISATION DES TÂCHES**

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.

<table>
<thead>
<tr>
<th>Amendment no. – N° de la modification</th>
<th>Increase/Decrease – Augmentation/Réduction</th>
<th>Previous value – Valeur précédente</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TO THE CONTRACTOR**

You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.

À L’ENTREPRENEUR

Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l’appui de cette demande. Prière d’aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.

**Delivery location – Expédié à**

**Delivery/Completion date – Date de livraison/achèvement**

<table>
<thead>
<tr>
<th>Date</th>
<th>for the Department of National Defence pour le ministère de la Défense nationale</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Contract item no.**

<table>
<thead>
<tr>
<th>Nº d’article du contrat</th>
<th>Services</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GST/HST**

TPS/TVH

**Total**

**APPLICABLE ONLY TO PWGSC CONTRACTS:** The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract.

**NE S’APPLIQUE QU’AUX CONTRATS DE TPSGC :** La signature de l’autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.
Instructions for completing DND 626 - Task Authorization

Contract no.
Enter the PWGSC contract number in full.

Task no.
Enter the sequential Task number.

Amendment no.
Enter the amendment number. When the original Task is amended to change the scope or the value.

Increase/Decrease
Enter the increase or decrease total dollar amount including taxes.

Previous value
Enter the previous total dollar amount including taxes.

To
Name of the contractor.

Delivery location
Location where the work will be completed, if other than the contractor’s location.

Delivery/Completion date
Completion date for the task.

for the Department of National Defence
Signature of the DND person who has delegated Authority for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). Note: The person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

Services
Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor’s quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/ceiling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

Cost
The cost of the Task broken out into the individual costed items in Services.

GST/HST
The GST/HST cost as appropriate.

Total
The total cost of the task. The contractor may not exceed this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

Applicable only to PWGSC contracts
This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

Note:
Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

Instructions pour compléter le formulaire DND 626 - Autorisation des tâches

No du contrat
Inscrivez le numéro du contrat de TPWGC en entier.

No de la tâche
Inscrivez le numéro de la tâche séquentiel.

No de la modification
Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

Augmentation/Réduction
Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

Valeur précédente
Inscrivez le montant total précédent, y compris les taxes.

Nom de l'entrepreneur.
Expédiez à Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

Date de livraison/d'achèvement
Date d'achèvement de la tâche.

Pour le ministère de la Défense nationale
Signature du représentant du MDN auquel on a délégué le pouvoir d'approbation en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). Nota : la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

Services
Définissez brièvement le besoin (joignez l’ET) et établissez le coût de la tâche à l’aide de la soumission de l’entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s’appliquent à la tâche. Si plusieurs d’entre elles sont prévues, énumérez ici celle/celles qui s’appliqueront/ront à la soumission pour la tâche à accomplir (p.ex.acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d’œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s’appliquent à cette autorisation de tâche et ne peuvent être négociées ou modifiées quant à la tâche en question. Il n’est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

Prix
Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique Services.

TPS/Tvh
Mentionnez le montant de la TPS/Tvh, s’il y lieu.

Total
Mentionnez le coût total de la tâche. L’entrepreneur ne peut dépasser ce montant sans l’approbation du MDN, formulaire DND 626 modifié à l’appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l’autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

Ne s’applique qu’aux contrats de TPWGC
Le présent paragraphe s’applique uniquement aux autorisations de tâche accordées par TPWGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l’autorité contractante de TPWGC pour examen et signature avant qu’on autorise l’entrepreneur à débuter les travaux.

Nota :
Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPWGC pour les tâches dont le coût dépasse le plafond établi par le MDN.
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# MANDATORY CRITERIA

## 1.1 Bidder

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M1</td>
<td>The Bidder must have a minimum of five (5) years of experience in the last ten (10) years in delivery of POS solutions. Bidders must provide the following details as to how the stated experience was obtained: 1. Name of the client organization(s) and contact information; 2. The total number of years of experience; 3. The start and end dates of the assignment(s) and/or project(s); 4. Details about the work performed by the Bidder including deliverables; and 5. Reference(s) that can attest the Bidder’s experience.</td>
<td></td>
</tr>
<tr>
<td>M2</td>
<td>The Bidder must provide three (3) references that demonstrate their experience in the successful implementation of a POS Solution. These reference projects must: 1. Include Account, Sales, and Reporting functions; 2. Include POS Front Office and Back Office software and peripherals; 3. Include a POS workstation, Touch Screen Monitor, Receipt Printer, Cash Drawer, Card reader and hardware; 4. Have been completed in the last ten (10) years. The following information must be included with each project reference: i. The client organization; ii. Project name; iii. The Project start/end dates; iv. The Contract Number; v. A description of the project including scope, timelines, and outcomes; vi. A description of the POS Services provided; vii. A description of the POS Solution provided; viii. A client reference who can verify the work. The client reference must include the client reference’s name, title, and e-mail address.</td>
<td></td>
</tr>
</tbody>
</table>
### 1.2 System

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M3</td>
<td>The POS Solution must be able to operate on Microsoft Windows 7, Microsoft Windows 10, and Linux operating systems.</td>
<td></td>
</tr>
<tr>
<td>M4</td>
<td>The POS Solution must provide an audit trail that includes a time-stamped record for transactions in the system.</td>
<td></td>
</tr>
<tr>
<td>M5</td>
<td>The POS Solution must be compatible / integrate with Moneris Solution card payments.</td>
<td></td>
</tr>
<tr>
<td>M6</td>
<td>The POS Solution must have the ability to run in a full standalone mode with no internet connectivity. The POS must still be able to manage access to clients on a meal plan without internet connectivity.</td>
<td></td>
</tr>
</tbody>
</table>

### 1.3 Language

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M7</td>
<td>The POS Solution software for the back office (management) and front office (Cashier), including customer receipts and kitchen receipts (Z report), must be available in both official languages of Canada (English and French).</td>
<td></td>
</tr>
<tr>
<td>M8</td>
<td>The POS Solution software must use a single version of the software to provide English and French languages.</td>
<td></td>
</tr>
<tr>
<td>M9</td>
<td>The Graphical User Interface (GUI) of the POS Solution must display all information in either English or French based on user language selection. For example, if the user selects English language, then all information must display in English. If the user selects French language, then all information must display in French. The English and French display must include, at a minimum: 1. Screen Titles; 2. Screen Labels; 3. Menu items; 4. Pull-down Lists; 5. Search Capability; 6. Screen Tool Bars; and 7. Action Buttons.</td>
<td></td>
</tr>
</tbody>
</table>
1.4 Security

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M10</td>
<td>The POS Solution must include account and privilege management functionality that incorporates standards-based, secure, password-based authentication for logging in.</td>
<td></td>
</tr>
<tr>
<td>M11</td>
<td>The POS Solution must include Role Based Access Controls (RBAC) that address:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Role assignment – A user can exercise a permission only if the user has been assigned a role;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Role authorization – A user can only take on roles for which they are authorized;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Permission authorization – A user can only exercise permissions for which they are authorized including overrides; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. Management of roles, groups and users such that roles can be defined, roles can be added to/removed from groups, and users can be added to/removed from groups.</td>
<td></td>
</tr>
<tr>
<td>M12</td>
<td>The POS Solution must include assignment of strong passwords that addresses:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. A minimum password length of eight (8) characters;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. A minimum of one (1) numeric;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. A session timeout after a configurable minimum period of non-use;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4. The ability to change a password at any time; and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5. Display of passwords in an encrypted format.</td>
<td></td>
</tr>
<tr>
<td>M13</td>
<td>The POS Solution data centres must be stored in Canada</td>
<td></td>
</tr>
</tbody>
</table>

1.5 Point of Sale (POS)

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M14</td>
<td>The POS Solution must generate a list of menu items available for sale.</td>
<td></td>
</tr>
<tr>
<td>M15</td>
<td>The POS Solution must not required Internet connection</td>
<td></td>
</tr>
<tr>
<td>M16</td>
<td>The POS Solution must print receipts using a POS Receipt Printer.</td>
<td></td>
</tr>
<tr>
<td>M17</td>
<td>The POS Solution must weigh and price menu items using a POS Weigh Scale.</td>
<td></td>
</tr>
<tr>
<td>M18</td>
<td>The POS Solution must have the ability to validate client’s meal card with only the swipe/tap at the card reader. It must</td>
<td></td>
</tr>
</tbody>
</table>
## MANDATORY CRITERIA

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>be a one step process without the cashier having to touch the screen or keyboard. The customers swipe the meal card and the POS validate if they can have access to the meal. System notification must be provided to the customer and/or cashier.</td>
<td></td>
</tr>
<tr>
<td>M19</td>
<td>The POS Solution must come with a comprehensive online training packages for train-the-trainer, Cashier and admin users that will enable DND employees to self-learn or instructor-led training to operators and administrators.</td>
<td></td>
</tr>
</tbody>
</table>

### 1.6 POS Peripherals

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M20</td>
<td>The POS Solution must include a Touch Screen monitor, card reader, receipt printer, cash drawer, customer display pole, Power supply battery, Workstation PC for the back office.</td>
<td></td>
</tr>
<tr>
<td>M21</td>
<td>The POS Weigh Scale must be capable of weighing in metric measurements in increments of 0.005 kg up to a maximum capacity of 10 kg.</td>
<td></td>
</tr>
<tr>
<td>M22</td>
<td>The POS Weigh Scale must be “Legal for Trade”.</td>
<td></td>
</tr>
<tr>
<td>M23</td>
<td>The POS Weigh Scale must have a stainless steel weighting platform.</td>
<td></td>
</tr>
</tbody>
</table>

### 1.7 Reports

<table>
<thead>
<tr>
<th>#</th>
<th>MANDATORY CRITERIA</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>M24</td>
<td>The POS Solution must report the balance of available funds on a Cash Card/Gift Card</td>
<td></td>
</tr>
<tr>
<td>M25</td>
<td>The POS Solution must report sales for individual customer card and group card accounts for a specified period of time. For example, the number of times the client card has been swiped for the breakfast, lunch, or supper meals.</td>
<td></td>
</tr>
<tr>
<td>M26</td>
<td>The POS Solution must report on meal plans. The number of clients that are on meal plan 1, 2, and 3.</td>
<td></td>
</tr>
<tr>
<td>M27</td>
<td>The POS Solution must report on consumption of specific menu items for a specific time period.</td>
<td></td>
</tr>
<tr>
<td>M28</td>
<td>The POS Solution must have the ability for the kitchen manager to customize reports for the kitchen’s needs and save it for future uses.</td>
<td></td>
</tr>
</tbody>
</table>
## 2 RATED CRITERIA

### 2.1 Bidder

<table>
<thead>
<tr>
<th>#</th>
<th>Rated Criteria</th>
<th>RATING SCALE</th>
<th>BIDDER RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>R1</td>
<td>The Bidder’s reference projects identified in M2 should include the following services:</td>
<td>Points will be awarded as follows: 1 point for each service demonstrated for each project.</td>
<td>Max. 4 points x 3 References = 12 pts</td>
</tr>
<tr>
<td></td>
<td>1. professional services; 2. training; 3. hardware warranty; and 4. software maintenance and support.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>R2</td>
<td>The Bidder’s reference projects identified in M2 should be deployed to 5 or more POS lanes</td>
<td>Points will be awarded as follows: 5 points for 5 or more POS lanes 4 points for 4 POS lanes 3 points for 3 POS lanes 2 points for 2 POS lanes 1 points for 1 POS lanes</td>
<td>Max. 5 points x 3 References = 15 pts</td>
</tr>
<tr>
<td>R3</td>
<td>The Bidder’s reference projects identified in M2 should be deployed to 100 or more sites</td>
<td>Points will be awarded as follows: 5 points for 100 or more sites 4 points for 90 to 99 sites 3 points for 80 to 89 sites 2 points for 70 to 79 sites 1 points for 50 to 69 sites 0 points if less than 49 sites</td>
<td>Max. 5 points x 3 References = 15 points</td>
</tr>
<tr>
<td>R4</td>
<td>The Bidder should provide a training package course for both front office and back office systems. The course outlines should define the training: 1. Types; 2. Contents; 3. Screenshots; 4. Step by step explanation;</td>
<td>Points will be allocated as follows: 1 pt for each training aspect addressed 0 pts of each training aspect not addressed</td>
<td>Max. 5 pts</td>
</tr>
</tbody>
</table>
### # Rated Criteria | RATING SCALE | BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL

| 5. | English and French | |

#### 2.2 System

<table>
<thead>
<tr>
<th>#</th>
<th>Rated Criteria</th>
<th>RATING SCALE</th>
<th>BIDDERS RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER’S PROPOSAL</th>
</tr>
</thead>
</table>
| R5 | The POS Solution should have auto-select searching capabilities. As an example, if the letter ‘a’ is entered in the menu item field, all products beginning with the letter ‘a’ should be displayed. If the letter ‘p’ is added as ‘ap’, then menu items beginning with the letters ‘ap’ should be displayed. For example, ‘apple’ and ‘apricot’ would be displayed. | Points will be awarded as follows:  
Met = 5 points  
Not met = 0 points | Max. 5 pts |
| R6 | The POS Solution should have a meal plan that can authorize a client to purchase a specific amount of meals (10) of his choice during a specific time period (weekly). The system should decline the client transaction when the amount of authorized meals is reached during the set time period. | Points will be awarded as follows:  
Met = 10 points  
Not met = 0 points | Max. 10 pts |
| R7 | The POS Solution should calculate the total price of all items and menu options selected including weighed items, authorized discounts, and taxes. If the client is paying cash (not debit or credit card), conduct penny rounding to a nickel to accommodate the removal of the penny from Canadian currency circulation. | Points will be awarded as follows:  
Met = 5 points  
Not met = 0 points | Max. 5 pts |
## 2.3 Management

<table>
<thead>
<tr>
<th>#</th>
<th>Rated Criteria</th>
<th>RATING SCALE</th>
<th>BIDDER'S RESPONSE AND/OR REFERENCE TO LOCATION OF RESPONSE IN BIDDER'S PROPOSAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>R8</td>
<td>The POS Solution should have an account record that includes the following data elements:</td>
<td>Points will be awarded as follows:</td>
<td></td>
</tr>
</tbody>
</table>
1. Account Identifier;  
2. Name;  
3. Status;  
4. Meal Plan;  
5. Cash Card  
6. Activation date;  
7. De-activation date;  
8. Comments | 1 points for each data element |
| R9 | The POS Solution should have a module to manage the menus that includes the following data elements and functionality: | Points will be awarded as follows: |  
1. Group; (Food, Beverages…)  
2. Category; (Breakfast, Lunch, Supper, Salad, Take out…)  
3. Menu Items;  
4. Drag and drop menu;  
5. Color coded menu items; | 2 points for each data element |
## 2.4 Point of Sale (POS)

<table>
<thead>
<tr>
<th>#</th>
<th>Rated Criteria</th>
<th>Rating Scale</th>
<th>Bidders Response and/or Reference to Location of Response in Bidder's Proposal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Max. 10 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>R10</td>
<td>The POS Solution should sort menu items (e.g. Breakfast, Lunch, Supper, etc.) on the screen on different tabs.</td>
<td>Points will be awarded as follows:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 5 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Max. 5 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>R11</td>
<td>The POS Solution should generate a notification when an account’s available funds has been exceeded (Cash Card, Meal Plans)</td>
<td>Points will be awarded as follows:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 5 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Max. 5 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>R12</td>
<td>The POS Solution should generate a notification when a client on a meal plan swipes their meal card a second time for the same meal in the same day. The system need to notify the transaction is authorize.</td>
<td>Points will be awarded as follows:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 5 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Max. 5 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>R13</td>
<td>The POS Solution should generate a notification when a client on a meal plan swipe their meal card and the meal plan is expired or the card is deactivated.</td>
<td>Points will be awarded as follows:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 5 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Max. 5 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>R14</td>
<td>The POS Solution should incorporate manager override functionality. Note: Manager overrides allow a manager to complete a restricted task without the cashier having to cancel the sale in progress, log out,</td>
<td>Points will be awarded as follows:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 5 points</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
<td></td>
</tr>
</tbody>
</table>
and the manager to login. For example, the cashier can get to a point in the transaction, like price change, call the manager to the register and the manager can simply enter their password to complete the function.

<table>
<thead>
<tr>
<th>#</th>
<th>Rated Criteria</th>
<th>RATING SCALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>R15</td>
<td>The POS Solution should incorporate recall and reprint functionality for receipts.</td>
<td>Points will be awarded as follows:</td>
</tr>
</tbody>
</table>

2.5 POS Hardware

<table>
<thead>
<tr>
<th>#</th>
<th>Rated Criteria</th>
<th>RATING SCALE</th>
</tr>
</thead>
<tbody>
<tr>
<td>R16</td>
<td>The POS hardware should operate within a temperature range of -20 degrees to 35 degrees Celsius</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 1 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Max. 1 pts</td>
</tr>
<tr>
<td>R17</td>
<td>The POS Touch Screen Monitor should be adjustable to change the height and angle of display</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 1 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Max. 1 pts</td>
</tr>
<tr>
<td>R18</td>
<td>The POS Touch Screen Monitor should be at minimum 15&quot; wide.</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Met = 1 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Max. 1 pts</td>
</tr>
<tr>
<td>R19</td>
<td>The POS Receipt Printer should support “Drop in and print” paper loading.</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td>Met = 1 points</td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td>---</td>
<td>----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>R20</td>
<td>The POS Weigh Scale should be integrated with the POS front office software. When an item is weighed on the scale, the weight should be transferred automatically to the POS front office system without the need for rekeying into the system.</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td>Met = 5 points</td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td>R21</td>
<td>The POS solution and the meal plan capability is built and provided commercial of the shelf by the vendor. There is no third party integration to the suggested POS solution.</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td>Met = 10 points</td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td>R22</td>
<td>The POS Solution can be installed on sites using a mixture of on-premise and cloud depending of the requirement of the sites.</td>
<td>Points will be awarded as follows:</td>
</tr>
<tr>
<td></td>
<td>Met = 10 points</td>
<td>Not met = 0 points</td>
</tr>
<tr>
<td>Total Rated Points</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minimum Rated Points to be Compliant</td>
<td>pts</td>
<td>pts (50 %)</td>
</tr>
</tbody>
</table>