

ANNEX A
STATEMENT OF WORK
[Solicitation number PTC-XXXXXX [to be added by PSPC]]
For
[Product/Service Name]

1. Introduction:

Public Services and Procurement Canada (PSPC) in support of Innovation, Science and Economic Development Canada's, Innovative Solutions Canada –Testing Stream (ISC-TS) is implementing its Pathway to Commercialization (PTC) method of supply to help grow small, Canadian businesses and provide them opportunities to contract with the Government of Canada. The pilot project will be in effect for all eligible Testing Stream proposals that qualify for the Pathway to Commercialization.

Qualified proposals will remain on the PTC source list for a period of three years from date of qualification for all Federal Organizations to select from to acquire the goods/services offered without further competition. Small Businesses who are added to the source list will not be admissible for any subsequent purchases contracts for that innovation.

2. Objective: [This section is for the department buying the goods/services to complete]

[Include objective and identify the operational requirement and end-result of the requirement.]

3. Background: [This section is for the department buying the goods/services to complete]

[The background generally describes the requirement and provides an understanding of the procuring organization's objectives and mandate;

Existing or impacting data, systems, components. [If numerous and/or technical add in as appendices]

4. Terminology: [This section is for the department buying the goods/services to complete]

This section provides a glossary of acronyms and definitions of frequently used words contained in the SOW. These definitions must match any definitions defined in the solicitation/contract including the general conditions.

Tips – Terms

- Always use the term “Contractor”; do not use terms such as supplier, bidder or vendor.
- To identify the contract that the SOW forms part, use the term “Contract”.
- When a word is defined in the Terminology section ensure the first letter of the word is capitalized whenever it is used in the SOW. Note- this does not apply in French.

- Avoid putting words in all capital letters, except acronyms that are defined in the SOW or contract.

4.1 Reference Documents: [This section is for the department buying the goods/services to complete]

This section lists the documents relevant to technical requirements. Include only what is pertinent for the work to be completed properly.

Documents should be presented in a logical and grouped format, identifying if one document takes priority over another. This is helpful in case of conflict amongst the referenced documents. However if all documents are providing complementary background information, listing documents in order of precedence may not be necessary.

Each document must be specifically identified and can be attached as an appendix to the SOW, at a reading room (for secure documentation), via email upon request, or made available upon contract award as appropriate

4.2 Requirements:

Tips - Writing

This section of the SOW defines the "what, where, when, how many" and to what standard the work must be performed. It clearly and precisely defines what is required for a bidder/contractor to be compliant in the successful execution of the resulting contract.

The requirements must be presented in a logical and structured manner using a top down approach – first identifying the broad general requirements and then further breaking these down into subsections with tangible and measurable tasks. Requirements must be structured to allow bidders and contractors to reference via numerical headings and/or titles.

Note: Information that is already included in the solicitation or contractual documents must not be included in the SOW. This includes, but is not limited to, the following information:

- *bid submission;*
- *bid evaluation and selection methodology;*
- *method of payment;*
- *costing or pricing;*
- *ownership of intellectual property; or*
- *contact information.*

In a SOW, one must avoid using the organizational name of the Branch, Directorate or Sector for which the Work is to be carried out (i.e. the client). The title/term "Technical Authority" should be used instead, as any resulting contract will clearly identify the responsible person of the client organization/department as the designated "Technical Authority".

The requirements section should include, but is not limited to the following:

4.3 Scope of Work: [This section is for the department buying the goods/services to complete]

This subsection should describe the operational requirements at a high level. It should group of similar activities that the contractor will be required to perform in order to successfully meet the objectives of the SOW. Each requirement identified in this subsection should be further broken down into a number of tasks that will be defined in much greater detail in section 4.5 below

Example

- 4.4.1 Requirement- Provide Maintenance of Special Purpose Vehicles (SPVs), All Terrain Vehicles (ATVs) and Forklifts. Canada requires maintenance services for assigned SPVs, ATVs, and forklifts in accordance with manufacturers specifications, including completion of preventive maintenance checks and corrective maintenance actions.

4.4 Tasks: [This section is for the department buying the goods/services to complete]

This section should provide a precise and systematic description of each individual task to be performed by the contractor in order to reach the objectives detailed in the section 4.3 "Scope of Work". Referring to specific standards and specifications identified in the "Reference Documents" section may be helpful. Do not leave anything open to interpretation.

Example

- 4.4.1. Complete Preventive Maintenance on Assigned Equipment. The Contractor must complete maintenance inspections scheduled by the Control Office in accordance with the manufacturer's specifications by the completion date assigned on the maintenance inspection schedule.
- 4.4.2. Complete Corrective Maintenance on Assigned Equipment. The Contractor must complete work orders for level one and level two repairs assigned by the Control Office to manufacturer's specifications by the required completion date assigned on the maintenance requisition.

4.5 Deliverables and Acceptance: [This section is for the department buying the goods/services to complete]

This section identifies the tangible outputs (goods or services) that the contractor must produce in order to meet its contractual obligations. Depending on the requirement, related deliverables such as progress review meetings, technical progress reports, technical audits, or other related deliverables may also be required.

Deliverables must be clearly identified including, as applicable: the deliverable name or title, description, quantity, format (for example, hard or soft copy, paper size, structure, colour, etc), language. The location of delivery and any associated milestones must also be identified.

The acceptance criteria for each deliverable must be explicitly identified, referencing, where possible, exact specifications and standards where applicable. It is recommended that specific format requirements for reports or other deliverables be included as appendices if they are lengthy and detailed.

It should be noted that in accordance with the Financial Administration Act and the Treasury Board Contracting Policy, payment for a deliverable can only be made once the acceptance criteria have been met. The contracting officer must ensure that the contract clearly identifies when payment will be made, for example, upon receipt and acceptance of a deliverable, progress report, milestone payment, etc.

Example

- 4.5.1. The contractor must provide the monthly maintenance inspection report for Task 4.4.1. as per Appendix 7, to the Control Office no later than the seventh day of the month following the period being reported.

For procurements on behalf of the Department of National Defence (DND), it may be easier to use the “Contract Data Requirements List (CDRL)” and “Data Item Descriptions (DID)” approach if the requirement has many data deliverables. The CDRL table includes delivery instructions for each data deliverable including a CDLR number for ease of tracking, a title, the DID specifying the deliverable format and content, the review period, frequency of submittal, As of Date, Date of First Submission, Date of Subsequent Submission, Distribution and Addressee, and media (paper, CD, e-mail, etc.). Notes can be included with the tables to define the meaning of each cell in the CDRL and DID tables.

The CDRL and DIDs can be included in the SOW or as appendices. The text in the “Deliverables” and “Acceptance Criteria” section should identify the Contractor’s obligation to deliver data as specified in the CDRL and the DID.

Example

- 4.5.1. The Contractor must prepare and submit a Project Management Plan in accordance with CDRL Item number 1-PMP-001.
- 4.5.2. The Contractor must prepare and submit a Weight and Balance report in accordance with CDRL Item number 1-AVR-006.sfsd

4.6 Constraints: [This section is for the department buying the goods/services to complete]

Any issues or constraints that may affect the cost, time or performance of a task must be identified in this section. Examples of some constraints are:

- Relevant policies, standards and methodologies;
- Security Requirements;
- Environmental considerations;
- Conservation of resources;
- Milestone dates, distance considerations, type of equipment;
- Any interdependencies with other projects and systems;
- Language requirements;
- Access to client’s premises and systems, or access restrictions;
- Occupational health and safety constraints; and
- Travel and living requirements.

5 Support Provided by Canada: [This section is for the department buying the goods/services to complete]

Define exactly what Canada’s roles and responsibilities will be in the resulting contract, including the supply of information, data, referenced material, and Government furnished equipment, tools or facilities (GFE).

In the case of Government furnished equipment, tools and facilities, the client department is ultimately responsible to ensure adherence to Part II of the Canada Labor Code. The text contained in the SOW must reflect that the client department, and not PWGSC, will ultimately remain responsible for any (GFE).

6 Timeframe and Delivery Dates: [This section is for the department buying the goods/services to complete]

7 Contractor Qualifications: [This section is for the department buying the goods/services to complete]

The SOW must identify certifications and qualifications required by the contractor in order to perform the work. Certifications and educational qualifications for relevant contractor personnel can be identified via a description of the minimum required qualifications/skills/experience/language qualifications/ etc., for each resource category.