



**Royal Canadian Mounted Police  
Gendarmerie Royale du Canada**

**RETOURNER LES SOUMISSIONS A:  
RETURN BIDS TO:**

**Bid Receiving Unit/Groupe de la  
réception des soumissions**

Procurement & Contracting Services  
VISITOR'S CENTRE  
73 Leikin Drive M1-4-901 MS#15,  
Ottawa, ON, K1A 0R2  
Attention: Sonya Dupont  
(613) 843-3798

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

Proposal to: Royal Canadian Mounted  
Police

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 therefore.

Proposition aux: Gendarmerie royale  
du Canada  
Nous offrons par la présente de vendre  
à Sa Majesté I 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 – Commentaries  
Vendor/Firm Name and Address  
Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Telephone No.  
no de téléphone:**

<b>Title-Sujet</b> Senior Claims Manager	
<b>Solicitation No. - No. de l'invitation:</b> 201400021/A	<b>Date</b> July 17, 2013
<b>Client Reference No. - No. De Référence du Client</b> 201400021/A	
<b>Solicitation Closes - L'invitation prend fin</b> at 1400 EDT on August 7, 2013	
<b>F.O.B. - F.A.B.</b> See Herein Voir aux présentes	
<b>Address Enquiries to: -Adresser toutes questions à:</b> Bruce Coleman	
<b>Telephone No. - No de téléphone</b> 613-843-5520	<b>Fax No. - N° de FAX:</b> 613-825-0082
<b>Destination of Goods and Services: Destinations des biens et services:</b>  See herein	
<b>Delivery Required - Livraison exigée:</b> See Herein	<b>Delivery Offered – Livraison proposée</b>
<b>Name and title of person authorized to sign on behalf of Vendor/Firm - Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur</b>	
_____ <b>Signature</b>	_____ <b>Date</b>



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## **PART 1 - GENERAL INFORMATION**

### **1. Introduction**

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

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security 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 Security Requirements Checklist and the Financial Proposal Presentation Sheet.

### **2. Summary**

The Royal Canadian Mounted Police (RCMP) is the Canadian national police service, providing federal policing service to all Canadians and policing services under contract to the three territories, eight provinces (except Ontario and Quebec), more than 190 municipalities, 184 Aboriginal communities and three international airports.

In the performance of its mandate and the policing operations thereof, incidents occur that may result in a claim by or against the RCMP (the Crown). These claims can pertain to property damage, bodily injury, loss of income, pain and suffering, etc. The RCMP as part of the Federal Government of Canada is a self-insured organization and manages the resolution and settlement of its own



claims, both formal (civil litigation) and informal, through its National Claims Management Program (NCMP).

The RCMP has a requirement for a Senior Claims Manager (named resource) to provide functional leadership and management of the organization's NCMP, and to develop and implement policies and procedures.

The Contract will be for a period of one year with the irrevocable option to extend the term of the Contract by up to two additional one year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

There is a security requirement associated with this requirement. For additional information, consult Part 6 – Security Requirements, and Part 7 – Resulting Contract Clauses.

### **3. Debriefings**

After contract award, 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 of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

## **PART 2 - BIDDER INSTRUCTIONS**

### **1. Standard Instructions, Clauses and Conditions**

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

Revision to Departmental Name: As this solicitation is issued by RCMP, any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this solicitation, including any individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.



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.

The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Section 01 – Code of Conduct and Certification – Bid of 2003 referenced above is amended as follows:

Delete subsection 1.4 and 1.5 in their entirety.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred twenty (120) days

## **2. Submission of Bids**

Bids must be submitted only to Royal Canadian Mounted Police (GRC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to RCMP will not be accepted.

## **3. Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than seven calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries



not submitted in a form that can be distributed to all bidders may not be answered by Canada.

#### **4. Applicable Laws**

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

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 bidders.

#### **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 reason 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 at least seven calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

#### **6. Confidentiality of Information**

See Annex D. The contractor shall, during and after the effective date of the Contract, treat as confidential and not divulge to any person, unless authorized in writing by the Contracting Authority, any information obtained in the course of the performance of the Contract.

### **PART 3 - BID PREPARATION INSTRUCTIONS**

#### **1. Bid Preparation Instructions**

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (4 hard copies)
- Section II: Financial Bid (1 hard copy)
- Section III: Certifications (1 hard copy)



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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

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 [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### **Section I: Technical Bid**

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

The technical bid should 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.

### **Section II: Financial Bid**

Bidders should submit their financial bid in accordance with the Financial Proposal Presentation Sheet detailed in Annex "C". The total amount of Goods



and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

## 1.2 Exchange Rate Fluctuation

C3011T (2010-01-11), Exchange Rate Fluctuation

### Section III: Certifications

Bidders must submit the certifications required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

### 1.1 Technical Evaluation

The following elements of the Proposal will be evaluated and scored in accordance with the following evaluation criteria:

- (a) Mandatory Requirements; and
- (b) Point-Rated Requirements.

**The Bidder must provide all required information in order not to be declared non-compliant as a result of an incomplete Proposal.**

#### 1.1.1 Interpretation of Personnel Requirement by the Evaluation Team

- a. The statements and requirements in this article apply to the Mandatory and Point-Rated personnel information.
- b. To demonstrate the experience of personnel (i.e. resources), the Bidder should provide complete project details as to where, when (month and year) and how (through which activities/responsibilities) the stated qualifications/experience were obtained. The Bidder is advised that only listing position or assignment titles without providing any supporting data to



describe responsibilities, duties, and relevance to the requirements will not be considered "demonstrated" for the purpose of this evaluation.

- c. Experience gained during formal education shall not be considered work experience. All requirements for work experience shall be obtained in a legitimate work environment as opposed to an educational setting. Co-op work terms are considered work experience provided they are related to the required services.
- d. The Bidder is advised that the month(s) of valid experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.
- e. The Bidder is advised that, if the experience description only contains years, and does not specify any months within the year, then a maximum of only one month of experience will be allowed by the evaluation team if the experience starts and ends in the same year; and if the experience starts and ends in different years, only one month for the beginning year and one month for the end year of the range specified. For example, if the experience description states that a particular position or assignment was undertaken during:
  - (i). "2004", then only one month will be allowed for 2004, provided that the experience is applicable;
  - (ii). "2004-2005", then only one month will be allowed for 2004, and one month for 2005, for a total of two months, provided that the experience is applicable;
  - (iii). "2003-2005", then only one month will be allowed for 2003, and one month for 2005, and 12 for 2004, for a total of 14 months, provided that the experience is applicable. In cases where the number of years is longer, the first and last year will still be counted as one month each, provided that the experience is applicable.
- f. Phrases such as "within the past ten years" mean "within the ten years preceding the closing date of the RFP". In the event that the RFP closing date is changed after the initial publication of the RFP, the Bidder may choose to interpret the phrase as being measured from either the initial closing date or the final closing date, unless otherwise directed in an RFP amendment.



- g. Phrases such as “experience working as an advisor” (or other resource category title) mean that the experience must match, to the satisfaction of the evaluation team, the requirements for such a resource category as stated in the Statement of Work provided with this RFP.
- h. Phrases such as “experience ... dealing with matters related to the Statement of Work” mean that the experience must match, to the satisfaction of the evaluation team, the nature of the requirements for the work being done by the RCMP as described throughout the Statement of Work, including but not limited to background and introductory and other descriptive information.

The Proposal must meet Mandatory Requirements specified below. The Bidder must provide necessary documentation to support compliance with each requirement. Any Proposal that fails to meet the Mandatory Requirements will be declared non-responsive. The Bidder should address each Mandatory Requirement separately.

Only those Proposals that are compliant with all the Mandatory Requirements and then achieve (or exceed) the stated minimum points applicable to the Point-Rated Requirements Evaluation Criteria Section will be considered. The Bidder should address each Point-Rated Requirement separately.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes.

The RCMP may confirm information or seek clarification from Bidders, however, the RCMP cannot ask for missing information as this would constitute Bid Repair. Evaluation will only be performed on the information provided in the Bidder's response.

The Bidder is to ensure that their proposed resource's CV clearly demonstrates where, when and how the stated qualifications/experience of the individual were acquired.

**The CV will be used to corroborate the content of the material in the Proposal.**

For evaluation purposes:



- “Where” means the name of the employer as well as the position/title held by the individual
- “When” means the start date (month and year) and the end date (month and year) of the period during which the individual acquired the qualification/experience; and
- “How” means a clear description of the activities performed and the responsibilities assigned to the individual in this position and during this period.

### 1.1.2 Mandatory Technical Criteria

No.	Criteria
<b>M1</b>	<p>The proposed resource must possess a minimum of 10 years demonstrated experience in managing claims. As a minimum, claim types must have included all of the following:</p> <ol style="list-style-type: none"> <li>1. Liability;</li> <li>2. bodily injury;</li> <li>3. property damage; and</li> <li>4. motor vehicle collisions.</li> </ol> <p><u>Definition – Managing:</u> Process oversight and problem solving on particular claims.</p>
<b>M2</b>	<p>The proposed resource must have a minimum of 10 years demonstrated experience in managing civil litigation claims.</p>
<b>M3</b>	<p>The proposed resource must have a minimum of 5 years demonstrated experience, at the manager level or higher, overseeing a claims management program and the proposed resource must have had responsibility to ensure all of the following:</p> <ol style="list-style-type: none"> <li>1. service delivery;</li> <li>2. resolution of all claims;</li> <li>3. reporting to senior management; and</li> <li>4. supervision of a staff of at least 6 individuals.</li> </ol>
<b>M4</b>	<p>The proposed resource must possess a current and valid Chartered Insurance Professional (CIP) designation.</p>



**1.1.3 Point Rated Technical Criteria**

Bidders having met all of the Mandatory Criteria will be further evaluated against the following point-rated criteria.

Item	Requirement	Points Breakdown	Bidder's Score	Substantiation
R1	The proposed resource should possess a current and valid Fellow Chartered Insurance Professional (FCIP) designation.	Does not possess FCIP – 0 points  Does possess FCIP – 10 points	(MAX 10 Points)	
R2	Experience above and beyond the minimum 10 years as stated in M1.	≥10 to <12 years – 5 points  ≥12 to <15 years – 7 points  ≥15 years – 10 points	(MAX 10 Points)	
R3	Experience above and beyond the minimum 10 years as stated in M2.	≥10 to <12 years – 10 points  ≥12 to <15 years – 12 points  ≥15 years – 15 points	(MAX 15 Points)	
R4	Experience above and beyond the minimum 5 years as stated in M3.	≥5 and < 6 years – 5 points  ≥6 and < 8 years – 10 points  ≥8 and < 10 years – 13 points  ≥10 years – 15 points	(MAX 15 Points)	



Item	Requirement	Points Breakdown	Bidder's Score	Substantiation
R5	The proposed resource should have demonstrated experience managing claims in or on behalf of a self-insured organization.	<p>&lt; 1 year – 0 points</p> <p>≥1 and &lt; 2 years – 5 points</p> <p>≥2 and &lt; 4 years – 8 points</p> <p>≥4 years – 10 points</p>	(MAX 10 Points)	
R6	The proposed resource should have demonstrated experience managing claims in or on behalf of a government organization.	<p>&lt; 1 year – 0 points</p> <p>≥1 and &lt; 2 years – 5 points</p> <p>≥2 and &lt; 4 years – 8 points</p> <p>≥4 years – 10 points</p>	(MAX 10 Points)	
R7	The proposed resource should have demonstrated experience managing claims in or on behalf of a law enforcement organization.	<p>&lt; 1 year – 0 points</p> <p>≥1 and &lt; 2 years – 5 points</p> <p>≥2 and &lt; 4 years – 8 points</p> <p>≥4 years – 10 points</p>	(MAX 10 Points)	

## 1.2 Financial Evaluation

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

## 2. Basis of Selection

2.1 To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation; and



(b) meet all mandatory technical evaluation criteria

2.2 Bids not meeting (a) or (b) will be declared non-responsive.

2.3 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for price.

2.4 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 60%.

2.5 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

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

2.7 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.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

<b>Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)</b>			
	<b>Bidder</b>		
	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Technical Score</b>	115/135	89/135	92/135
<b>Bid Evaluated Price</b>	\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>			
<b>Technical Merit</b>	$115/135 \times 60 =$	$89/135 \times 60 =$	$92/135 \times 60 =$



**Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)**

	<b>Bidder</b>		
	<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Score</b>	51.11	39.56	40.89
<b>Pricing Score</b>	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
<b>Combined Rating</b>	83.84	75.56	80.89
<b>Overall Rating</b>	<b>1st</b>	<b>3rd</b>	<b>2<sup>nd</sup></b>

**PART 5 - CERTIFICATIONS**

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

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications, to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

**1. Mandatory Certifications Required Precedent to Contract Award**

**1.1 Code of Conduct and Certifications - Related documentation**

**1.1.1** By submitting a bid, the Bidder certifies, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation hereinafter mentioned will help Canada in confirming that the certifications are true. By submitting a bid, the Bidder certifies that it is aware, and that its affiliates are aware, that Canada may request additional information, certifications, consent forms and other evidentiary elements proving identity or eligibility. Canada may also verify the information provided by the Bidder, including the information relating to the acts or convictions specified herein, through



independent research, use of any government resources or by contacting third parties. Canada will declare non-responsive any bid in respect of which the information requested is missing or inaccurate, or in respect of which the information contained in the certifications is found to be untrue, in any respect, by Canada. The Bidder and any of the Bidder's affiliates, will also be required to remain free and clear of any acts or convictions specified herein during the period of any contract arising from this bid solicitation.

## **2. Additional Certifications Precedent to Contract Award**

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

### **2.1 Former Public Servant Certification**

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

#### **Definitions**

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.



"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ( ) No ( )

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.



## 2.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability.

## 2.3 Education and Experience

2.3.1 *SACC Manual* clause A3010T (2010-08-16) Education and Experience

## 2.4 Language Capability

The Bidder certifies that it has the language capability required to perform the Work, as stipulated in **Annex "A" – Statement of Work**.

**The Bidder hereby certifies compliance to the appropriate certifications precedent to contract award, as listed above.**

\_\_\_\_\_  
Name and Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



## PART 6 – SECURITY REQUIREMENTS

### 1. Security Requirement

Before award of a contract, the proposed resource must hold a valid SECRET Security Clearance issued by the Royal Canadian Mounted Police (RCMP).

The Bidder recommended for award must:

- a) Provide personal data including the full name, date of birth, present address and other data as requested by the RCMP representative, for each person working on this project if requested. This information will be used for security clearance purposes. Fingerprinting may be required. This information is required to be provided within 3 days of request;
- b) Ensure that all persons working onsite hold a valid SECRET Security Clearance issued by RCMP Personnel Security Unit.

NOTE: The proposed resource must be able to obtain an RCMP security clearance at the level of SECRET issued by the Personnel Security Unit (PSU) in order to be awarded a contract.

Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

### 2. 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)(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Revision to Departmental Name: As this contract is issued by RCMP, any reference to Public Works and Government Services Canada or PWGSC or its Minister contained in any term, condition or clause of this contract, including any



individual SACC clauses incorporated by reference, will be interpreted as reference to RCMP or its Minister.

## 2.1 General Conditions

2035 (2013-06-27), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

Section 41 Code of Conduct and Certifications – Contract of 2035 referenced above is amended as follows:

Delete subsection 41.4 in its entirety.

## 2.2 Non-Disclosure Requirement

It shall be the responsibility of the successful Contractor to ensure any other personnel working on behalf of the Contractor in delivering any goods or services with respect to the acquisition and performance of this contract, sign a non-disclosure certification (Annex D).

Documents and records of any kind pertaining to this contract may be subject to disclosure under the Access to Information and Privacy Acts. The disclosure, if requested by a third party, will be assessed for release under the provisions of those Acts, as required.

The Contractor acknowledges and understands the non disclosure requirement of this procurement and certifies that there will be NO communication (verbal or written) on this requirement to anyone other than the herein designated RCMP Contractual Authority and designated Technical Authority.

## 3. Security Requirement

The Contractor's resource is required to be security cleared at the level of SECRET as verified by the Personal Security Unit (PSU) of the Royal Canadian Mounted Police (RCMP), in accordance with Annex "B" – Security Requirement Check List.

The Contractor SHALL NOT remove or make copies of any DESIGNATED or CLASSIFIED information or assets from the identified work site(s).

## 4. Term of Contract

### 4.1 Period of the Contract



The period of the Contract is one calendar year from Contract award date.

#### 4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least fifteen calendar days 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.

### 5. Authorities

#### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Bruce Coleman  
Senior Procurement Officer  
Royal Canadian Mounted Police  
Procurement and Contracting Branch  
73 Leikin Drive, M1-4-901 Mailstop 15  
Telephone: (613) 843-5520  
Facsimile: (613) 825-0082  
E-mail address: [bruce.coleman@rcmp-grc.gc.ca](mailto:bruce.coleman@rcmp-grc.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.

#### 5.2 Project Authority

The Project Authority for the Contract is: *(to be inserted at contract award)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_



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

The Project 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 Project Authority; however, the Project 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.

**5.3 Contractor's Representative**  
*(to be inserted at contract award)*

**6. Payment**

**6.1 Basis of Payment**

**6.1.1** The Contractor will be paid firm all-inclusive per diem rates as follows, for work performed in accordance with the Contract. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax (GST/HST) is extra, if applicable.

Contract Period	Estimated Level of Effort (in days) (A)	Firm all-inclusive per diem rate (B)	Estimated Total (A) x (B)
Initial year	220	\$TBD	\$TBD
Option year 1	220	\$TBD	\$TBD
Option year 2	220	\$TBD	\$TBD
Total			\$TBD

Note: The estimated level of effort listed above is not to be interpreted as a commitment on the part of the Government for future business.

Definition of a Day:

A day is defined as 7.5 hours exclusive of meal breaks. Payment will be for days actually worked with no provision for annual leave, statutory holidays and sick leave. Time worked which is more or less than a day will be prorated to reflect actual time worked in accordance with the following formula:



Hours worked X applicable firm per diem rate  
7.5 hours

### 6.1.2 Disbursements and Travel Time

The all-inclusive firm rates specified are inclusive of overhead expenses such as administrative support, facsimile, courier, photocopying, mail, word processing, other operating costs and any time spent traveling to locations. Accordingly, separate billing of any items related to the routine cost of doing business or time spent traveling shall not be permitted under any resulting contract.

### 6.1.3 Travel

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, private vehicle and incidental expenses 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 Project Authority. All payments are subject to government audit.

Estimated Cost: *(to be inserted at contract award)*

### 6.1.4 GST/HST

1. All prices and amounts of money in the Contract are exclusive of Goods and Services Tax (GST) or Harmonized Sales Tax (HST), as applicable, unless otherwise indicated. The GST or HST, whichever is applicable, is extra to the price herein and will be paid by Canada.

2. The estimated GST or HST of *<to be indicated at contract award>* is included in the total estimated cost. GST or HST, to the extent applicable, will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt or to which the GST or HST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency any amounts of GST and HST paid or due.

## 6.2 Limitation of Expenditure



1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - a. when it is 75 percent committed, or
  - b. four (4) months before the contract expiry date, or
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

### **6.3 Monthly Payment**

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract 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;
- c. the Work performed has been accepted by Canada.

### **6.4 SACC Manual Clauses**

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

### **6.5 Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the



Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

## 7. Invoicing Instructions

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

Each invoice must be supported by:

- (a) a copy of time sheets to support the time claimed;
  - (b) a copy of the release document and any other documents as specified in the Contract;
  - (c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
  - (d) a copy of the monthly progress report.
2. Invoices must be distributed as follows:
    - (a) One copy must be forwarded to the Contracting Authority and one copy must be forwarded to the Project Authority identified under the section entitled "Authorities" of the Contract.

## 8. Certifications

### 8.1 Compliance

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

## 9. Applicable Laws

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

## 10. Priority of Documents

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

- (a) the Articles of Agreement;



- (b) the general conditions 2035 (2013-04-25), General Conditions – Higher Complexity – Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Security Requirements Check List;
- (e) the Contractor's bid dated \_\_\_\_\_

**11. Foreign Nationals (Canadian Contractor)**

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

**12. Insurance**

*SACC Manual* clause G1005C (2008-05-12) Insurance



## ANNEX A

### STATEMENT OF WORK

#### 1. Requirement:

The RCMP has a requirement for a Senior Claims Manager (named resource) to provide functional leadership and management of the organization's National Claims Management Program (NCMP), and to develop and implement policies and procedures.

#### 2. Background:

The Royal Canadian Mounted Police is the Canadian national police service, providing total federal policing service to all Canadians and policing services under contract to the three territories, eight provinces (except Ontario and Quebec), more than 190 municipalities, 184 Aboriginal communities and three international airports.

In the performance of its mandate and the policing operations thereof, incidents occur that may result in a claim by or against the RCMP (the Crown). These claims can pertain to property damage, bodily injury, loss of income, pain and suffering, etc. The RCMP as part of the Federal Government of Canada is a self-insured organization and manages the resolution and settlement of its own claims, both formal (civil litigation) and informal, through its NCMP.

This Force-wide program provides for the reporting of claim related incidents by employees via a 1-800 number to a call centre that records all pertinent details of the incident in a data base and opens an electronic file. These files are then assigned to analysts who will adjust the claims to resolution. RCMP analysts also work closely with the Department of Justice (DoJ) counsel in resolving civil litigation cases, but will also seek their opinion for other claim type files as required, such as informal claims over \$25,000 (as per the *Treasury Board Policy on Claims and Ex Gratia Payments*).

Though claims volumes will vary from year to year, the following numbers give a general representation:

Average number of incidents per year:	3000
Incidents with no 3 <sup>rd</sup> party involvement:	1100
Incidents involving a 3 <sup>rd</sup> party	1900
Claims involving a 3 <sup>rd</sup> Party:	1200

Approximately 70% of incidents occur in the western provinces, 14% in the maritime provinces, and 16% in Ontario and Quebec.

82% of all incidents derive from Police Motor Vehicle Collisions

14% of claims are formal (civil litigation)



The current organizational structure for the NCMP is a decentralized, geographically disbursed model whereby each region has their own Civil Litigation Unit (CLU) responsible for the handling of both formal and informal claims. These CLUs are the service delivery arms for the NCMP. The policy centre, located in Ottawa, is the National Claims and Litigation Directorate (NCLD). NCLD develops, implements and monitors operating policies, guidelines, systems, process and procedures for a number of activities. NCLD's mandate includes the delivery of national advisory and policy services in respect to claims; providing functional direction to CLUs; and, to ensure compliance with statutory or Treasury Board policy driven requirements. NCLD is also responsible for call centre operations, quality control management and ensuring compliance with claims policies and procedures.

### 3. Objective:

The objective for this requirement is to procure the services of a highly skilled, experienced and knowledgeable subject matter expert in claims management who will provide functional leadership, advice and guidance to the NCMP.

### 4. Definitions:

a) *Incident* – an occurrence involving the RCMP or its personnel or agents that gives rise to a claim against or by the RCMP.

b) *Claim* – the making of a demand (assert a claim) against or by the RCMP for money due, for property, for damages or for enforcement of a right.

c) *National Claims Management Program (NCMP)* – the RCMP program that includes all activities necessary to resolve claims including analysis, adjusting, data capture, risk mitigation and reporting.

d) *National Claims and Litigation Directorate* – the policy centre for the NCMP.

e) *Civil Litigation Unit (CLU)* – regional units tasked with processing claims reported by front line police officers. CLU personnel act as claims examiners, review cases and issue instructions as required toward resolution of the claim. The Claims Units are located in the following locations:

Pacific Region: Vancouver, BC

North West Region: Edmonton, AB

Central Region: Ottawa, ON, London, ON and Montreal, QB

Atlantic Region: Halifax, NS; Fredericton NB, St. John's, NF, and Charlottown, PEI

Headquarters Region: Ottawa, ON

### 5. Description and Tasks:



Working with the Director, Financial Policy, the proposed resource will in effect assume the role as head of NCLD, overseeing the NCMP and providing policy direction to regional CLUs. As well, the resource will provide expert advice and guidance to the Director, Financial Policy on all matters relating to RCMP claims management. Specific tasks may include:

***a) Leadership***

- Providing functional direction for the planning, coordination and delivery of claims activities across the RCMP.
- Providing the organization with innovative solutions in claims resolution.

***b) Expert Advice***

- Providing strategic recommendations to the senior management including analysis of claims trends within the RCMP
- Providing guidance and advice to CLUs
- Collaborating with legal counsel on complex losses and maintaining direct communication with senior management in regard to progression and resolution of these files.
- In terms of civil litigation, reviewing affidavits, statements of defence and statements of claims for accuracy, and identifying legal issues that require clarification.
- Interpreting statistical data to develop workflow improvements

***c) Planning and Coordinating***

- Developing and implementing business plans for the NCMP
- Participating in the development, implementation, delivery and follow-up of internal training programs for the unit and claims staff.
- Facilitating/participating in evaluative committee sessions and determining appropriate handling and resolution strategies.
- Developing and implementing claims related policies and procedures
- Coordinating accurate and timely responses in relation to enquiries from Government (i.e. Parliamentary Questions) as it relates to the NCMP.

***d) Oversight and Control***

- Reviewing staff activities to ensure compliance with established policies and procedures.
- Determining and/or establishing key measures to monitor productivity and technical quality, identifying improvement opportunities, and enhancing key business processes.
- Monitoring financial accuracy to maintain policy standards, monitoring pending counts and assists in examining large and complex losses.



- Conducting risk management assessments on complex/sensitive files and providing related guidance to staff and senior management.
- Ensuring consistency in the business practices of civil litigation and claims management from a national perspective.

*e) Communication and Client Service*

- Communicating with CLU managers and staff, keeping them informed of changes or new directions and soliciting feedback regarding operations.
- Developing, maintaining and controlling ongoing relationships with internal stakeholders, legal counsel, and other service providers.
- Seeking innovative solutions to minimize process involvement on clients
- Ensuring timely and responsive service delivery to clients.
- Attending meetings with internal and external stakeholders as required to facilitate the work and the effective delivery of NCMP services.
- Preparing and making presentations as required to fulfill the work. Some examples include presentations to senior management on project results, briefings with internal stakeholders, and information sessions for key client groups

*f) Personnel*

- Overseeing the functional direction of a team of approximately 6 people
- Working with experienced claims professionals and administrative support staff in their handling of claims.
- Meeting with the Director of Financial Policy on a weekly (or more frequent) basis to advise and inform the Director of ongoing issues with the NCMP.
- Preparing customized training material as necessary to facilitate training needs and activities.

*g) Other related tasks as required.*

**6. Deliverables:**

**6.1 Project Plan**

Within 30 calendar days of the start of the work (resource on site), the proposed resource shall develop, in conjunction with the Director of Financial Policy, a Project Plan. This plan will address actions to be taken towards any outstanding initiatives to the NCMP as well as addressing current business priorities. The plan shall be submitted (electronically in Word) to the Director of Financial Policy.



## **6.2 Quarterly report**

A quarterly report shall be provided (electronically in Word) to the Director of Financial Policy detailing the status and progression of action items on the Project Plan.

## **7. Location of the Work**

The work shall be performed at an RCMP facility in the National Capital Region.

## **8. Language of Work and Deliverables**

The proposed resource shall be able to communicate effectively (orally and in writing) and all deliverables are to be provided in English.

## **9. Travel**

Some travel within Canada may be required.

## **10. Resources**

The proposed resource will be provided with a work area and related equipment.



**ANNEX B - SECURITY REQUIREMENTS CHECK**

Contract Number / Numéro du contrat <b>201400021</b>
Security Classification / Classification de sécurité

**PART A (continued) / PARTIE A (suite)**

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité:  No / Non  Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel:  
Document Number / Numéro du document:

**PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS			

Special comments:  
Commentaires spéciaux: \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?  No / Non  Yes / Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?  No / Non  Yes / Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité





Contract Number / Numéro du contrat <b>201400021</b>
Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine RCMP		2. Branch or Directorate / Direction générale ou Direction CM&C	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail The RCMP has a requirement for a Senior Claims Manager (named resource) to provide functional leadership and management of the organization's National Claims Management Program (NCMP), and to develop and implement policies and procedures.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui			
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui			
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui			
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui			
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui			
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable / A ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>	
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>	
TRÈS SECRET <input type="checkbox"/>		TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>	
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>	

Royal Canadian Mounted Police  
Gendarmerie Royale du Canada



Government of Canada

Gouvernement du Canada

Solicitation No./ No de l'invitation: 201400021/A

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat <b>201400021</b>
Security Classification / Classification de sécurité

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET	
											A	B	C				
Information / Assets Renseignements / Biens Production																	
IT Media / Support TI																	
IT Link / Lien électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
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Canada



**ANNEX "C" – FINANCIAL PROPOSAL PRESENTATION SHEET**

Name of Firm: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Contact Person: \_\_\_\_\_

Phone number: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Fax number: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Email: \_\_\_\_\_ @ \_\_\_\_\_

**Financial Proposal:**

The financial proposal shall be a firm all-inclusive per diem rate, GST/HST extra.

Contract Period	Estimated Level of Effort (in days)	Firm All Per Diem Inclusive Rate	Estimated Total
Initial year	220	\$	\$
Option year 1	220	\$	\$
Option year 2	220	\$	\$
Total Bid Price for Evaluation			\$

Note: The estimated level of effort listed above is strictly for price proposal evaluation purposes only and is not to be interpreted as a commitment on the part of the Government for future business.



**ANNEX (D)**  
**NON-DISCLOSURE CERTIFICATION**

Contractor must complete and provide this Annex (D) with their bid.

I hereby agree and understand that I shall keep confidential any information regarding this Solicitation or any contract agreement. Further I understand any disclosure could compromise the security measures put into place for the National Claims Management Program by the Royal Canadian Mounted Police. This agreement remains in force indefinitely.

I acknowledge that to breach this non-disclosure agreement, without the written consent of the RCMP may result in immediate termination of any contractual agreement.

Signed this \_\_\_\_\_ day of \_\_\_\_\_,  
2013, by

\_\_\_\_\_ of \_\_\_\_\_  
(print name) (complete company mailing address)

\_\_\_\_\_  
Signature of Owner and/or Legally Authorized Representative.