



RETURN BIDS TO : - RETOURNER LES SOUMISSION À:

**Canada Revenue Agency
Agence du revenu du Canada**
See herein / Voir dans ce document

Proposal to: Canada Revenue Agency
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 and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

Proposition à : l'Agence du revenu du Canada
Nous offrons par la présente de vendre à Sa Majesté la Reine du Chef du Canada, en conformité avec les conditions énoncées dans la présente incluses par référence dans la présente et/ou incluses par référence aux annexes jointes à la présente les biens et/ou services énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Bidder's Name and Address -
Raison sociale et adresse du Soumissionnaire**

Bidder is required to identify below the name and title of the individual authorized to sign on behalf of the Bidder – Soumissionnaire doit identifier ci-bas le nom et le titre de la personne autorisée à signer au nom du soumissionnaire

Name /Nom

Title/Titre

Signature

Date (yyyy-mm-dd)/(aaaa-mm-jj)

(____)_____
Telephone No. – No de téléphone

(____)_____
Fax No. – No de télécopieur

E-mail address – Adresse de courriel

**REQUEST FOR PROPOSAL /
DEMANDE DE PROPOSITION**

Title – Sujet Employee Assistance Program (EAP) – Province of Alberta	
Solicitation No. – No de l'invitation 1000316805	Date November 29, 2013
Solicitation closes – L'invitation prend fin on – le January 9, 2014 at – à 2:00 P.M. / 14 h	Time zone – Fuseau horaire EST /HNE Eastern Standard Time/ Heure Normale de l'Est
Contracting Authority – Autorité contractante Name – Nom Arkadiusz (Eric) Tchorzewski Address – Adresse - See herein / Voir dans ce document E-mail address – Adresse de courriel - See herein / Voir dans ce document	
Telephone No. – No de téléphone (613) 946-8178	
Fax No. – No de télécopieur (613) 948-2459	
Destination - Destination See herein / Voir dans ce document	
THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT. LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.	



REQUEST FOR PROPOSAL (RFP)

PART 1 GENERAL INFORMATION

1.1 INTRODUCTION

The 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 solicitation;

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

Part 4 Evaluation and 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 by bidders

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Model Contract: includes the clauses and conditions and any annexes that will apply to any resulting contract.

The Attachments include:

Attachment 1: Mandatory Criteria

Attachment 2: Point Rated Criteria

Attachment 3: Financial Proposal

Attachment 4: Certifications required to be submitted at time of bid closing.

Attachment 5: Certifications required to be submitted prior to contract award

The Annexes include:

Annex A: Statement of Work

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SCRL)

Annex D: Insurance Requirements

1.2 SUMMARY

The Canada Revenue Agency (CRA), with the participation of the union organisations, is committed to making available a confidential and voluntary Employee Assistance Program (EAP), without prejudice to job security or career progression, to employees who may be experiencing personal, health or work-related issues.

The purpose of this program is therefore to provide professional assistance to the employees and their families when required, to assess the nature of the issue(s) raised, provide short-term counselling, when appropriate, and refer them to the most appropriate source of help. For further details relating to this requirement, Bidders are referred to Annex A attached hereto and forming part of this solicitation document.

1.3 GLOSSARY OF TERMS

TERM	DEFINITION
"Canada", "Crown", "Her Majesty" or "the	Refers to Her Majesty the Queen in right of Canada as



TERM	DEFINITION
Government"	represented by the Canada Revenue Agency (CRA).
Contract or This Contract	The Articles of Agreement, the specified general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.
CRA	Canada Revenue Agency
Day/Month/Year	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
DDP	Delivered Duty Paid
EDT	Eastern Daylight Time
Environmentally Preferable	Products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. The comparison may consider raw material acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service
EST	Eastern Standard Time
Green Product	<p>A product that is less harmful to the environment throughout its lifecycle than the next best alternative, having characteristics including, but not limited to the following:</p> <ul style="list-style-type: none"> • Recyclable - local facilities exist that are capable of recycling the product at the end of its useful life; • Biodegradable - will not take a long time to decompose in landfill; • Contains recycled material (post-consumer recycled content preferred); • Minimal packaging (take-back and reuse/recycling by the supplier preferred); • Reusable and/or contains reusable parts; • Contains no or minimal hazardous substances; • Produces fewer and/or less polluting by-products during manufacture, distribution, use and disposal; • Produces the minimal amount of hazardous substances during production; use and disposal; • Makes efficient use of resources - a product that uses energy, fuel or water more efficiently or that uses less paper, ink or other resources; and/or • Durable - has a long economically useful life and/or can be economically repaired or upgraded.
Project	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
Proposal	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid"
RFP	Request for Proposal



TERM	DEFINITION
Solicitation	An act or instance of requesting proposals/bids on specific products and/or services.
SOW	Statement of Work
Sustainable Development	An internationally recognized concept that embodies social, economic and environmental dimensions. It recognizes the fact that a healthy economy contributes to quality of life, which are both critically dependent on the protection of air, land, water and ecosystems that these resources support. The concept is intergenerational, ensuring that the actions of one generation do not compromise the ability of future generations to have an equal quality of life.
Task Authorization	Also considered an "Order" (see Synergy definitions)
Tendering Authority	Canada Revenue Agency
VOC: Volatile Organic Compounds	A group of common industrial and household chemicals that evaporate or volatilize, when exposed to air. VOCs are used as cleaning and liquefying agents in fuels, degreasers, solvents, polishes, cosmetics, and dry cleaning solutions.

1.4 DEBRIEFINGS

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



PART 2 BIDDER INSTRUCTIONS

2.1 MANDATORY REQUIREMENTS

Wherever the words “shall”, “must” and “will” appear in this document or any related document forming a part hereof, the item being described is a mandatory requirement.

Failure to comply or demonstrate compliance with a mandatory requirement will render the bid non-responsive and the bid will not be considered further.

2.2 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

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

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

REVISIONS TO STANDARD INSTRUCTIONS 2003

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

Section 01 titled “Code of Conduct and Certifications – Bid”, is revised as follows:

Subsection 1 is hereby deleted in its entirety and replaced with:

1. Bidders must respond to bid solicitations in an honest, fair and comprehensive manner, accurately reflect their capacity to satisfy the requirements stipulated in the bid solicitation and resulting contract, submit bids and enter into contracts only if they will fulfill all obligations of the Contract. To ensure fairness, openness and transparency in the procurement process, the following activities are prohibited:
 - a. payment of a contingency fee to a person to whom the [Lobbying Act](#) (1985, c. 44 (4th Supp.)) applies;
 - b. corruption, collusion, bid-rigging or any other anti-competitive activity in the procurement process.

Subsection 4, delete reference to: (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) and replace with: (Consent to a Criminal Record Verification form).

Section 03 titled “Standard Instructions, Clauses and Conditions”, “Pursuant to the [Department of Public Works and Government Services Act](#) (S.C. 1996, c.16),” is hereby deleted.

Section 05 titled “Submission of Bids”, paragraph 2 (d) is deleted in its entirety and replaced with the following: “(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.4.”

Section 05 titled “Submission of Bids” paragraph 4, sixty (60) days is deleted and replace with one hundred and twenty (120) days.

Section 06, titled “Late Bids”, reference to “PWGSC” is hereby deleted and replaced with CRA.

Section 07 titled “Delayed Bids”, all references to “PWGSC” are hereby deleted and replaced with “CRA”.

Section 08 titled “Transmission by Facsimile”, this section is not applicable to this solicitation and is hereby deleted.

Section 11 titled “Rights of Canada”, add the following:



- h) accept, or waive, a non material error of form in a Bidder's proposal or, where practical to do so, request a Bidder to correct a non material error of form in the Bidder's proposal provided there is no change in the price quoted;
- i) award more than one contract for the requirement if it is determined that no single proposal satisfies the project objectives; and
- j) retain all proposals submitted in response to this bid solicitation.

Section 12 titled "Rejection of Bid", delete subsections 1(a) and 1(b) in their entirety.

Section 17 titled "Joint Venture" delete in its entirety and replace with the following:

17 Joint Venture

1. Bidders who bid as a contractual joint venture shall clearly indicate in their bid submission (in Attachment 4) that they are bidding as a contractual joint venture and shall provide the following information.
 - a) the name of the contractual joint venture;
 - b) the name of each member of the contractual joint venture;
 - c) the Procurement Business Number of each member of the contractual joint venture;
 - d) a certification signed by each member of the joint venture representing and warranting:
 - (i) the name of the joint venture (if applicable);
 - (ii) the members of the joint venture;
 - (iii) the Procurement Business Numbers (PBN) of each member of the joint venture;
 - (iv) the effective date of formation of the joint venture;
 - (v) that the joint venture continues to be in effect as of the date of the bid submission; and
 - (vi) that each member of the joint venture has appointed and granted full authority to the specified member of the joint venture (the "Lead Member") to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract issued subsequent to contract award (if the joint venture is awarded a contract), including but not limited to Contract Amendments and Task Authorizations.
 - e) the name of the representative of the joint venture (the "Lead Member"), i.e. the member chosen by the other members to act on their behalf.
2. Notwithstanding that the joint venture members have appointed one of the members of the joint venture to act as the representative of the joint venture, the bid including any certifications to be submitted as part of the bid, as well as any resulting contract must be signed by all the members of the joint venture.
3. If a contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of any resulting contract.
4. In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract amendments may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).
5. The Bidder shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after bid submission. Any change in the membership of a contractual joint venture after bid submission without the prior written approval of the Contract Authority shall result in elimination of the bid or if such change occurs after contract award shall be deemed to be default under the Contract.

Section 20 titled "Further Information", Paragraph 2 is hereby deleted and replaced with the following: Enquiries concerning receipt of bids may be addressed to the Contracting Authority identified in the bid solicitation.



2.3 SUBMISSION OF PROPOSALS

When responding, the proposal SHALL be delivered to the Bid Receiving Unit address indicated below by the time and date indicated on Page 1.

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency

Bid Receiving Unit

Ottawa Technology Centre

Receiving Dock

875 Heron Road

Room D-95

Ottawa, ON

K1A 1A2

Telephone No: (613) 941-1618

Bidders are hereby advised that the Bid Receiving Unit of CRA is open Monday to Friday inclusive, between the hours of 0730 and 1530, excluding Statutory Holidays.

ELECTRONIC BIDS WILL NOT BE ACCEPTED. Due to the nature of this solicitation, electronic transmissions of a proposal by such means as electronic mail or facsimile is not considered to be practical and therefore will not be accepted.

2.4 COMMUNICATIONS - SOLICITATION PERIOD

All enquiries regarding the RFP, including requests for clarification, must be submitted in writing to the Contracting Authority identified in the solicitation no less than **seven** calendar days prior to the bid closing date to allow sufficient time to provide a response. Enquiries received after that time may not be answered.

To ensure the integrity of the competitive bid process, enquiries and other communications regarding the solicitation must be directed only to the Contracting Authority identified in the solicitation. Failure to comply with the request may result in the bid being declared non-responsive.

Bidders should reference as accurately as possible the numbered item of the 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 contain proprietary information must be clearly marked "proprietary" and 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 information 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.

To ensure consistency and quality of information provided to suppliers, the Contracting Authority will simultaneously distribute any information with respect to significant inquiries received and the replies to such inquiries, without revealing the sources of the inquiries, by way of a formal RFP Amendment.

Meetings will not be held with individual Bidders prior to the closing date and time of this RFP.

2.5 CONTRACTING AUTHORITY

The Contracting Authority is:

Name: Arkadiusz (Eric) Tchorzewski

Telephone Number: (613) 946-8178

Fax Number: (613) 948-2459

E-mail address: arkadiusz.tchorzewski@cra-arc.gc.ca



2.6 AMENDMENTS TO BIDDER'S PROPOSAL

Notwithstanding the Rights of Canada, amendments to the Bidder's proposal will not be accepted after the RFP closing date and time.

2.7 APPLICABLE LAWS

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

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



PART 3 PROPOSAL PREPARATION INSTRUCTIONS

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

Section I Technical Proposal

The technical proposal should demonstrate the Bidder’s understanding of the requirements of the Statement of Work and explain how they will meet the mandatory and point-rated criteria detailed in Attachments 1 and 2 respectively. Bidders should demonstrate their capability for Employee Assistance Program in a thorough, concise and clear manner for carrying out the work.

The technical proposal should address clearly and in sufficient depth the items that are subject to the evaluation criteria. Simply repeating the statement contained in the 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 Proposal

The Bidder shall provide prices for the services requested in the Statement of Work, using the format outlined in Attachment 3: Financial Proposal. The total amount of the Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Prices must appear in the financial proposal only. Pricing information must not be indicated in any other section of the proposal.

Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered.

Section III Certifications

Bidders must provide the required certifications and documentation in order to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and documentation are not completed and submitted as requested. Please refer to Part 5 “Certifications” of this document for more details on the certifications that are required for this solicitation.

3.1 NUMBER OF COPIES

The Bidder is requested to submit the following number of printed and soft copies of the separately bound sections as follows:

SECTION	MASTER (HARD COPY)	NUMBER OF PRINTED COPIES	NUMBER OF SOFT COPIES CD-ROM, DVD or USB Stick
Technical Proposal	1	0	7
Financial Proposal	1	0	1
Certifications	1	0	1
Supporting Information	1	0	7

The soft copies must be provided in a format that is compatible with:

- Microsoft Office 2010



- Supporting information can be provided in Adobe PDF

The master copy (one original hard copy) must be clearly labelled and contain original signatures. If there is a discrepancy between the wording of the soft copy and the printed copy, the wording of the master copy will have priority over the wording of the soft copy.

The financial proposal must be provided on a separate CD-ROM, DVD or USB stick.

3.2 BID FORMAT

CRA requests that the Bidder follow the format instructions described below in the preparation of their bid:

- Use recycled-fibre content paper and two-sided printing. Reduction in the size of documents will contribute to CRA's sustainable development initiatives and reduce waste;
- Use 8.5 inch x 11 inch (or equivalent metric dimensions) bond paper and avoid the use of colour and glossy formats
- Use a numbering system corresponding to that of the RFP and Statement of Work. All references to descriptive material, technical manuals and brochures should be included in the bidder's proposal.

Sustainable Development

CRA Materiel Management policy requires that contracting be conducted in a manner that will ensure the pre-eminence of operational requirements and comply with international trade agreements. It also requires that contracting support national CRA objectives, such as protection of the environment.

In support of the CRA Sustainable Development (SD) Strategy, the Agency is committed to:

- Carrying out its mandate in a manner consistent with the principles of sustainable development (SD) and to promote SD opportunities and obligations with respect to economic growth, social well-being, and a healthy environment. Opportunities and cooperative efforts related to SD will be supported and encouraged throughout the contract period; and
- The purchase of green products and services that are of equal or better performance and quality where available and cost effective.

It is the policy of the CRA to:

- Demonstrate leadership and commitment to SD; and raise the level of management and employee involvement and support for SD;
- Communicate our SD commitment and be accountable to the public;
- Assess the economic, social, and environmental effects of our programs, policies and plans leading to integrated and informed decision-making; and leverage sustainable development to enable efficient and innovative program delivery;
- Monitor, measure, and report on our SD progress;
- Enhance partnerships with clients and partners to support shared responsibility and cooperation for SD objectives; and
- Reduce waste, ensure efficient use of resources, and comply with environmental legislation resulting in environmental stewardship.

3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

The documents listed below form part of and are incorporated into this Request for Proposal.



If there is any conflict or inconsistency between the wording of any documents that appear on the list, the wording of the document that first appears on the list shall take precedence over the wording of any document that subsequently appears on the list.

- a) This Request for Proposal and Attachments 1-5, and any amendments; excluding Part 7 Model Contract and Annexes A to D;
- b) Standard Instructions 2003, (2013-06-01) Goods or Services – Competitive Requirements as amended in section 2.2 of this RFP;
- c) Part 7 – Model Contract;
- d) 2035 (2013-06-27) General Conditions – Higher Complexity – Services as amended in the Model Contract in section 7.7 of the RFP;
- e) Annex A – Statement of Work and any attachments;
- f) Annex B – Basis of Payment;
- g) Annex C – Security Requirements Check List (SCRL);
- h) Annex D – Insurance Requirements.



PART 4 EVALUATION AND SELECTION

4.1 GENERAL

A committee composed of representatives of CRA will evaluate the proposals on behalf of the Agency. The services of independent consultants may be called upon to assist in the evaluation of, or in the validation of, specific aspects of the solution proposed. CRA reserves the right to engage any independent consultant, or use any Government resources, which it deems necessary to evaluate any proposal.

Proposals will be evaluated in accordance with the evaluation criteria identified in Attachments 1 and 2 and in conjunction with the Statement of Work (SOW). Bidders are encouraged to address these criteria in sufficient depth in their proposals to permit a full evaluation of their proposals. The onus is on the Bidder to demonstrate that it meets the requirements specified in the solicitation.

Bidders are advised that only listing experience without providing any supporting information to describe where and how such experience was obtained will not be considered to be demonstrated for the purpose of the evaluation. The Bidder should not assume that the evaluation team is necessarily cognizant of or knowledgeable about the experience and capabilities of the Bidder or any of the proposed resource(s); as such, any relevant experience must be demonstrated in the Bidders' written proposal.

Canada will evaluate the bid only on the documentation provided as part of the bid. References in a bid to additional information not submitted with the bid, such as website addresses where additional information can be found or technical manuals or brochures not submitted with the bid will not be considered in the evaluation of the bid.

Historical Data

All data regarding prior usage, or estimated future usage by CRA of any of the required Employee Assistance Program services, including the data set out in Attachment 3, is provided to respondents purely for information purposes, and to assist them in preparing their bids. This represents the best information currently available to CRA however, CRA does not warrant or represent that this data is complete or free from errors. Additionally, the inclusion of this data in this solicitation does not represent a commitment that CRA's future purchases of Employee Assistance Program services will be consistent with this data. It is provided purely for informational purposes.

4.2 STEPS IN THE EVALUATION PROCESS

The selection process to determine the successful Bidder will be carried out as follows:

Notwithstanding Steps 1 and 2 below, in order to expedite the evaluation process, CRA reserves the right to conduct Step 3 - Evaluation of Financial Proposals concurrently with Steps 1 and 2. Should CRA elect to conduct Step 3 prior to the completion of Step 2, the information in the Financial Proposal will not be disclosed to the team evaluating the mandatory and rated sections until the completion of Steps 1 and 2. However, if the Contracting Authority is able to ascertain that a proposal is non-responsive by virtue of incomplete information or an error in the financial proposal, the Contracting Authority will advise the team evaluating the mandatory and rated sections that the proposal is not compliant and should no longer be considered. The concurrent evaluation of the financial proposal does not in any way construe compliance in Steps 1 and 2 despite the statement "All bids meeting the minimum thresholds in Step 2 will proceed to Step 3".

Please note that all numbers and figures used in the Point-Rated and Financial Evaluation will be rounded to two decimal places.

STEP 1 – EVALUATION AGAINST MANDATORY CRITERIA

All bids will be evaluated to determine if the mandatory requirements detailed in Attachment 1 "Mandatory Criteria" have been met. Only those bids meeting ALL mandatory requirements will then be evaluated in accordance with Step 2 below.

STEP 2 – EVALUATION AGAINST POINT-RATED CRITERIA



All bids meeting the criteria from Step 1 will be evaluated and scored, in accordance with the point-rated criteria detailed in Attachment 2 “Point-Rated Criteria”, to determine the Bidder’s Total Technical Merit Score. All bids meeting the minimum thresholds in Step 2 will proceed to Step 3.

STEP 3 – EVALUATION OF FINANCIAL PROPOSALS

Only technically compliant bids meeting all of the requirements detailed in Steps 1 and 2 will be considered at this point.

Prices submitted will be evaluated to determine the bid evaluation price as defined in Attachment 3: “Financial Proposal”. Once the bid evaluation prices are determined under Step 3, the proposals will proceed to Step 4.

Should there be an error in the extended pricing of the bid, the unit pricing and rates shall prevail and the extended pricing shall be corrected in the evaluation. Any errors in quantities of the bid shall be changed to reflect the quantities stated in the RFP.

Should the Bidder not provide a price (for example: the space is left blank or the letters N/A or the words “no charge” or “included”) for one or more items in Attachment 3: Financial Proposal, the following steps will be taken:

1. The CRA Contracting Authority will notify the Bidder of any omission(s) in its financial proposal and give it the opportunity to withdraw its bid, or agree to the following process:
 - If the Bidder does not wish to withdraw its bid, CRA will insert a price of \$0.00 for evaluation purposes for all cells in which financial information is omitted. The price of \$0.00 would also be reflected in any resulting contract and the Bidder would be obliged to honour those prices for the period of the contract.
 - The Bidder must advise the Contracting Authority of its decision to withdraw the bid or agree to the process described above in writing, within two (2) business days of notification. If the Bidder does not respond within the two (2) business days, CRA will render the bid non-responsive and the bid will receive no further consideration.

STEP 4 – BASIS OF SELECTION

BASIS OF SELECTION – HIGHEST COMBINED RATING OF TECHNICAL MERIT AND PRICE SCORE

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the solicitation;
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of **150.5 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **215 points**.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. 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.
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 divided by the maximum number of points available multiplied by the ratio of **70%**.
5. To establish the pricing score, the overall price score for each responsive bid will be determined as follows: lowest evaluated Bidder’s price divided by each responsive Bidder’s price, multiplied by the ratio of **30%**.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
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.



In situations where two or more bidders achieve the same total combined rating of technical merit and price score, the bidder recommended for award of the contract will be the compliant bidder with the lowest priced bid.

Bidder	Technical Points out of 1000	Technical Merit Score (X) (70%)	Bid Price	Price Score (Y) (30%)	Total Combined Rating (X+Y)
1	620	$620/1000 \times 70 = 43.4$	\$500,000*	$500,000/500,000 \times 30 = 30$	73.4
2	650	$650/1000 \times 70 = 45.5$	\$520,000	$500,000/520,000 \times 30 = 28.85$	74.35
3	720	$720/1000 \times 70 = 50.4$	\$580,000	$500,000/580,000 \times 30 = 25.86$	76.26
4	790	$790/1000 \times 70 = 55.3$	\$700,000	$500,000/700,000 \times 30 = 21.43$	76.73***
5	960**	$960/1000 \times 70 = 67.2$	\$2,000,000	$500,000/2,000,000 \times 30 = 7.50$	74.7

*Lowest priced technically compliant proposal (Bidder 1)

**Highest scoring technically compliant proposal (Bidder 5)

***Winning proposal (Bidder 4)

STEP 5 –SELECTION

The Bidder with the highest ranked responsive bid as described above will be considered the successful Bidder for this requirement and will be recommended for award of a contract.

STEP 6 – CONDITIONS PRECEDENT TO CONTRACT AWARD

The Bidder recommended for award of a Contract must meet the requirements provided in Attachment 5 “Certifications” and Part 6 “Security, Financial and Other Requirements” of this RFP.

STEP 7 – CONTRACT ENTRY

The Bidder with the highest ranked responsive bid and meeting all the requirements listed above will be recommended for award of a contract.



PART 5 CERTIFICATIONS

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. 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 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 with this request will also render the bid non-responsive or will constitute a default under the Contract.

The Bidder must submit the original of the completed Attachment 4: "Certifications required to be submitted at time of bid closing" along with its bid, by the bid closing date.

When notified by the Contracting Authority, the Bidder shall submit the original of the completed Attachment 5: "Certifications required to be submitted prior to contract award" at the time and date specified by the Contracting Authority. However, at their discretion, Bidders may submit these certifications with their proposal.

The Bidder should contact the Contracting Authority if they require further clarification on any certification.

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Human Resources and Skills Development Canada \(HRSDC\) - Labour's](#) website

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.



PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 SECURITY REQUIREMENTS

The Bidder must meet the security requirements identified in Annex C: Security Requirements Check List (SRCL) and in section 7.5 of the Model Contract.

1. Before award of a contract, the following conditions must be met:
 - a) the Bidder must hold a valid Designated Organizational Screening (DOS) OR Facility Security Clearance (FSC) as indicated in Part 7- Model Contract.
 - b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Model Contract.
 - c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. It is the responsibility of the Bidder, 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 sole discretion of the Contracting Authority.

INSTRUCTIONS FOR BIDDERS WHO REQUIRE SECURITY CLEARANCES

Bidders that currently do not meet any of the security requirements identified in the solicitation should promptly contact the Contracting Authority for further details on how to initiate a security clearance.

6.2 INSURANCE REQUIREMENTS

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, 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.

6.3 LIST OF PROPOSED SUBCONTRACTORS

If the bid includes the use of subcontractors, the Bidder agrees, upon request from the Contracting Authority, to provide a list of all subcontractors including a description of the things to be purchased, a description of the work to be performed and the location of the performance of that work. The list should not include the purchase of off-the-shelf items, software and such standard articles and materials as are ordinarily produced by manufacturers in the normal course of business, or the provision of such incidental services as might ordinarily be subcontracted in performing the Work.



PART 7 MODEL CONTRACT

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

7.1 AGENCY RESTRUCTURING

In cases where the Contracting Authority's department or agency is being reconfigured, absorbed by another government department or agency, or disbanded entirely, the Commissioner may, by giving notice to the Contractor, designate another Contracting Authority for all or part of the Contract.

7.2 REQUIREMENT

The Contractor must perform the Work in accordance with the Statement of Work (SOW) at Annex A.

7.3 PERIOD OF CONTRACT

The period of the Contract is from April 1, 2014 to March 31, 2016 inclusive.

7.4 OPTIONS

7.4.1 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 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.

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

7.4.2 OPTION TO ADD, REMOVE OR MODIFY SERVICES AND LOCATIONS

Where the need may arise due to a shift in legislation, policy or program requirements, CRA reserves the right to add or remove services and locations from the Contract, as well as modify items.

In the event that the CRA requires an additional or modified product or service, or requires delivery to a CRA location not included in the present Contract, the Contractor will be asked to provide a price quote for the additional or modified product or service, or the new CRA location, in priority over any other potential vendor.

The option to add, remove or modify products, services or CRA delivery locations may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

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

7.5 SECURITY REQUIREMENTS

7.5.1 Security Requirements – Canadian Contractors

Document Safeguarding and/or Production Capabilities – with Computer Systems

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).



2. The Contractor must not remove any protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
3. Processing of material only at the PROTECTED B level is permitted under this contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
4. Notwithstanding paragraph 1, Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
5. The Contractor must comply with the provisions of the:
 - Security Requirement Check List (SRCL), attached as Annex C of the Contract; and
 - Security Requirements for Protection of Sensitive Information (July 24, 2013) issued by CRA, Security and Internal Affairs Directorate and found at the following link <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>

7.6 AUTHORITIES

7.6.1 CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Telephone Number: (613) 946-8178

Fax Number: (613) 948-2459

E-mail address: arkadiusz.tchorzewski@cra-arc.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.

7.6.2 PROJECT AUTHORITY

The Project Authority is the representative of the CRA 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.

All work carried out under this Contract is to be performed to the satisfaction of the Project Authority or a designated representative in accordance with the terms and conditions of this Contract. Should the work or any portions thereof not be satisfactory, the Project Authority reserve the right to reject it, in part or in its entirety, and to require its correction before recommending payment.

The Project Authority will be responsible for:

- arranging for access to Crown facilities and equipment;
- review and inspection of all invoices submitted;
- inspection and acceptance of all work performed as detailed in this contract;
- defining any proposed changes to the scope of work.

To be completed at the time of Contract award.

Name: _____

Address: _____



Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.6.3 CONTRACTOR'S REPRESENTATIVE

To be completed at the time of Contract award.

Name: _____

Address: _____

Telephone Number: _____

Fax Number: _____

E-mail Address: _____

7.7 STANDARD ACQUISITION CLAUSES AND CONDITIONS (SACC)

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

7.7.1 GENERAL CONDITIONS

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

Section 01 titled "Interpretation" the definition of "Canada", "Crown", "Her Majesty" or "the Government" is hereby amended to read: "Canada", "Crown", "Her Majesty" or "the Government" means Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA)".

Section 02 titled "Standard Clauses and Conditions" is hereby amended to delete the phrase "Pursuant to the Department of Public Works and Government Services Act, S.C. 1996, c. 16,". The remainder of Section 02 remains unchanged.

Section 22 titled "Confidentiality",

- Subsection 5 is hereby amended to delete: Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).
- Subsection 6 is hereby amended to delete: "PWGSC *Industrial Security Manual* and its supplements", and insert: "Security Requirements for the Protection of Sensitive Information" issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled "Code of Conduct and Certifications - Contract", subsection 1 is hereby deleted in its entirety and replaced with:

1. The Contractor must comply with the terms set out in this section.

7.8 CONTRACTOR IDENTIFICATION PROTOCOL

The Contractor must be responsible for ensuring that each of its employees, officers, directors, agents, and subcontractors (hereinafter referred to as "Contractor Representative") complies with the following self-identification requirements:

1. A Contractor Representative who attends a Government of Canada meeting whether internal or external must identify themselves as being a representative of the Contractor prior to the commencement of the



meeting to ensure that each meeting participant is aware of the fact that the individual is not a government employee;

2. 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
3. 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 themselves as a non-government employee 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.

7.9 HANDLING OF PERSONAL INFORMATION

The Contractor acknowledges that Canada is bound by the [Privacy Act](#), R.S., 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

7.10 ACCESS TO FACILITIES AND EQUIPMENT

Canada's facilities, equipment, documentation and personnel are not automatically at the disposal of the Contractor. If access to government premises, computer systems (micro computer network), working space, telephones, terminals, documentation and personnel for consultation is required by the Contractor to perform the Work, the Contractor must advise the Contracting Authority of the need for such access in a timely fashion. If the Contractor's request for access is approved by Canada and arrangements are made to provide access to the Contractor, the Contractor, its subcontractors, agents and employees must comply with all the conditions applicable at the Work site. The Contractor must further ensure that the facilities and equipment are used solely for the performance of the Contract.

7.11 IDENTIFICATION BADGE

Any person assigned to the performance of any part of the Work that is performed on government premises must wear in a conspicuous place the identification badge issued to that person by Canada.

7.12 SITE REGULATIONS

The Contractor must comply with all rules, instructions and directives in force on the site where the Work is performed.

7.13 SUSTAINABLE DEVELOPMENT

In pursuit of the Canada Revenue Agency's commitment to sustainable development and green procurement as well as the Canadian Federal Government's Green Procurement Policy, the Contractor agrees to commit to comprehensive, nationally recognized environmental standards for:

- The reduction or elimination of environmentally hazardous materials (if applicable);
- Design for reuse and recycle;
- Energy efficiency;
- End of Life Management for reuse and recycle;



- Environmental stewardship in the manufacturing process (if applicable); and
- Packaging.

7.14 WORK LOCATION

The majority of the work under this Contract will be performed at the Contractor's site. Some work may be required at the CRA's site. The CRA will advise the Contractor when work at the CRA's site is required.

7.15 BASIS OF PAYMENT

The Contractor will be paid firm all-inclusive hourly and unit prices for the services described at Annex A: Statement of Work, in accordance with the schedule of payment provided at Annex B: Basis of Payment.

7.16 LIMITATION OF EXPENDITURE

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.

7.17 TERMS OF PAYMENT

7.17.1 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.

7.18 METHOD OF PAYMENT

Canada will pay the Contractor using one of the following methods of payment, as determined by the Contracting Authority at the time of contract award. At its sole discretion, Canada may change the method of payment at any time during the period of the Contract, including any extension thereto.

It is the sole responsibility of the Contractor to ensure that their organization is entitled to receive payment from the Government of Canada.

7.18.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 (2013-06-27) General Conditions – Higher Complexity - Services forming part of this Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <http://www.cra-arc.gc.ca/E/pbg/tf/rc231/rc231-fill-09e.pdf>

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 (2013-



06-27) General Conditions – Higher Complexity - Services forming part of this Contract will not apply, until the Contractor corrects the matter.

7.18.2 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 (2013-06-27) General Conditions – Higher Complexity - Services forming part of this Contract.

The CRA Acquisition Card is currently a **MasterCard** provided by Bank of Montreal. At any time during the period of the Contract, including any exercised option period(s), the CRA reserves the right to change its acquisition card type or provider.

7.18.3 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein. Payments by cheque will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 (2013-06-27) General Conditions – Higher Complexity - Services forming part of this Contract.

7.19 DISCRETIONARY AUDIT

1. The following are subject to government audit before or after payment is made:
 - a. The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
 - b. The accuracy of the Contractor's time recording system.
 - c. The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
 - d. Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.
2. Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

7.20 TRAVEL AND LIVING EXPENSES

The CRA will not cover any travel and living expenses.



7.21 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;
- 2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded via email for certification and payment in electronic pdf format as follows:

For services provided to employees of:	Invoice to be forwarded to:
Calgary Tax Services Office Harry Hays Building, 220-4th AVE SE Calgary, AB T2G 0L1 Airport Call Centre 1601 Airport Road NE Calgary, AB T2E 6Z8 Red Deer Tax Services Office 4996 - 49 Avenue Red Deer, AB T4N 6X2 Lethbridge Tax Services Office 200-419-7th Street South Lethbridge, AB T1J 4A9	<i>To be completed at the time of Contract award.</i>
Edmonton Tax Services Office 1 Canada Place 9700 Jasper Avenue Edmonton, AB T5J 4C8	<i>To be completed at the time of Contract award.</i>

- b) One (1) copy must be forwarded in electronic pdf format and emailed to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.22 CERTIFICATIONS

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

7.23 JOINT VENTURE

If the Contract is awarded to a joint venture, all members of the joint venture will be jointly and severally or solidarily liable for the performance of the Contract.

In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract Amendments, may be commenced, or brought against the CRA, including without limitation any of its officers,



employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).

The Contractor shall obtain the prior written approval of the Contracting Authority to any change in the membership of a contractual joint venture after Contract Award. Any change in the membership of a contractual joint venture after Contract Award without the prior written approval of the Contracting Authority shall be deemed to be default under the Contract.

The joint venture represents and warrants that it has appointed and granted full authority to (**name to be inserted at Contract Award**), the "Lead Member", to act on behalf of all members as its representative for the purposes of executing documentation relating to the Contract, including but not limited to Contract Amendments and Task Authorizations.

In the event of a contractual joint venture, all payments due and owing to the joint venture shall be made by the Canada Revenue Agency to the Lead Member of the joint venture. Any such payment to the Lead Member of the joint venture shall be deemed to be payment to the joint venture and shall act as a release from all the members of the joint venture.

By giving notice to the Lead Member the Canada Revenue Agency will be deemed to have given notice to all the members of the joint venture.

7.24 APPLICABLE LAWS

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

7.25 PRIORITY OF DOCUMENTS

If there is any conflict or inconsistency between the wording of any documents that appear on the list, the wording of the document that first appears on the list shall take precedence over the wording of any document that subsequently appears on the list.

- a) The Articles of Agreement including all Annexes:
 - Annex A: Statement of Work and Attachments;
 - Annex B: Basis of Payment;
 - Annex C: Security Requirements Check List;
 - Annex D: Insurance Requirements;
- b) 2035 (2013-06-27) General Conditions – Higher Complexity - Services;
- c) The Request for Proposal No. 1000316805 dated November 29, 2013 including any amendments thereto;
- d) The Contractor's proposal dated _____ (**insert date of bid**), (**If the bid was clarified, insert**) as clarified on _____ (**and insert date(s) of clarification(s)**).

7.26 TRAINING AND FAMILIARIZATION OF CONTRACTOR PERSONNEL

Training of Contractor Personnel

Any training required by a new or replacement resource will be the responsibility of the Contractor, including training the resource for newly implemented software. The Contractor will assume all associated costs, including training pertaining to familiarization during the start-up of the Contract and Contract period for staff replacements. Training of the resource during the start-up period must take place without a reduction in service level. Time spent on such training will not be billed to, nor paid by, CRA.



Familiarization Period

Prior to the completion of the Contract, it may be necessary for another resource to undertake a period of familiarization and training before the completion date. The Contractor will be required to familiarize the incoming resource according to the process described above or through the use of another approach negotiated with and acceptable to CRA.

7.27 FOREIGN NATIONALS

SACC clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor) (to be deleted at contract award if N/A)

OR

SACC clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor) (to be deleted at contract award if N/A)

7.28 INSURANCE REQUIREMENTS

The Contractor must comply with the insurance requirements specified in Annex D. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) business days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.29 ALTERNATIVE DISPUTE RESOLUTION

NEGOTIATION FOLLOWED BY MANDATORY MEDIATION, THEN, IF NECESSARY BY ARBITRATION OR LITIGATION

The parties agree to meet, negotiate in good faith, and attempt to resolve, amicably, any dispute arising out of or related to this contract or any breach thereof.

If the parties are unable to resolve the dispute through negotiations within 10 working days, the parties agree to attempt to resolve the dispute through mediation by submitting the dispute to a sole mediator selected jointly by the parties. The mediator will be chosen from a roster of qualified mediators maintained by the Canada Revenue Agency. All costs shall be shared equally between the disputing parties.

If a dispute cannot be settled with a 15 calendar day period after the mediator has been appointed, or if the parties are unable to select a mediator within 15 calendar days of the date of provision of notice by one party to the other of the intention to proceed to mediation, or such longer period as agreed to by the parties, the parties shall have the right to resort to any remedies permitted by law, including but not limited to arbitration or litigation.

All defences based on the passage of time shall be tolled pending the termination of the mediation.

7.30 ANNEXES

The following Annexes apply to and form part of the Contract:

ANNEX A: STATEMENT OF WORK
ANNEX B: BASIS OF PAYMENT



Canada Revenue
Agency

Agence du revenu du
Canada

RFP# 1000316805

ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)
ANNEX D: INSURANCE REQUIREMENTS



ATTACHMENT 1: MANDATORY CRITERIA

1. EVALUATION PROCEDURES

Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. Bids failing to adequately respond to ALL mandatory requirements will be considered non-responsive and will be given no further consideration.

2. MANDATORY TECHNICAL CRITERIA

Bids will be evaluated in accordance with all the mandatory evaluation criteria detailed below. The Bidder must provide supporting documentation in its proposal as requested by CRA, in order to demonstrate that each technical mandatory requirement has been met. To assist with the evaluation process, it is preferred that the Bidder complete the table included below, to indicate where in its proposal the information can be located. Bids that fail to meet all mandatory requirements will be declared non-responsive.

MANDATORY CRITERIA	
	EAP – Consulting and Professional Services - Alberta (including Airport Call Centre in Calgary, the Calgary Tax Services Office, the Red Deer Tax Services Office, the Lethbridge Tax Services Office and the Edmonton Tax Services Office)
1.	<p>a) The Bidder must demonstrate their ability to provide access to a toll-free telephone number(s) in English and French, for the following services:</p> <ul style="list-style-type: none"> - Intake Services - Crisis Intervention Counselling (accessible 24 hours per day, 365 days per year) <p>To demonstrate compliance the Bidder must provide in their proposal their current toll-free number(s). Website references are not acceptable.</p> <p>b) The Bidder must demonstrate their ability to provide toll-free text telephone access (TTY) for persons with hearing disabilities for the same services and same accessibility times as criterion a) above, by providing in their proposal their current TTY number. CRA employees with hearing disabilities must be able to access counselling services via text telephone (TTY) in languages as stated in language requirements of the Statement of Work, section 6. The use of a relay operator is not acceptable for TTY counselling. Bids offering that option will be considered non-compliant.</p> <p>c) The Bidder must provide proof of a contingency plan demonstrating the Bidder’s ability to continue to provide adequate coverage in the event of a pandemic. The pandemic plan should include at a minimum the following three things:</p> <ul style="list-style-type: none"> ▪ the name of the team or individual responsible for the implementation of the pandemic plan as well as their back-up ▪ the list of services deemed essential and how these will be maintained; and, ▪ the process to be used to make this information available to CRA employees.
2.	<p>Counselling facilities:</p> <p>a) The Bidder must demonstrate in their proposal that they have a minimum of one counselling site that is accessible within one hour of each of the CRA locations listed in the Statement of Work by private vehicle and a municipal transportation provider. To demonstrate compliance, the Bidder must provide the municipal address, route number(s) and the name of the municipal transportation provider. CRA will verify the information provided by the Bidder using Mapquest, GoogleMap or Mapit and the municipal</p>



MANDATORY CRITERIA	
	<p>transportation provider's published route schedule(s).</p> <p>b) The Bidder must certify that their counselling site(s) proposed under a) above is wheel chair accessible and has a sound proofed private office not open to public view. To demonstrate compliance, the Bidder must sign the relevant certification document found in Attachment 4.</p> <p><i>CRA reserves the right to visit the location(s) of the Bidder within 48-hours of a written notice in order to validate this criterion.</i></p>
3.	<p>Professional Counsellors qualifications:</p> <p>a) The Bidder must demonstrate that a minimum of 12 proposed professional counsellors (5 for Calgary; 5 for Edmonton; 1 for Red Deer; and 1 for Lethbridge) providing counselling services have either:</p> <p>Masters degree in Social Work, Psychology, or related fields with a minimum of 3 years experience each providing EAP or related clinical counselling services <i>within the last 10 years from the date of the Bidder's proposal.</i></p> <p>OR</p> <p>Bachelor's degree in Social Work, Psychology, or related fields, with a minimum of 5 years experience each providing EAP or related clinical counselling services <i>within the last 10 years from the date of the Bidder's proposal.</i></p> <p>CRA will accept and recognise any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, the International Credential Assessment Service of Canada (or similar and equivalent organisation) or an equivalency assessment process done by the provincially regulated professional association of which the professional counsellor is a current member.</p> <p>b) The Bidder must provide, for all 12 professional counsellors proposed under criterion 3a) above, proof of current membership in an applicable EAP-related or clinical counselling organisation that has a code of ethics and means of investigating complaints and imposing disciplinary measures or legal sanctions (for example: any provincial association, college or order of social workers, psychologists or clinical counsellors, Canadian Counselling Association). If the Contracting Authority determines that the Bidder has failed to include a copy of the membership document for all applicable EAP-related or clinical counselling organizations for each proposed professional counsellor, the Contracting Authority may grant the Bidder 24 hours to provide it.</p> <p>c) In addition to the requirements of a) and b) above, those of the Bidder's proposed counsellors who may be providing e-counselling services must have a minimum of twenty (20) hours of e-counselling training, OR a certification or diploma in e-counselling. If the Bidder's proposed counsellors who may be providing e-counselling services do not meet this experience or certification/diploma requirement, the proposal will still be considered compliant but the proposed counsellors will not be able to provide e-counselling services under a resulting contract, unless the experience or certification/diploma requirements are met.</p> <p>To demonstrate compliance, the Bidder must provide with its proposal, a copy of the</p>



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membership documentation for all applicable EAP-related or clinical counselling organisations for each proposed professional counsellor.

- d) The Bidder must demonstrate that a minimum of **four** proposed professional counsellors have basic* training in Critical Incident Stress /Trauma Management in addition to the mandatory education and experience requirements outlined in 3 a) and 3 b). This training must have been facilitated by experts in the trauma management field, as demonstrated by their credentials and experience in areas related to Post Traumatic Stress/Critical Incident Stress. The minimum of **four** proposed professional counsellors who have basic* training in Critical Incident Stress /Trauma Management are not required to physically be located within each city listed in the Statement of Work, but may be flown in or mobile within the province at the Bidder's expense.

If the Bidder proposes more than the mandatory minimum of 12 professional counsellors, the proposal will be compliant only if a minimum of 12 professional meet both mandatory criteria 3a) and b), and within these 12 professional counsellors four or more of their proposed professional counsellors have basic* training in Critical Incident Stress / Trauma Management.

To demonstrate compliance with 3a), b), c) and d), the Bidder must complete and submit with their bid, Table M1 – Mandatory Professional Counsellors' Qualifications, providing all requested information, including copies of relevant certificates of completion. If the required information is not provided for the minimum number of proposed counsellors required above, the Bidder will be found non-compliant.

* Basic or Level 1 type course: This training would be called basic, level 1 or other similar name. It would present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Its purpose is to prepare the participants to understand a wide range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) would be outlined and participants would gain the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary would be included. Training would be approximately 14 hours in duration.

4. Intake Services Resource Qualifications:

The Bidder must propose a minimum of **three** intake services counsellors that each have the following qualifications:

- a Bachelor's degree in Social Work, Psychology, or related fields and a minimum of one (1) year experience in EAP or related intake work from the date of the Bidder's proposal.

CRA will accept and recognise any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, the International Credential Assessment Service of Canada (or similar and equivalent organisation) or an equivalency assessment process done by the provincially regulated professional association of which the professional counsellor is a current member.

To demonstrate compliance, the Bidder must complete and submit with their bid, Table M2 – Mandatory Intake Services Counsellors Qualifications. If the required documentation is not provided for the proposed intake services counsellors required above, the Bidder will be found non-compliant.



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5.

Language requirements:

The Bidder must certify that the Bidder is able to meet the language requirements as stated in the Statement of Work, section 6. To demonstrate compliance, the Bidder must sign the relevant certification document found in Attachment 4.



Table M1 - Mandatory Professional Counsellors' Qualifications:

In compliance with Mandatory Criteria 3 a), b), c) and d), the Bidder must complete and submit Table M1 – Mandatory Professional Counsellors' Qualifications with their bid, and include all information and supporting documentation in order for the bid to be considered compliant. The Bidder is not to submit a counsellor's name unless all information and supporting documentation is provided.					
COUNSELLOR NAME	DEGREE AND DATE OBTAINED:	Number of Years of experience providing EAP or related clinical counselling service (within the last 10 years from the date of the Bidder's proposal):	Current membership in an applicable EAP-related or clinical counselling organisation that has a code of ethics and means of investigating complaints and imposing disciplinary measures or legal sanctions:	E-counselling experience	Basic Training received in Critical Incident Stress/Trauma Management (CISM) (This training must have been facilitated by experts in the trauma management field, as demonstrated by their credentials and experience in areas related to Post Traumatic Stress /Critical Incident Stress. (The Bidder must provide copies of relevant certificates of completion).
	<p>The Bidder must provide the name of the Degree, the degree-granting institution and the year the Degree was obtained for all proposed professional counsellors as proof of educational credentials. Foreign educational credentials are acceptable as long as they are deemed comparable to Canadian standards by one of the following:</p> <ul style="list-style-type: none"> - an accredited, degree-granting Canadian educational institution; or - the International Credential Assessment Service of Canada (or similar and equivalent organisation) - an equivalency assessment process done by the provincially regulated professional, EAP-related or clinical counselling organisation of which the professional counsellor is a current member 	<p>The Bidder must provide the name of employer, position and date(s) of work experience. If work is part-time, identify total number of hours worked per year. 200 working days or 1500 hours will be considered to be equivalent to one year of experience.</p>	<p>The Bidder must provide a copy of the membership documentation for all applicable EAP-related or clinical counselling organisations for each proposed professional counsellor by bid closing. Moreover, the proof of membership document must clearly state expiry date to demonstrate that the membership is current. If the proof of membership does not include an expiry date, it must be accompanied by a letter of standing from the EAP-related or clinical counselling organisation providing the name of the proposed professional counsellor, status of membership, and an expiry date.</p> <p>If the Contracting Authority determines that the Bidder has failed to include a copy of the membership document for all applicable EAP-related or clinical counselling organisations for each proposed professional counsellor, the Contracting Authority may grant the Bidder 24 hours to provide it.</p>	<p>Those of the Bidder's proposed counsellors who may be providing e-counselling services must have a minimum of twenty (20) hours of training, certification or diploma in e-counselling.</p> <p>If the Bidder's proposed counsellors who may be providing e-counselling services do not meet this experience or certification/diploma requirement, the proposal will still be considered compliant but the proposed counsellors will not be able to provide e-counselling services under a resulting contract, unless the experience or certification/diploma requirements are met.</p>	

* Basic or Level 1 type course: This training would be called basic, level 1 or other similar name. It would present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Its purpose is to prepare the participants to understand a wide range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) would be outlined and



participants would gain the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary would be included. Training would be approximately 14 hours in duration.



TABLE M2 - Mandatory Intake Services Resources' Qualifications

In compliance with Mandatory Criteria 4, the Bidder must complete and submit Table M2 – Mandatory Intake Services Resources' Qualifications with their bid, and include all information and supporting documentation in order for the bid to be considered compliant. Do not submit a resource's name unless all information and supporting documentation is provided.

Intake Services Resource's Name	DEGREE AND DATE OBTAINED: The Bidder must provide the name of the Degree, the degree granting institution and the year the degree was obtained for all proposed Intake Services Resources as proof of educational credentials. Foreign educational credentials are acceptable as long as they are deemed comparable to Canadian standards, by one of the following: - an accredited, degree-granting Canadian educational institution; or, - the International Credential Assessment Service of Canada (or similar and equivalent organisation); or, - an equivalency assessment process done by the provincially regulated professional, EAP-related or clinical counselling organisation of which the professional counsellor is a current member.	Number of years of experience in EAP or related intake work: The Bidder must provide the name of employer, position and date(s) of work experience. If work is part-time, identify total number of hours worked per year. 200 working days or 1500 hours will be considered to be equivalent to one year of experience.



ATTACHMENT 2: POINT RATED CRITERIA

Technical bids will be assessed separately against the evaluation criteria identified below. Point-rated criteria not addressed in the bid will result in a score of zero being assigned against that particular criterion.

Bidders who meet all of the required mandatory criteria will then be point rated by the Evaluation Team based on the following rated requirements. The Evaluation Team will evaluate the Bidder's proposal by allocating a score to the maximum indicated. Point-rated criteria not addressed in the Bidder's proposal will result in a score of zero being assigned against that particular criterion. The Bidder's proposal must attain a minimum overall score of 70% to be considered compliant.

Bidders are to use the main headings identified below in their proposal:

- A. Resource Experience and Education
- B. Services Approach and Methodology
- C. Organisational Practices
- D. Client References

CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
A. Counsellor Experience and Education			65 Points maximum
1. Professional Counsellors	<p>a) The Bidder will receive points for proposing additional counsellors, over and above the minimum mandatory number of 12 that meet the mandatory criteria # 3 - Professional Counsellors Qualifications. To obtain points for this criterion, the additional counsellors must meet the requirements identified under mandatory criteria #3 a) and b).</p> <p>When responding to this criterion, the Bidder is to complete and submit Table PR1A.</p>	<p>6 or more counsellors over the required number – 5 points 4-5 counsellors over the required number – 4 points 1-3 counsellors over the required number – 3 points</p>	<u>5 points maximum</u>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>b) Years of EAP or related clinical counselling experience, for each proposed professional counsellor, over and above the minimum experience required as defined under mandatory criteria # 3 – Professional Counsellors Qualifications.</p> <p>When responding to this criterion, the Bidder is to complete and submit Table PR1A.</p>	<p>Master’s Degree, with 4-6 years experience (10 points) Master’s Degree, with 7-9 years experience (15 points) Master’s Degree, with 10+ years experience (20 points)</p> <p><u>or</u></p> <p>Bachelor’s Degree, with 6-8 years experience (10 points) Bachelor’s Degree, with 9-11 years experience (15 points) Bachelor’s Degree, with 12+ years experience (20 points)</p>	<p><u>20 points maximum</u></p> <p>Counsellors will be rated individually for their experience. An average will be obtained by dividing the total score by the number of all proposed counsellors.</p>
	<p>c) For each proposed professional counsellor, the Bidder should describe their experience in providing counselling in the following areas:</p> <ol style="list-style-type: none"> 1. Solution-oriented therapy 2. Brief individual therapy 3. Brief family therapy 4. Cognitive behavioural therapy 5. Suicide intervention 6. Career counselling (ex. Myers-Briggs Type Indicator (MBTI)) 7. Assessment and treatment of trauma, abuse or violence 8. Addictions 9. Grief counselling <p>When responding to this criterion, the Bidder is to complete and submit Table PR1B).</p>	<p>6 points for having one of the first four areas (1-4) of counselling experience listed.</p> <p>1 additional point for each counselling experience in one of the other areas (5-9) listed (up to a maximum of 4 points).</p>	<p><u>10 points maximum</u></p> <p>Counsellors will be rated individually for their experience. An average will be obtained by dividing the total score by the number of all proposed counsellors.</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>d) The Bidder should describe any additional counselling experience of each proposed professional counsellor in the following areas:</p> <ol style="list-style-type: none">1. Cross Cultural counselling2. Counselling individuals of different age groups (e.g. seniors, children, midlife adults etc.)3. Counselling GLBT (gay, lesbian, bisexual, transgendered) individuals4. Counselling individuals with disabilities <p>When responding to this criterion, the Bidder is to complete and submit Table PR1C).</p>	<p>2 points for describing additional counselling experience for each area listed.</p>	<p><u>8 points maximum</u></p> <p>Counsellors will be rated individually for their experience. An average will be obtained by dividing the total score by the number of all proposed counsellors.</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>e) Critical Incident Stress Management (CISM)</p> <p>The Bidder should provide the number of debriefing or defusing sessions provided by the proposed counsellors that meet the mandatory criteria 3 d) in the 24 months prior to bid closing.</p> <p>When responding to this criterion, the Bidder is to complete and submit Table PR1D).</p>	<p>Nine (9) or more debriefing or defusing sessions provided. (6 points)</p> <p>Five to eight (5-8) debriefing or defusing sessions provided. (4 points)</p> <p>One to four (1-4) debriefing or defusing sessions provided. (2 points)</p> <p>No demonstrated experience in providing debriefing or defusing sessions. No answer or inappropriate. (0 points)</p>	<p><u>6 points maximum</u></p> <p>Counsellors will be rated individually. An average will be obtained by dividing the score by the number of all proposed CISM Counsellors.</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>f) The Bidder should describe advisory-related training of each proposed professional counsellor offering professional consultation and advisory services.</p> <ol style="list-style-type: none">1. Coaching2. Consultation skills3. Conflict resolution4. Organisational development5. Team-building <p>When responding to this criterion, the Bidder is to complete and submit Table PR1E).</p>	<p>The Bidder will receive 0.3 points for each of the five (5) areas listed, for each resource in which the proposed resource has received specific training in, up to a maximum of 6 points in total.</p>	<p><u>6 points maximum</u></p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>g) The Bidder should identify additional languages spoken by proposed professional counsellors, other than English, French and Sign Language.</p> <p>Points will be given for the following languages: Chinese (Mandarin, Wu, Cantonese, or Min), German, Punjabi.</p> <p>When responding to this criterion, the Bidder is to complete and submit Table PR1F).</p>	<p>4 points for two or more additional languages.</p> <p>2 points for one additional language.</p>	<p><u>4 points maximum</u></p>
<p>2. Intake services resources</p>	<p>a) The Bidder should describe the additional experience and educational qualifications of each proposed intake services resource responsible for intake services within the last ten years from the date of Bidder's proposal.</p> <p>When responding to this criterion, the Bidder is to complete and submit Table PR2A).</p> <p>b) The Bidder should describe training received by each proposed intake services resource in the following areas:</p> <ol style="list-style-type: none"> 1. Suicide prevention and awareness 2. Domestic violence 3. Communication skills related to dealing with people in distress/crisis <p>When responding to this criterion, the Bidder is to complete and submit Table PR2B).</p>	<p>a) Master's Degree in Social Work, Psychology, or related fields, with one (1) year or more of EAP or related intake services experience. (3 points)</p> <p>OR</p> <p>Bachelor's Degree in Social Work, Psychology or related fields, with more than one (1) year of EAP or related intake services experience. (3 points)</p> <p>b) One (1) point for each of the areas listed. (maximum of 3 points)</p> <p>onal training received in the areas listed. (0 points)</p>	<p><u>6 points maximum</u></p> <p>a) 3 points</p> <p>3 points (1 point for each intake counsellor meeting the requirement to a maximum of 3 points)</p> <p>b) 3 points</p> <p>Resources will be rated individually. An average will be obtained by dividing the score by the number of all proposed intake services resources.</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
B. Services Approach and Methodology			70 points maximum
1. Intake Services	<p>The Bidder should describe the methodology of the intake services, including:</p> <p>i) Intake Processes</p>	<p><u>i) Intake Processes</u></p> <p>Intake services resources book appointments with the Client live at the time of their call. (10 points)</p> <p>In cases where intake services resources cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs within one (1) hour. (7 points)</p> <p>In cases where intake services resources cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs more than one (1) hour later, but less than four (4) hours later. (4 points)</p> <p>In cases where intake services resources cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs more than four (4) hours later, but less than eight (8) hours later. (2 points)</p> <p>In cases where Intake Counsellors cannot book an appointment with the client live at the time of their call, a call-back with an appointment occurs more than eight (8) hours later (0 points).</p> <p>A call-back may never occur more than 24 hours later.</p>	<p><u>14 points maximum</u></p> <p>i) 10 points</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	ii) Quality Assurance monitoring process of the intake services	<p><u>ii) Quality Assurance monitoring process of the intake services</u></p> <p>Bidder describes a formal process used to monitor intake services with support documents to ensure quality of the intake service. (4 points)</p> <p>Bidder describes an informal process used to monitor intake services to ensure quality of the intake service. (2 points)</p> <p>Bidder does not have a process or support documents that monitors intake services to ensure quality of the intake services. (0 points)</p>	ii) 4 points



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
2. Referral Services	<p>a) The Bidder should demonstrate their inventory of community resources, support agencies and service providers includes services dealing with a wide range of issues, including but not limited to:</p> <ul style="list-style-type: none"> • Physical • Emotional • Financial • Legal • Psychiatric • Violence • Abuse • Addiction 	<p>a) <u>The Bidder demonstrates that its inventory of community resources, support agencies and service providers includes services dealing with:</u></p> <p>8 or more of the listed issues (5 points)</p> <p>5-7 of the listed issues (3 points)</p> <p>4 or less of the listed issues (0 points)</p>	<p><u>14 points maximum</u></p> <p>a) 5 points</p>
	<p>b) The Bidder should describe their inventory of community resources includes services for a wide range of Clients, including but not limited to:</p> <ul style="list-style-type: none"> • Seniors • Adults • Youth • Children • Visible Minorities • Parents • Victims of Violence • Couples • Families • GBLT 	<p>b) <u>The Bidder demonstrates that its inventory of community resources includes services for a wide range of Clients including:</u></p> <p>8 or more types of Clients listed (5 points)</p> <p>5-7 types of Clients listed (3 points)</p> <p>4 or less types of Clients listed (0 points)</p>	<p>b) 5 points</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>c) The Bidder should demonstrate their process to provide the updated inventory information to intake and professional counsellors.</p>	<p><u>c) Process</u></p> <p>The Bidder provides a formal process to provide the updated inventory information to intake resources and professional counsellors. (4 points)</p> <p>The Bidder provides an informal process used to provide the updated inventory information to intake resources and professional counsellors. (2 points)</p> <p>The Bidder provides no information on the process used to update intake and professional counsellors. (0 points)</p>	<p>c) 4 points</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
3. Short-term counselling	The Bidder should demonstrate their approach and methodology for case management of short term counselling cases within a 3.5 hour average model.	The Bidder provides evidence of the following: 1) Documentation; Processes; and Guidelines that reflect the 3.5 hour model would be provided to intake services resources. (5 points) 2) Documentation; Processes; and Guidelines that reflect the 3.5 hour model would be provided to professional counsellors. (5 points) 3) Standardized process and forms documenting an assessment and intervention plan are used at first meeting with each Client. These would include, but would not be limited to, number of sessions estimated for resolution of issue, and the recommended referral, as appropriate. (5 points) 4) Bidder describes a process to monitor the average number of hours per case. (5 points)	<u>20 points maximum</u>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
<p>4. Professional Consultation and Advisory services</p>	<p>The Bidder should describe their approach and methodology in providing professional consultation and advisory services to managers.</p>	<p>The Bidder provides evidence of the following:</p> <p>Assessment process differentiates between the need for professional consultation and advisory services as opposed to counselling services. (3 points)</p> <p>Process that explores options such as, but not limited to coaching, professional consultation, and advisory services. (2 points)</p> <p>Referral process that explores appropriate options, such as but not limited to: Human resources, conflict resolution, organisational development, team building. (2 points)</p>	<p><u>7 points maximum</u></p>
<p>5. Information and Educational Sessions</p>	<p>The Bidder should describe the information and educational sessions they offer to their clients in the following areas:</p> <ol style="list-style-type: none"> 1. Mental health/emotional health issues 2. Stress 3. Family-related issues 4. Work-related issues 5. Substance abuse 6. Career transitions 	<p>Excellent range of topics of information and educational sessions. Includes all six areas listed. (15 points)</p> <p>Good range of topics of information and educational sessions. Includes the first four topics listed, and one of topics 5 or 6. (10 points)</p> <p>Limited range of topics of information and educational sessions. Includes 4 or less of the six topics listed (but at least 1). (5 points)</p> <p>No description of topics of information and educational sessions. No answer or inappropriate. (0 points)</p>	<p><u>15 points maximum</u></p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
C. Organisational Practices			60 points maximum
1. Bidder's experience of providing EAP services	<p>The Bidder should demonstrate they hold or have held EAP contracts within the past five (5) years from the date of Bidder's proposal for a similar sized and unionized client organisation(s). To be considered similar in size, the client organisation(s) must have had an employee base of no less than 2500.</p> <p>To obtain points for this criterion, the Bidder must provide the contact name and current telephone number of the client organisation(s) to verify this information.</p>	<p>Two or more similar-sized and unionized client organisations. (18 points)</p> <p>One similar-sized and unionized client organisation. (9 points)</p> <p>No information provided or no experience with a similar sized and unionized client organisation. (0 points)</p>	<u>18 points maximum</u>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
<p>2. Clinical Supervision</p>	<p>a) The Bidder should demonstrate the controls in place to monitor and supervise their professional counsellors, including those professional counsellors involved in e-counselling.</p> <p>i) Frequency</p> <p>The Bidder should explain the frequency with which clinical supervision occurs.</p>	<p>i) <u>Frequency</u></p> <p>Systematic and regular clinical supervision meetings between clinical supervisor and professional counsellors (More than once each month). (8 points)</p> <p>Less frequent clinical supervision meetings between clinical supervisor and professional counsellors (Once each month). (6 points)</p> <p>Infrequent clinical supervision meetings between clinical supervisor and professional counsellors (Less than once each month but more than six times per year). (4 points)</p> <p>Access by professional counsellors to clinical supervisor only upon request. (2 points)</p> <p>No access by professional counsellors to clinical supervisor. (0 point)</p>	<p><u>16 points maximum</u></p> <p>a-i) 8 points</p>
	<p>ii) File Monitoring</p> <p>The Bidder should explain the measures in place ensuring that professional standards for file monitoring are adhered to. Identifying the file monitoring standards of a relevant professional organisation in the detailed explanation will be deemed acceptable.</p>	<p>ii) <u>File Monitoring</u></p> <p>Regular (no less than once per year), sampling review of Client files to assure that file-keeping guidelines (as defined by governing body) are being met. (4 points)</p> <p>Irregular (less than once per year), or no monitoring of files in place. (0 point)</p>	<p>a-ii) 4 points</p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
	<p>b) The Bidder should demonstrate they promote and support regular and systematic opportunities for clinical training including but not limited to: conferences, seminars, workshops, certification, emerging trends in counselling etc.</p>	<p>The Bidder demonstrates they promote and support regular and systematic opportunities for professional counsellors to access clinical training (not less than once a year). This could be demonstrated by, but not limited to, training budget allowances per counsellor, yearly schedule of training. (4 points)</p> <p>Infrequent opportunities for professional counsellors to access clinical training (less than once a year). (3 points)</p> <p>No opportunities for professional counsellors to access clinical training. (0 points)</p>	<p>b) 4 points</p>
<p>3. Complaints Investigation and Follow-up</p>	<p>The Bidder should describe their complaint resolution mechanisms and procedures including, but not limited to:</p> <p>a) Receiving and addressing complaints to the Bidder from Clients receiving EAP services.</p> <p>b) Receiving and addressing complaints to the Bidder from a representative of the client organisation concerning Client service issues.</p>	<p>Step-by-step complaint resolution process indicating mechanisms and procedures to receive and address complaints from either a Client directly or the representative of the client organisation. The Bidder can provide their Complaint Resolution Policy which may include, but is not limited to:</p> <ol style="list-style-type: none"> 1. Complaint Follow-up process 2. Identification of unit mandated with complaint resolution 3. Identification of levels within Bidder's organisation tasked to address/resolve complaints 4. Options for resolution 5. Reports documenting complaints and resolutions 6. Measures to address complaints (including additional training for counsellor) 7. Disciplinary process <p>(3 points each)</p>	<p><u>21 points maximum</u></p>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS
4. Sustainable Development	<p>The Bidder should describe the policies and procedures in place that are in keeping with the three (3) components of sustainable development as defined by CRA's Sustainable Development Policy:</p> <p>1) Economic Prosperity: achieving a sustainable economy, one that embraces environmental sustainability and social development.</p> <p>2) Social Progress: ensuring a strong, healthy, and just society- where all people's diverse needs are met, founded on the principles of well-being, inclusion, and equal opportunity.</p> <p>3) Environmental Protection: living within the earth's environmental limits-think biodiversity, ecological integrity and natural resources (renewable and non-renewable).</p> <p>If available, the Bidder should include a copy of its Sustainable Development Policy.</p>	<p>The Bidder has Sustainable Development policies and procedures in place for promoting all three (3) components of sustainable development listed with a specific focus upon social progress. (5 points)</p> <p>The Bidder has Sustainable Development policies and procedures in place for promoting all three (3) components of sustainable development listed. (4 points)</p> <p>The Bidder has Sustainable Development policies and procedures in place for promoting one or two components of sustainable development listed. (3 points)</p> <p>The Bidder describes procedures in place for promoting one to three of the component of sustainable development listed, but has no formal policy in place. (2 points)</p> <p>Bidder has no Sustainable Development policy or procedures in place. (0 points)</p>	<u>5 points maximum</u>



CATEGORY	DETAILS	SCALE	MAXIMUM POINTS									
D. Client References			20 points maximum									
	<p>Provide the names and telephone numbers of two (2) Client references for the firm.</p> <table border="1" data-bbox="494 521 1919 646"> <thead> <tr> <th colspan="3" data-bbox="494 521 1919 553">References</th> </tr> </thead> <tbody> <tr> <td data-bbox="494 553 1051 597">1. Reference Name:</td> <td data-bbox="1051 553 1507 597">Company name:</td> <td data-bbox="1507 553 1919 597">Telephone:</td> </tr> <tr> <td data-bbox="494 597 1051 646">2. Reference Name:</td> <td data-bbox="1051 597 1507 646">Company name:</td> <td data-bbox="1507 597 1919 646">Telephone:</td> </tr> </tbody> </table> <p>The onus is on the Bidder to provide Client references that can be contacted easily. Any inaccurate or incomplete reference will be rated 0.</p> <p>Only three (3) attempts over a maximum 5 working-day period from the first attempt to contact the reference will be made by the evaluators. If unsuccessful, the Bidder will receive 0 point for this reference.</p> <p>Please refer to Attachment 2.1 for the Reference Check Questionnaire</p>		References			1. Reference Name:	Company name:	Telephone:	2. Reference Name:	Company name:	Telephone:	<p>References will be rated individually, to a maximum of forty (40) points per reference. The individual results will be divided by four (4) to obtain a score out of ten (10) points for each reference, and will then be added together, equalling a maximum of twenty (20) points, in this section.</p>
References												
1. Reference Name:	Company name:	Telephone:										
2. Reference Name:	Company name:	Telephone:										
Total Overall points			215 points									
Minimum required overall (70%)			150.5 points									



TABLE PR1A – Point Rated Professional Counsellor’s Experience and Education

Category A: Professional Counsellors’ Experience and Education, Years of EAP-related clinical counselling experience		
Point-rated criteria not addressed in the Bidder’s proposal will result in a score of zero being assigned against that particular professional counsellor.		
Counsellor Name (please list all counsellors that are being proposed for this bid)	<i>Degree and date obtained</i> (this section should be identical to information provided in Table M1)	Number of years of EAP or related clinical experience, over and above the minimum experience required as defined under mandatory criteria # 3 – Professional Counsellors Qualifications. To demonstrate relevant experience, the Bidder is to provide the name of employer, position and date(s) of work experience. (if work is part-time identify the total number of hours worked per year; 200 working days or 1500 hours will be considered to be equivalent to one year of experience)



TABLE PR1D – Point Rated Professional Counsellors’ Experience and Education

Category A: Professional Counsellors’ Experience and Education, Critical Incident Stress Management (CISM) experience		
Point-rated criteria not addressed in the Bidder’s proposal will result in a score of zero being assigned against that particular professional counsellor.		
Counsellor Name	Number of Debriefing Sessions Provided	
THE BIDDER IS TO PROVIDE THE NUMBER OF DEBRIEFING/DEFUSING SESSIONS AND THE DATES THESE SESSIONS WERE PROVIDED BY THE PROPOSED CISM COUNSELLORS THAT MEET THE MANDATORY CRITERIA 3 c) IN THE 24 MONTHS PRIOR TO BID CLOSING.		



TABLE PR1F – Point Rated Professional Counsellors’ Experience and Education

Category A: Professional Counsellors’ Experience and Education, Additional languages spoken by proposed counsellor other than English, French and Sign Language	
Point-rated criteria not addressed in the Bidder’s proposal will result in a score of zero being assigned against that particular professional counsellor. Points will be given for the following languages: Chinese (Mandarin, Wu, Cantonese, or Min), German, Punjabi.	
Counsellor Name	THE BIDDER IS TO IDENTIFY ADDITIONAL LANGUAGES SPOKEN



ATTACHMENT 2.1: REFERENCE CHECK QUESTIONNAIRE

EAP Contracted Counselling Services

Reference Checks

Bidder's Name: _____

Reference: _____

Telephone: _____

Rating	Description	Points
Excellent	Bidder was exceptional and exceeded all expectations.	4
Very Good	Bidder more than satisfied your expectations and demonstrated a consistently better than average level of performance.	3
Good	Bidder satisfied your requirement and had no significant weaknesses.	2
Weak	Bidder barely met your requirement and had some weaknesses.	1
Poor	Bidder did not meet your expectations and had significant weaknesses.	0
Non responsive	No answer or inappropriate.	0

Question # 1.

How would you rate the Bidder's **overall knowledge of significant workplace issues** (e.g. critical incident stress management services)? For example, did they have an in-depth awareness of the types of issues and critical incidents that may arise in an organisation?

Rating: Question # 1	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)

Question # 2.

How would you rate the Bidder's **overall ability to respond promptly to significant workplace issues**? For example, did they have enough experience with crisis management to facilitate defusing and debriefing sessions?

Rating: Question # 2	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)

Question # 3.

How would you rate the Bidder's **overall ability to prepare and provide reports** (e.g. statistical and client satisfaction summary reports)? For example, did they provide the data or information according to your organisation's requirements or guidelines?

Rating: Question # 3	Excellent	Very Good	Good	Weak	Poor	No Response



	(4 pts)	(3 pts)	(2pts)	(1 pts)	(0 pt)	(0 pts)
Question # 4.						
How would you rate the Bidder's overall timeliness in providing reports ? Did they prepare and provide the reports in a timely fashion?						
Rating: Question # 4	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Question #5. a)						
How would you rate the Bidder's ability to provide client service ? Overall, did they provide the best service possible (quality, timeliness, completeness, knowledge/competence, courtesy, fairness, outcome, etc) in these particular areas: reception, administration, intake, counselling, training and information?						
Rating: Question # 5 a)	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Question # 5. b)						
How would you rate the Bidder's ability to provide client service ? Did they seek to improve client service by identifying improvements in the products or services themselves or in the method of delivery?						
Rating: Question # 5 b)	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Question # 5. c)						
How would you rate the Bidder's ability to provide client service ? Did they easily comply with your suggestions, criticisms or feedback?						
Rating: Question # 5 c)	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Question # 5. d)						
How would you rate the Bidder's ability to provide client service ? Were they open to your requests? Were they responsive to the needs you expressed? Did they show adaptability to changes in processes, procedures and methods?						



Rating: Question # 5 d)	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Question # 6. How would you rate the Bidder's ability to deal with complaints ? Were complaints investigated and resolved in a timely fashion?						
Rating: Question # 6	Excellent or no complaints (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Question # 7. How would you rate the Bidder's ability to build and maintain effective relationships or partnerships with your organisation ? For example, was the Bidder willing to attend and participate in committee meetings, or collaborate in the development of program promotional events and initiatives?						
Rating: Question # 7	Excellent (4 pts)	Very Good (3 pts)	Good (2pts)	Weak (1 pts)	Poor (0 pt)	No Response (0 pts)
Total Points						/40 points



ATTACHMENT 3: FINANCIAL PROPOSAL

Bidders must quote **firm all-inclusive rates** in Canadian funds, GST or HST extra as applicable.

The sum of the total estimated expenditures for tables 1-4 will be used to determine the total bid evaluation price.

The financial proposal must be provided as per the following format:

Table 1 – Year 1 - April 1, 2014 to March 31, 2015

Task/ Deliverable	As per SOW Appendix A	Estimated Usage for Evaluation Purposes Only*	Unit of Issue	Rate	Extended Cost
A	Intake services	260	Each	\$_____ per booked appointment	\$_____
B (i)	Short-term counselling services	780	Hour	\$_____ per hour	\$_____
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	22	Each	\$_____ per occurrence	\$_____
C	Crisis Intervention Counselling	25	Hour	\$_____ per hour	\$_____
D (i)	Professional Consultation/Advisory Services	25	Hour	\$_____ per hour	\$_____
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	5	Each	\$_____ per occurrence	\$_____
E	Critical Incident Stress Management (CISM)	10	Hour	\$_____ per hour	\$_____
F (i)	Delivering EAP Orientation sessions	5	Hour	\$_____ per hour	\$_____
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	5	Hour	\$_____ per hour	\$_____
F (iii)	Delivering educational sessions related to Health and Wellness sessions	16	Each	\$_____ per one hour session	\$_____
		1	Each	\$_____ per two hour session	\$_____
		1	Each	\$_____ per half day session	\$_____
		1	Each	\$_____ per full day session	\$_____
F (iv)	Organisation / Participation in Wellness Fairs	5	Each	\$_____ per occurrence	\$_____
F (v)	Developing customized information & educational sessions	4	Hour	\$_____ per hour	\$_____
F (vi)	Production of the quarterly EAP newsletter	4	Each	\$_____ per	\$_____



				occurrence	
G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:				
	Program Monitoring and Quality Control Services		Each	N/A	N/A
	Participate in local EAP Advisory Committee meetings		Each	N/A	
	Provide quarterly EAP statistics		Each	N/A	
	Provide annual client satisfaction summary reports		Each	N/A	
Total estimated expenditure for the period of April 1, 2014 to March 31, 2015					

*The Estimated Usage indicated above is based on previous years' usage and is provided for evaluation purposes only. The Bidder is required to provide a rate for each task/deliverable. If the Bidder does not intend to invoice for a particular task/deliverable, the Bidder must indicate that there will be "No Charge" for that particular task/deliverable.

Table 2 – Year 2 - April 1, 2015 to March 31, 2016

Task/ Deliverable	As per SOW Appendix A	Estimated Usage for Evaluation Purposes Only*	Unit of Issue	Rate	Extended Cost
A	Intake services	260	Each	\$_____ per booked appointment	\$_____
B (i)	Short-term counselling services	780	Hour	\$_____ per hour	\$_____
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	22	Each	\$_____ per occurrence	\$_____
C	Crisis Intervention Counselling	25	Hour	\$_____ per hour	\$_____
D (i)	Professional Consultation/Advisory Services	25	Hour	\$_____ per hour	\$_____
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	5	Each	\$_____ per occurrence	\$_____
E	Critical Incident Stress Management (CISM)	10	Hour	\$_____ per hour	\$_____
F (i)	Delivering EAP Orientation sessions	5	Hour	\$_____ per hour	\$_____
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	5	Hour	\$_____ per hour	\$_____
F (iii)	Delivering educational sessions related to	16	Each		



	Health and Wellness sessions			\$_____ per one hour session	\$_____
		1	Each	\$_____ per two hour session	\$_____
		1	Each	\$_____ per half day session	\$_____
		1	Each	\$_____ per full day session	\$_____
F (iv)	Organisation / Participation in Wellness Fairs	5	Each	\$_____ per occurrence	\$_____
F (v)	Developing customized information & educational sessions	4	Hour	\$_____ per hour	\$_____
F (vi)	Production of the quarterly EAP newsletter	4	Each	\$_____ per occurrence	\$_____
G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:				
	Program Monitoring and Quality Control Services		Each	N/A	N/A
	Participate in local EAP Advisory Committee meetings		Each	N/A	
	Provide quarterly EAP statistics		Each	N/A	
	Provide annual client satisfaction summary reports		Each	N/A	
Total estimated expenditure for the period of April 1, 2015 to March 31, 2016					

*The Estimated Usage indicated above is based on previous years' usage and is provided for evaluation purposes only. The Bidder is required to provide a rate for each task/deliverable. If the Bidder does not intend to invoice for a particular task/deliverable, the Bidder must indicate that there will be "No Charge" for that particular task/deliverable.

Table 3 – Option Year 1 - April 1, 2016 to March 31, 2017

Task/ Deliverable	As per SOW Appendix A	Estimated Usage for Evaluation Purposes Only*	Unit of Issue	Rate	Extended Cost
A	Intake services	260	Each	\$_____ per booked appointment	\$_____
B (i)	Short-term counselling services	780	Hour	\$_____ per hour	\$_____
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	22	Each	\$_____ per occurrence	\$_____



C	Crisis Intervention Counselling	25	Hour	\$_____ per hour	\$_____
D (i)	Professional Consultation/Advisory Services	25	Hour	\$_____ per hour	\$_____
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	5	Each	\$_____ per occurrence	\$_____
E	Critical Incident Stress Management (CISM)	10	Hour	\$_____ per hour	\$_____
F (i)	Delivering EAP Orientation sessions	5	Hour	\$_____ per hour	\$_____
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	5	Hour	\$_____ per hour	\$_____
F (iii)	Delivering educational sessions related to Health and Wellness sessions	16	Each	\$_____ per one hour session	\$_____
		1	Each	\$_____ per two hour session	\$_____
		1	Each	\$_____ per half day session	\$_____
		1	Each	\$_____ per full day session	\$_____
F (iv)	Organisation / Participation in Wellness Fairs	5	Each	\$_____ per occurrence	\$_____
F (v)	Developing customized information & educational sessions	4	Hour	\$_____ per hour	\$_____
F (vi)	Production of the quarterly EAP newsletter	4	Each	\$_____ per occurrence	\$_____
G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge: Program Monitoring and Quality Control Services Participate in local EAP Advisory Committee meetings Provide quarterly EAP statistics Provide annual client satisfaction summary reports		Each Each Each Each	N/A N/A N/A N/A	N/A
Total estimated expenditure for the period of April 1, 2016 to March 31, 2017					\$_____

*The Estimated Usage indicated above is based on previous years' usage and is provided for evaluation purposes only. The Bidder is required to provide a rate for each task/deliverable. If the Bidder does not intend to invoice for a particular task/deliverable, the Bidder must indicate that there will be "No Charge" for that particular task/deliverable.



Table 4 – Year 2 - April 1, 2017 to March 31, 2018

Task/ Deliverable	As per SOW Appendix A	Estimated Usage for Evaluation Purposes Only*	Unit of Issue	Rate	Extended Cost
A	Intake services	260	Each	\$_____per booked appointment	\$_____
B (i)	Short-term counselling services	780	Hour	\$_____per hour	\$_____
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	22	Each	\$_____per occurrence	\$_____
C	Crisis Intervention Counselling	25	Hour	\$_____per hour	\$_____
D (i)	Professional Consultation/Advisory Services	25	Hour	\$_____per hour	\$_____
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	5	Each	\$_____per occurrence	\$_____
E	Critical Incident Stress Management (CISM)	10	Hour	\$_____per hour	\$_____
F (i)	Delivering EAP Orientation sessions	5	Hour	\$_____per hour	\$_____
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	5	Hour	\$_____per hour	\$_____
F (iii)	Delivering educational sessions related to Health and Wellness sessions	16	Each	\$_____per one hour session	\$_____
		1	Each	\$_____per two hour session	\$_____
		1	Each	\$_____per half day session	\$_____
		1	Each	\$_____per full day session	\$_____
F (iv)	Organisation / Participation in Wellness Fairs	5	Each	\$_____per occurrence	\$_____
F (v)	Developing customized information & educational sessions	4	Hour	\$_____per hour	\$_____
F (vi)	Production of the quarterly EAP newsletter	4	Each	\$_____per occurrence	\$_____



G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:				
	Program Monitoring and Quality Control Services		Each	N/A	N/A
	Participate in local EAP Advisory Committee meetings		Each	N/A	
	Provide quarterly EAP statistics		Each	N/A	
	Provide annual client satisfaction summary reports		Each	N/A	
Total estimated expenditure for the period of April 1, 2017 to March 31, 2018				\$ _____	

*The Estimated Usage indicated above is based on previous years' usage and is provided for evaluation purposes only. The Bidder is required to provide a rate for each task/deliverable. If the Bidder does not intend to invoice for a particular task/deliverable, the Bidder must indicate that there will be "No Charge" for that particular task/deliverable.



ATTACHMENT 4: CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING

Bidders must submit the following duly completed certifications as part of their bid at bid closing. The Bidder should ensure they review and understand the certifications below. The Bidder should contact the Contracting Authority if they require further clarification on these certifications.

Please ensure all the required signatures are provided at bid closing, as indicated below.

4.1 TERMS AND CONDITIONS

The Bidder hereby certifies compliance with and acceptance of all of the articles, clauses, terms and conditions contained or referenced in this Request for Proposal (RFP) and Statement of Work (SOW). Any modifications, or conditional pricing by the bidder, including deletions or additions to the articles, clauses, terms and conditions contained or referenced in this RFP and/or SOW document will render the bid non-responsive.

4.2 STATUS AND AVAILABILITY OF RESOURCES

The Bidder certifies that, should it be awarded a contract as a result of the 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 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. Failure to comply with the request may result in the bid being declared non-responsive.

4.3 EDUCATION AND EXPERIENCE

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

4.4 LANGUAGE CAPABILITY

The Bidder hereby certifies that the proposed resource(s) meet(s) the language requirements as specified in the SOW.

4.5 CERTIFICATION STATEMENT

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 and/or attached hereto, the goods and/or services listed herein and on any attached sheets at the price(s) set out therefor.

The Bidder, by signing below, hereby certifies that it has read the solicitation and is in compliance with the above noted certifications, that all statements made in its proposal are accurate and factual, that it is aware that CRA reserves the right to verify all information provided in this regard, and that untrue statements may result in the proposal being declared non-responsive or in other action being taken which CRA deems appropriate.



Date: _____

Name (Print): _____

Signature: _____

Title: _____
(Title of duly authorized representative of business)

Place: _____

For: _____
(Name of Business)

4.6 CERTIFICATE OF INDEPENDENT BID DETERMINATION

I, the undersigned, in submitting the accompanying bid or tender (hereinafter "bid") to:

Canada Revenue Agency

(Corporate Name of Recipient of this Submission)

for: **Employee Assistance Program Services – Province of Alberta (1000316805)**

in response to the call or request (hereinafter "call") for bids made by:

Canada Revenue Agency

do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of:

(Corporate Name of Bidder or Tenderer [hereinafter "Bidder"])

that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;



6. The Bidder discloses that (check one of the following, as applicable):
- (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
 - (b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. In particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
- (a) prices;
 - (b) methods, factors or formulas used to calculate prices;
 - (c) the intention or decision to submit, or not to submit, a bid; or
 - (d) the submission of a bid which does not meet the specifications of the call for bids;
- except as specifically disclosed pursuant to paragraph (6)(b) above;
8. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. The terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

(Position Title)

(Date)



4.7 JOINT VENTURE CERTIFICATION

NOTE TO BIDDER: Complete this certification if a joint venture is being proposed otherwise check the box below.

[] This certification is not applicable.

The Bidder represents and warrants the following:

- (a) The bidding entity is a contractual joint venture... (b) The name of the joint venture is: (c) The members of the contractual joint venture are... (d) The Procurement Business Numbers (PBN) of each member... (e) The effective date of formation of the joint venture is: (f) Each member of the joint venture has appointed and granted full authority to... (g) The joint venture is in effect as of the date of bid submission.

This Joint Venture Certification must be signed by EACH member of the joint venture.

The Joint Venture Certification shall be effective throughout the entire period of the Contract, including any exercised option period, if exercised.

The CRA has the right to request documentation from the Bidder evidencing the existence of the contractual joint venture.

Signature of an authorized representative of each member of the joint venture

(the Bidder is to add signatory lines as necessary):

Table with 4 columns: Signature of Authorized Representative, Name of Individual (Please Print), Name of Business Entity, Date. Two rows for signature lines.



ATTACHMENT 5: CERTIFICATIONS REQUIRED TO BE SUBMITTED PRIOR 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.

5.1 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.

Definitions:

For the purpose 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

Are you, the Bidder, a FPS? **YES** () **NO** ()

Are you, the Bidder, a FPS in receipt of a pension as defined herein? **YES** () **NO** ()

If "yes", please identify in what capacity you, the Bidder, are bidding by ticking the appropriate box below:

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

Please provide the following additional information:

- (i) name(s) of the former public servant(s);
- (ii) date(s) of termination of employment or retirement from the Public Service; and
- (iii) for each former public servant named in (i) above, provide the applicable pension act(s) and any post employment constraints or restrictions if applicable.



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 the CRA website as part of the published proactive disclosure reports for contracts.

Work Force Reduction Program

Are you, the Bidder, a FPS who received a lump sum payment pursuant to the terms of a work force reduction program?

YES () **NO** ()

If "yes", please provide, for each FPS named in (i) above, the following information:

- (a) conditions of the lump sum payment incentive;
- (b) amount of lump sum payment;
- (c) rate of pay on which lump sum payment is based;
- (d) period of lump sum payment including start date, end date and number of weeks;
- (e) 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 the Goods and Services Tax or Harmonized Sales Tax.

Certification

The Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

Signature of authorized Bidder representative: _____

5.2 VENDOR REPORTING INFORMATION

The following information should be provided to enable CRA compliance with paragraph 221(1)(d) of the Income Tax Act, R.S.C. 1985, c.1 (5th Supp.) and report payments made to contractors under applicable services contracts (including contracts involving a mix of goods and services) on a T1204 Government Service Contract Payments slip.

For the purpose of this clause:

"Legal Name" means the name of the company, corporation or other entity constituted as a legal person under which this person exercises its rights and performs its obligations.

"Operating Name" means the name that is legally protected and used in the course of its business by a company, corporation or other entity legally constituted as a legal person, or by the individual.

The Bidder is requested to provide the following:

Legal Name: _____

Operating Name: _____

Address: _____



City: _____
 Province: _____
 Postal Code: _____
 Telephone: _____
 Fax: _____

Type of Business (Select only one)

Corporation Partnership Sole Proprietor Non-Profit Organization US or International Co.

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN).

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN). If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

Goods and Services Tax (GST) Number: _____
 Business Number (BN): _____
 Social Insurance Number (SIN): _____
 N/A Reason: _____

Note: If you select "N/A", then you must give a reason.

Date: _____
 Name: _____
 Signature: _____
 Title: _____
 (*Title of duly authorized representative of business*)



ANNEX A: STATEMENT OF WORK

1. TITLE

Employee Assistance Program (EAP) – Alberta (including Airport Call Centre in Calgary, the Calgary Tax Services Office, the Red Deer Tax Services Office, the Lethbridge Tax Services Office and the Edmonton Tax Services Office)

2. BACKGROUND

The Canada Revenue Agency (CRA) recognises the value and importance of promoting, fostering and maintaining the well-being of its employees and their families. It recognises that their health and well-being can be affected by personal or work-related issues which, if not resolved, may have a negative impact on work performance. It also supports a prevention/education approach to create and sustain a healthy work environment. **In order to create and maintain employee and organisational health, the CRA provides EAP services through a variety of access points internal and external to the CRA. This SOW deals with the external component only.**

3. OBJECTIVE

The CRA, with the participation of the union organisations, is committed to making available a confidential and voluntary EAP, without prejudice to job security or career progression, to employees who may be experiencing personal, health or work-related issues. The purpose of this program is therefore to provide a variety of services. These include:

- Professional qualified assistance to the employees and their families when required, to assess the nature of the issue(s) presented, provide short-term counselling when appropriate, and make referrals to the most appropriate source of help;
- Professional consultation/advisory services to managers, supervisors and union representatives;
- Information and educational sessions on issues related to individual and organisational well-being.

EAP services provided under this contract are not intended to replace community-counselling services or resources that are available.

4. SCOPE

Definitions

For the purpose of this requirement:

- a) **Employee:** All persons currently employed by the Canada Revenue Agency in an indeterminate or determinate position, including students and employees who are hired on a part-time basis. **Contractor-consultants are not considered employees.**
- b) **Employee Diversity:** The diversity of employees is expressed by the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.
- c) **Family:** An employee's spouse (or common-law spouse residing with the employee), dependent children (including foster children or children of legal or common-law spouse), or any relative permanently residing in the employee's household or with whom the employee permanently resides and who is financially dependent on the employee.
- d) **Client:** CRA employees and their family members are considered potential clients.



- e) **Case:** A case refers to counselling services only. A case is a documented record of the session(s) where, through direct contact between the EAP counsellor and an eligible client or clients - if they are consulting together on common issues - it must include an assessment, a plan of action (including the provision of short-term counselling and/or referrals), and a follow-up.

The following are **not** to be considered cases, and will be tracked separately:

- a. Clients who call for information or call requiring referral services only would not be counted as a case.
- b. Professional Consultation/Advisory services provided to managers, supervisors and union representatives should not be counted as cases.
- f) **Session:** A session involves direct contact between the client and the professional counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns.
- g) **CISM Definitions:**

I. Training

- i. Basic or Level 1 type course: This training would be called basic, level 1 or other similar name. It would present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Its purpose is to prepare the participants to understand a wide range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) would be outlined and participants would gain the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary would be included. Training would be approximately 14 hours in duration.
- ii. Advanced or Level 2 type course: This training follows the basic or level 1 CISM training and may be called advanced, level 2, or a similar name depending on the training organization. It reviews the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, but its main focus is on managing complex or enhanced group oriented crisis interventions. These may include, but are not limited to, significantly delayed or multiple incident CISD, suicide of a colleague or small group crisis support sessions after a disaster. Training may also include strategic intervention planning and multi-component CISM. Training would be approximately 14 hours in duration.

- II. Debriefing Session: A debriefing session is a seven-phase structured group discussion for small groups occurring usually within one to ten days after a critical event. It is conducted by a trained mental health professional (EAP coordinator-counsellor, external service provider, or other consultant), often with the assistance of trained peers. Its aim is to facilitate closure, mitigate symptoms and triage individuals who may need further support.
- III. Defusing Session: A defusing session is a three-phase structured small group discussion held within hours of a critical event. Its aim is to assess, triage, mitigate acute symptoms, assess need for follow-up and, when possible, provide psychological closure. It is conducted by a trained mental health professional (EAP coordinator-counsellor, external service provider, or other consultant), often with the assistance of trained peers. Its aim is to facilitate closure, mitigate symptoms and triage individuals who may need further support.

- h) **Counselling Services:** The model to be used is to include an assessment, including a risk assessment, short-term counselling when appropriate, referral to longer term or specialised community resources, and follow-up.



Short-term counselling should only be undertaken when some resolution to the issue can be arrived at within the limits of a short-term counselling model.

- i) **CRA Case Model 3.5 hour average model:** The average number of hours for all cases should not exceed 3.5 hours.

The Contractor will train and monitor its counsellors to ensure the CRA model is fully understood and explained to clients. At no time will the number of hours for one case exceed 5 hours without obtaining the prior written approval from the Project Authority. Approval will only be granted upon demonstration of a thorough assessment and a plan to refer the employee to the appropriate community resource. Cases where approval has been granted shall be excluded from the 3.5 hour average calculation.

- j) **Professional counsellor qualifications:** A qualified counsellor with a Master's degree in Social Work, Psychology, or related fields (with a minimum 3 years experience providing EAP or related clinical counselling services within the last 10 years) or with a Bachelor's degree in Social Work, Psychology, or related fields (with a minimum 5 years experience providing EAP or related clinical counselling services within the last 10 years). The CRA will accept and recognise any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, the International Credential Assessment Service of Canada (or similar and equivalent organisation), **or** an equivalency assessment process done by the provincially regulated professional association of which the professional counsellor is a current member. Professional counsellors must maintain current membership in EAP-related or clinical counselling professional organisation.

In addition to these requirements, those of the Contractor's professional counsellors who may be providing e-counselling services must have a minimum of twenty (20) hours of e-counselling training, **OR** a certification or diploma in e-counselling. Should the Contractor retain new counsellors, they must meet the above requirements to provide services to the CRA.

- k) **Intake services resources qualifications:** Intake services resources must have a Bachelor's degree or diploma in Social Work, Psychology, or related fields, with a minimum of 1 year experience in EAP or related intake work, or a Master's degree in Social Work, Psychology, or related fields, and a minimum of 1 year experience in EAP or related intake work. The CRA will accept and recognise any foreign educational credentials as long as they are considered acceptable by at least one of the following: an accredited, degree-granting Canadian educational institution, the International Credential Assessment Service of Canada (or similar and equivalent organisation), **or** an equivalency assessment process done by the provincially regulated professional association of which the intake services resource is a current member.

Should the Contractor retain new intake services resources, they must meet the above requirements to provide services to the CRA.

- l) **Professional Consultation and Advisory Services:** are professional EAP consultation services to managers and union representatives. They are meant to assist them in helping employees deal with personal or work-related issues that may be affecting their work performance and well-being.
- m) **Intake Services:** Services provided to employees and members of their family requesting an appointment. These services include, but are not limited to: gathering of client contact information and client area of concern, explanation of parameters of the counselling services under the CRA contract, booking of appointment, process to ensure 24 hour call-back for booking of appointment, creation of client files, provision of referrals and risk assessment, as appropriate. Intake services can be performed by either intake services resources or professional counsellors.
- n) **Referral:** Process whereby the Contractor sends or transfers clients to outside/community resources or to other internal CRA resources (e.g. coordinator-counsellor, human resources advisor, conflict resolution advisor, union).



- o) **Self-referral:** Process used in rare instances by which clients requiring long-term counselling services are retained by the Contractor for counselling outside of this requirement. **Only to be used with prior approval of designated Project Authority. This is not recognised by the CRA as a preferred practice.**
- p) **Project Authority:** The EAP coordinator-counsellor for the region has the functional responsibility for the services delivered under this contract and will be the Project authority. **Please refer to Section XXX of the contract for complete details.**
- q) **Record:** All documentation pertaining to services rendered by the Contractor for the CRA.
- r) **File:** Any documentation pertaining to Client Case Files whether they include clients' personal identifying information or not.

5. POPULATION COVERED

Population varies from approximately **2587** to **3000** employees as per seasonal fluctuations. See the chart below.

LOCATION	NUMBER OF EMPLOYEES
Calgary Tax Services Office Harry Hays Building, 220-4th AVE SE Calgary, AB T2G 0L1	1036 employees
Airport Call Centre 1601 Airport Road NE Calgary, AB T2E 6Z8	311 employees
Red Deer Tax Services Office 4996 - 49 Avenue Red Deer, AB T4N 6X2	63 employees
Lethbridge Tax Services Office 200-419-7th Street South Lethbridge, AB T1J 4A9	77 employees
Edmonton Tax Services Office 1 Canada Place 9700 Jasper Avenue Edmonton, AB T5J 4C8	1100 employees
TOTAL	2587

6. LANGUAGE:

The primary language utilised within the region is English. However, on rare occasions, the need to provide these services in French may be required. The 24-hour toll-free number, manned 365 days per year and the toll-free text telephone number will always be available in both official languages. The Contractor must be able to provide sign language interpretation for the deaf and hard of hearing.

7. LOCATION

Services provided at off-site locations must be within one hour of any employee's workplace, accessible by private vehicle **and municipal public transportation.**

Travel expenses are to be borne by the Contractor as part of any resultant contract cost.



8. CONFIDENTIALITY

Confidentiality of information is vital to the effectiveness of the Employee Assistance Program. Information shared with the EAP counsellor is of a confidential nature and, as such, will never be recorded on an employee's personnel record or be made available to management or union representatives. No information will be released to anyone without prior written and informed consent of the employee/family member who sought assistance, except in the following circumstances:

- In situations where the counsellor becomes aware of suspected child abuse;
- In cases where a life is threatened or there is serious threat of violence or injury to a third party; or,
- In any other case where disclosure of such information is required by law (e.g. court subpoena).

9. RECORD CONTENT, MANAGEMENT, RETENTION, AUDIT AND DISPOSAL

a) All **records**, such as but not limited to reports, monitoring, statistics, training, excluding Client Case Files, are to be kept for five (5) years.

b) The following clauses are applicable to all Client Case Files:

i) **Privacy Act:**

All personal information collected for EAP purposes under this contract is deemed to be under the control of the Agency and is consequently subject to the *Privacy Act*, <http://laws-lois.justice.gc.ca/eng/acts/P-21/index.html> and the Canada Revenue Agency's Security policy which can be viewed on the Government Electronic Tendering Service, provided by MERX™, Internet address: <http://www.merx.com/> (under Government Resources).

ii) **Personnel Restrictions:**

Access to EAP Client Case Files are to be controlled and limited to only authorised personnel who have a job-related need-to-know and a Reliability Status granted by the Canada Revenue Agency or Public Works and Government Services Canada.

iii) **Client Case File Content/Restrictions:**

Client Case Files must not contain any personal identifying information. Any identifying information is to be kept separate and cross-referenced in a separate document. The Contractor must not record personal information relating to a third party in a Client Case File. Client Case Files will include dates, the general nature of problems, progress notes, recommended referrals and non-medical reports related to a client's work capability or limitations. Client Case Files should be stored in a secure, locked cabinet or safe.

iv) **Marking:**

EAP Client Case Files shall be designated sensitive and marked as PROTECTED-EAP.

v) **Retention:**

Retention of EAP Client Case Files must be done in accordance with Canada Revenue Agency's retention and disposal standard which is two (2) years after the date of the client's most recent contact with EAP. Files can, however, be kept longer according to the standards of the professional association to which the counsellor belongs, to the *Privacy Act* that states operational requirements of each Department/Agency (Department of Justice Canada, 1985), or the accreditation organisation of the service provider.

vi) **Audit:**

The CRA has the right to perform an audit of the Contractor's clinical Client Case Files. The CRA reserves the right to review the Contractor's clinical Client Case Files to ensure the Contractor is compliant with the standards detailed in **Section 9 RECORD CONTENT, MANAGEMENT, RETENTION, AUDIT AND DISPOSAL** of this Statement of Work.



vii) **Disposal:**

EAP Client Case Files must be destroyed two (2) years after the date of the client's most recent contact with EAP. These files are to be destroyed by commercially available strip shredders (maximum 10 mm width). Files can, however, be kept longer according to the standards of the professional association to which the counsellor belongs, to the *Privacy Act* that states operational requirements of each Department/Agency (Department of Justice Canada, 1985), or the accreditation organisation of the service provider. However, EAP client files may be destroyed earlier if requested by the client or with the client's consent.

viii) **Electronic files:**

If electronic files are kept, it is essential that standardised procedures be established to ensure that files can be readily accessed or retrieved, that back-up files exist and that the strict requirements of retaining hand written files continue to be followed. Provision also must exist within the computer system for a print-out of the file. Computer discs must be stored in a locked container.

10. SECURITY REQUIREMENTS

The Contractor must respect security provisions as identified in Section XYZ of the Contract as well as the Security Requirements Check List (SRCL) and its attachment(s) found at Annex C.

Security clearance must be in place before counselling of CRA employees occurs. Security clearance must be granted for all intake and counselling resources prior to delivery of services under the contract.

Staff from the CRA's Security and Internal Affairs Directorate may visit the Contractor's site(s) to verify the security requirements are met.

11. SERVICES

a) The EAP services to be provided by the Contractor are the following:

- Intake Services
- Counselling Services
- Crisis Intervention Counselling
- Professional Consultation / Advisory Services
- Critical Incident Stress Management
- Promotion, Information and Educational Sessions
- Program Monitoring and Quality Control Services

b) Subcontracting of services is permissible in accordance within industry standards and must comply with the section entitled "Subcontracts" in the General Conditions – Higher Complexity – Services.

c) The counsellor shall only undertake counselling with a client when some resolution to the issue can be arrived at within the limits of short-term counselling. If short-term counselling is not appropriate, referral to the appropriate resources should be made immediately after assessment.

d) Cases are counted as "new cases" only once per fiscal year, regardless of how often the client is seen. However, if the same client contacts the EAP later in the same fiscal year about an issue unrelated to the issue discussed the first time, the client would be considered as a new case.

e) The Contractor must provide access to its services to persons with disabilities (e.g. offices must be wheelchair accessible; the Contractor must have a toll-free text telephone (TTY) for persons with hearing disabilities).

f) The Contractor shall further undertake to provide, in an expedient manner (within ten (10) business days), an alternative counsellor, should the assigned counsellor become unavailable.



- g) Wherever possible, counsellors of each gender and counsellors representative of the diverse CRA population are to be made available.
- h) The Contractor must maintain contacts with, and have established an inventory of, community resources, support agencies and service providers in a variety of EAP-related fields (addiction counsellors, group therapists, social workers, psychologists, etc.) in order to refer clients for longer-term counselling services as needed. The Contractor must also maintain contact information for regional emergency services and this information must be available to all of the Contractor's resources and counsellors.
- i) The Contractor will **not** retain clients (self-referral) **except** on rare occasions where the counsellor is the only available resource in the area or there is no equivalent resource available to provide the specialised treatment required. All situations where the counsellor believes self-referral would be in the best interest of the client must be discussed with the **Agency's Project Authority for approval, prior to delivery of counselling. The Contractor is expected to demonstrate they have explored potential community resources and that there is no other resource available. This must include mention of the psychological services coverage available to CRA employees under the Public Service Health Care Plan benefits.**
- j) The Contractor shall provide services to the CRA's diverse employee population. By diverse population it is meant the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.
- k) There **will be no fee** for cancellations provided with a minimum of 24-hours' notice.
- l) General enquiries about the services described herein in this contract will be responded to at no charge, regardless of which of the Contractor's resources or counsellors responds to the enquiries.
- m) In the event of the end of the contract with the CRA, the Contractor will continue to provide the services defined in this Statement of Work only to CRA employees in the above-mentioned location(s) who have already started a counselling process with one of the Contractor's counsellors until such time as the counselling process is completed.

12. TASKS

A. Intake Services:

The Contractor shall provide **intake services for tasks B through F of this Section 12 only**. Intake services may be performed by either an intake services resource or a professional counsellor. as per definitions in sections 4k) and 4m) of this document. Intake services tasks include, but are not limited to:

- Document employee or family member's contact information, **the employee status, their worksite and area of residence**, ensuring the employee is currently employed by the CRA.
- Obtain emergency contact information from the client prior to proceeding with further with the intake service.
- Gather information on the area of concern for the employee or family member.
- Perform a risk assessment, as appropriate.
- Calls requiring immediate intervention will be transferred directly and without interruption to a professional counsellor, such as in cases of critical incident or crisis situations. These calls will be considered counselling cases as soon as there is direct contact between the client and a professional counsellor.
- Provide information about **the short-term counselling services available under this** contract, including, but not limited to: number of **hours** available on average in a short-term counselling model (3.5 hours), cancellation and no show policies.
- Book appointment with a counsellor with the expertise and/or interest related to the area of concern (the next available appointment that fits within the schedule of the employee or family member will be given).



- In cases where an appointment cannot be booked at the time of the call, provide call back within **XX** hours **(to be inserted at time of contract award based on the Bidder's response to point rated criteria B.1.i)**; however it shall not exceed 24 hours) and offer an appointment time within ten (10) business days.
- Create Client Case Files.
- Provide information and referrals to other resources, as appropriate.

B. Counselling Services

The Contractor shall provide counselling services delivered by professional counsellors. The parameters of these services include but are not limited to:

- a) Off-site counselling services outside the CRA's facilities at a suitable time and location. The first counselling session should occur within ten (10) business days of the client contacting the Contractor unless unforeseen circumstances arise.
- b) If a client reaches a counsellor without first reaching intake (e.g. crisis situation or e-counselling), the counsellor must obtain emergency contact information from the client prior to proceeding further.
- c) All service locations **must** have a receptive and professional environment with a sound-proofed private office not open to public view.
- d) Counselling services will be available Monday to Friday except for statutory holidays.
- e) Counselling services will be made available within the core business hours of **8:00 AM – 6:00 PM** local time.
- f) Evening hour sessions will be made available to all employees and eligible family members upon request.
- g) A schedule of counsellor availability will be made known to Intake Services at least three (3) weeks in advance.
- h) Scheduling of appointments will be arranged between the employee and the Contractor via Intake Services.
- i) **Face-to-face counselling** involves direct contact between the client and the professional counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns. Face-to-face counselling is the preferred method of delivery for counselling services.
- j) **E-counselling** is not appropriate for all types of situations and should only be presented to the client as an option and not as a recommendation, ensuring the choice remains with the client. The Contractor will avoid targeted promotional campaigns for e-counselling services. Prior to proceeding with e-counselling:
 - i. the clients must be made aware that the confidentiality of information exchanged through e-counselling cannot be guaranteed.
 - ii. the Contractor must ensure that the client provides consent, to engaging in e-counselling as a method of receiving counselling services. Consent can be obtained electronically by directing the client to the text of the consent and to click an agreement checkbox (or similar) and a submit button (or similar).
 - iii. The Contractor must screen clients on the suitability of e-counselling for each client on a case-by-case basis. The screening process will include potential technological issues, language issues, keyboarding issues, presenting issues and clinical concerns. The screening process will be performed twice, once by the clients themselves through the Contractor's online portal through self-selection questions and then by the e-counsellor through the initial back-and-forth interaction. The screening process will assess the client for (but not limited to) risk of suicide, violence to or from others, or significant symptoms of a mental illness. Clients determined not to be suitable for e-counselling will immediately be re-directed to intake services. If the situation is a crisis, the client will immediately be re-directed to crisis intervention counselling.



E-counselling will not be done through regular e-mail but through a secure web portal on which the client has registered based on the Contractor's instructions. Exchange of correspondence will be accomplished through this portal either via a live chat or via messages being left in the portal for later reading. The client must login to the portal to retrieve their message(s). The message(s) must only be accessible by the client for who they are intended; no other individuals can access and see the exchange of information.

- k) **Telephone counselling** should not be used as a standard process but rather only in exceptional instances where it is absolutely required.
- l) **E-mailing clients** should not be used as a standard process but only under exceptional circumstances where it is absolutely required. If a client contacts a counsellor using their work e-mail, the client must be made aware that the confidentiality of an e-mail exchange cannot be guaranteed and that all content shared by e-mail is not confidential and is the property of the Canada Revenue Agency

C. Crisis Intervention Counselling

The Contractor shall provide access to professional counsellors for crisis intervention counselling 24 hours per day, 365 days per year, through the toll free telephone number. If clients reach the intake counsellor, who recognizes the call as requiring immediate intervention, the call will be transferred directly and without interruption to a professional counsellor. If clients reach an after-hours voice automated system, they must be able to be connected directly with a professional counsellor within one button push. A recorded message with call back is not acceptable.

If a call is routed to the crisis intervention counsellor (either by intake or directly by the client through a button push), but upon contact with the counsellor it is determined that it is not a crisis intervention situation, the counsellor will perform the following, depending on the situation:

- a) Client connected to the crisis intervention counsellor by mistake:
 - advise the client to call the intake services at the appropriate time and provide the telephone number to schedule an appointment. Such calls will be treated as calls for information, reported in the statistics report as such, and shall be at no charge to the CRA; or
- b) Client connected to the crisis intervention counsellor because client is unable to connect with intake services during intake hours, and requires an appointment (e.g. privacy concerns during workday):
 - perform the intake service for the client, report in the statistics report as such, and charge the CRA for an intake service.

D. Professional Consultation/Advisory Services

The Contractor shall provide professional consultation services to managers and union representatives to assist them in helping employees deal with personal, health or work-related issues that may be affecting an employee's work performance and well-being.

E. Critical Incident Stress Management (CISM)

- a) The Contractor shall provide consultation related to critical incidents and where necessary, defusing and debriefing sessions.
- b) The types of incidents that would require a debriefing would include, but are not limited to: line of duty death; suicide or homicide; armed or violent assault in the workplace; hostage-taking; disaster or fatality in the workplace.
- c) Other incidents may potentially require an intervention (e.g. injury or death of a co-worker outside the workplace; medical emergency, etc.).
- d) CISM services shall be offered within 24 to 72 hours after a critical incident. It is the Contractor's responsibility to ensure availability of their staff to meet this requirement at all times.



F. Promotion, Information and Educational Sessions

The Contractor will participate in on-site promotion of the EAP in order to maintain a high level of visibility of the Program. This includes, but is not limited to:

- a) Providing on-site EAP orientation sessions to employees upon request from the Project Authority or authorised representative.
- b) Providing educational sessions related to issues of health and wellness of employees and managers (for example, sessions on grief, parenting, or stress management) upon request of the Project Authority or authorised representative request.
- c) Co-delivering training sessions for union/management representatives (developed by the CRA) upon request of the Project Authority.
- d) Assisting in the organisation of and participating in any Wellness Fair requested by the Project Authority or authorised representative during the life of the contract.
- e) Producing a local, quarterly CRA EAP newsletter, only upon request from the Project Authority.
- f) Providing each CRA location listed under Section 5 Population Covered, with promotional and information material, such as, but not limited to, brochures, wallet cards and fridge magnets. The promotional and information material must at a minimum include the Contractor's telephone number(s) and TTY number(s). If the Contractor has separate telephone numbers for intake services and crisis intervention counselling, then this distinction must be clearly made on all promotional and information material, clearly advising the reader what each telephone number is for.
- g) Displaying all relevant EAP contact information on the Contractor's website.

G. Program Monitoring and Quality Control Services

- a) The Contractor shall attend, upon request from the Project Authority, local EAP Advisory Committee meetings. These meetings usually occur on a quarterly basis at the locations which will be offered services under this contract as described in Section 5 of the Statement of Work.
- b) The Contractor shall provide quarterly EAP statistics, in a format determined by the CRA (currently requiring the ability to use Microsoft Excel), including but not limited to the number of new cases, types of issues, hours of service delivered, promotional activities, etc. A copy of the CRA statistical form is included as Appendix A-1.
- c) As part of the CRA's monitoring of the Contractor's EAP services for quality assurance, and service improvement purposes, the Contractor shall collect Client satisfaction data. Client satisfaction questionnaires are to be provided to every client receiving counselling services. In keeping with CRA and EAP industry standards, the client's participation is voluntary, the completed questionnaires will be kept confidential, and any reporting will be done in a manner that protects the anonymity and privacy of the client. The aggregated data will be provided in a Client Satisfaction Summary Report on an annual basis to the CRA. The data to be collected and reported will include, but not be limited to:
 - i. The total number of Client satisfaction questionnaires sent out and returned during a one-year period.
 - ii. Quantitative data measuring Client satisfaction related to the quality of service, both for Counselling and Intake Services.
 - iii. Quantitative data measuring Client satisfaction related to the effectiveness of Counselling Services.
 - iv. Qualitative data related to client's experience with the service provider (which may include intake, counselling, referral services).



- v. Number and nature of incidents and complaints and their outcomes.

13. CONSTRAINTS

- a) Travel expenses are to be borne by the Contractor as part of any resultant contract cost.
- b) Record management, retention, audit and disposal:
All EAP records and counselling Client Case Files must be managed in the manner described in Section 9 –RECORD MANAGEMENT, RETENTION, AUDIT AND DISPOSAL.
- c) All incidents and complaints will be reported immediately to the Project Authority.
- d) The Contractor must be capable of providing adequate coverage in the event of a pandemic as defined by the Federal Government of Canada.

14. DELIVERABLES

- a) Counselling Services, Intake Services, Crisis Intervention Counselling, Consultation/Advisory Services, Critical Incident Stress Management, Promotion, Information and Educational Sessions, Program Monitoring and Quality Control Services (Tasks A through G).
- b) EAP Newsletter (Task F): Upon request by the Project Authority.
- c) EAP Statistical Report (Task G): Quarterly. No later than six (6) weeks after the end of the each quarter. (The first quarter ends June 30th)
- d) Client Satisfaction Summary Report (Task G): Yearly. No later than six (6) weeks after the end of the fourth quarter. (The fourth quarter ends March 31st.) The report must include the response rate of the Client satisfaction questionnaires, the roll-up of all the responses of clients and the compilation of the statistical data documented at intake.



APPENDIX A-1: EXTERNAL CONTRACTOR STATISTICS

ATTACHED AS A SEPARATE DOCUMENT.



APPENDIX A-2: DEFINITIONS FOR EXTERNAL CONTRACTOR STATISTICS

These definitions can also be found in the 'cell comments' attached to the corresponding cell on the External Services Provider Statistics Excel Sheet (as indicated by red corner markers in the right top corner of the cell). To view the comment, place the cursor over that cell.

Excel Spread sheets can be enlarged to facilitate viewing. On the main toolbar, at the top of the screen, select "view", select "zoom" and then select the desired level magnification and then "ok". Should you want to increase the magnification more than 200% select "custom" and type the desired level of magnification (e.g. 300 %).

Excel spread sheets only tabulate numerical data. Non-numerical data such as text is not a valid entry and prevents the spreadsheet from calculating data accurately. Please enter all non-numerical data in the 'Comments' section at the end of the document. For example, if in the counselling section under "issues: other" a client sought counselling for an issue other than the above mentioned issues in the first quarter, such as an unusual situation experienced at home, enter "1" beside "other" in the first quarter and specify the quarter and the type of issue in the 'comments' section. An entry such as "1*" or "1 unusual" would prevent excel from tabulating the result.

NEW CASES*

Cases are counted as "new cases" only once per fiscal year, regardless of how often the client is seen. However, if the same client contacts the EAP later in the same fiscal year about an issue unrelated to the issue discussed the first time, the client would be considered a new case. Advisory services provided to managers, supervisors and union representatives should not be counted as cases and should be tracked under **Advisory Services**.

***Each new case should only show up once in one of the following categories:**

Employees (Alone): This category includes CRA employees who access the EAP on an individual basis.

Employees & Family Member(s): This category includes CRA employees who access the EAP with a family member for couples or family services. Even though there is more than one individual present, **only one person (the employee)** should be listed on the statistical form in this category and is considered a case.

Family Member(s) (Without Employee): This category includes CRA employee's family members who access the EAP on an individual basis or as a family when the employee is not present (for example the employee's spouse and their child). Even though there may be more than one individual present, **only one person should be listed** on the statistical form in this category. The counsellor should decide who the primary client would be, and list that person as the new case.

Crisis Line Calls

This category includes the number of cases that were opened as the result of an employee or family member connecting with a counsellor via telephone on the contractor's 1-800 line during a crisis situation. **This number will automatically be added into the total number of new cases, so should not be counted in the preceding categories. Also,** this number will automatically show up under the Mode of Delivery section.

TOTAL NEW CASES

The total number of new cases includes the number of "Employees (alone)", "Employees and family member(s)" and "Family member(s) (without the employee)" and the number of "Crisis Line Cases". This row will automatically calculate the total number of new cases.

MODE OF DELIVERY

This section indicates the mode of delivery used to offer counselling services for all new cases. The total number of this section should be the same as the cumulative numbers on the 'Total New Cases' line.



E-counselling:

Involves provision of professional counselling services through a secure and encrypted electronic technology (internet) mode of communication between the client and a professional counsellor, where both parties work collaboratively to resolve identified issues and concerns.

Face-to-face:

Involves direct contact between the client and the professional counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns.

Telephone counselling:

Involves counselling provided by telephone in exceptional circumstances where there is an urgent need for counselling and until the client can receive face-to-face counselling services.

CARRIED OVER CASES

Cases are counted as “new cases” only once per fiscal year, regardless of how often the client is seen. However, the end of the clients’ counselling sessions doesn’t necessarily coincide with the end of the quarter. Carried Over Cases are cases that were counted as a new case in a previous quarter and that are carried over to the current quarter.

TOTAL OPEN CASES

The total number of open cases includes the number of new cases and carried over cases for a given quarter. This row will automatically calculate the total of open cases.

CLOSED CASES

Please indicate the total number of cases that were closed during each respective quarter.

GENERAL INQUIRIES

Clients who contact you for information only would not be counted as a case, but would be tracked under “General Inquiries”. Examples of general inquiries include general information relating to the program and how to access services, information on community services, and information on brown bag events such as “Lunch & Learns Sessions”.

COUNSELLING

This section captures statistical data on counselling sessions including “new cases” and “carried over cases”, as outlined in the number of interviews, the number of hours of interviews, the number of ‘no-shows’ and the number of cancellations.

Number of Interviews:

List the total number of interviews with employees and/or family members, whether they are the first or subsequent interviews.

Number of Hours of Interviews:

Indicate here the total number of hours spent for the interviews held.

Number of ‘No-shows’:

‘No-shows’ can be defined as missed counselling appointments for which the client did not notify the counsellor that they couldn’t make their appointment and subsequently does not show up.

Number of Cancellations:

Cancellations are defined as meetings that are cancelled with less than 24 hours notice of the appointment that was to take place.

REFERRED BY

List the type of referral source from which the **first** counselling visit emanated. This section should only be filled out for new cases. The total box (line 39) should match the total new cases box (line 16).



Other:

List referrals that have come from sources other than those listed (e.g. family doctor, friend, family member).

ISSUES

List the counselling issue under the appropriate heading. If there is more than one issue (e.g. alcohol and legal), **list all main issues.**

Abuse, Threats, Stalking and Assaults against Employees:

Client requests services due to abuse, threats, stalking, or assault directed at them or their property in the performance of their duties, or as a direct result of their duties as defined in Chapter 26 of the CRA's Finance and Administration Manual. <http://infozone/english/r2822200/FAM/security/c26p-e.asp>

Addiction – Substance:

Client requests services due to their substance addiction (e.g. drug, alcohol or other substance abuse). If the employee is requesting services regarding a family member's addiction, such as their spouse/partner or teenager, the issue should be listed under "family – relationships" and the type of addiction should be noted in the comments section.

Addiction – Gambling:

Client requests services due to their gambling addiction (e.g. slot machines, poker, online gambling, etc). If the employee is requesting services regarding a family member's addiction, such as their spouse/partner or teenager, the issue should be listed under "family – relationships" and the type of addiction should be noted in the comments section.

Addiction – Other:

Client requests services due to their behavioural addiction (e.g. excessive spending, sexual addictions, etc). If the employee is requesting services regarding a family member's addiction, such as their spouse/partner or teenager, the issue should be listed under "family – relationships" and the type of addiction should be noted in the comments section.

Family – Relationships:

Client requests services regarding his/her concerns about relationships with their spouse or partner, children, and/or extended family. For example, the client has a conflict with their spouse, their sister has recently been diagnosed with a life threatening illness, and the client's partner has an addiction problem.

Family – Children:

Client requests services regarding his/her children and/or his/her spouse's /partner's children.

Family – Elder:

Client requests services regarding an aging family member, such as his/her parent, in laws, or members of extended family.

Family – Violence:

Client requests services regarding violence occurring within their family. The violence could be physical, emotional, and/or verbal in nature. For example the client could be treating their spouse or partner violently or be the victim of verbal abuse from their teenage son or daughter. Clients may be the victim, perpetrator, or witness.

Family – Other:

In this section, list any other family related issues for which the client is seeking counselling services. Specify the type of family issue in the comments section.

Financial:

Client requests services regarding financial concerns.

Grief:

Client requests services regarding grief and bereavement issues.



Handling of Suicidal Calls:

Client requests services regarding his/her experience of handling a suicidal call at work.

Harassment:

Client requests services due to the experience of perceived or actual harassment at work. Clients may be the victim, perpetrator, or witness.

Harassment is defined according to CRA as a form of misconduct / improper behaviour by an employee that is directed at and is offensive to another employee and which that person knew or ought reasonably to have known would be unwelcome and cause offense or harm. It comprises objectionable conduct, comment, or display that demeans, belittles, or causes personal humiliation or embarrassment, and any act(s) of intimidation or threat(s), which detrimentally affects individual well-being or the work environment.

Health – Emotional/Mental:

Client requests services regarding concerns focusing on emotional well-being and mental health disorders. This category may be a generic category for other emotional issues, such as anger management, loneliness or psychiatric diagnoses.

Health – Physical:

Client requests services regarding concerns focusing on physical well-being and physical health disorders, whether the employee has consulted a physician regarding his/her condition or not.

Legal:

Client requests services regarding concerns of a legal nature.

Suicide:

Client requests services regarding thoughts or acts of suicide by self or other.

Work – Career Counselling:

Client requests services to help him/her select areas of work that best fit their talents, training, and interests.

Work – Change:

Client requests services regarding workplace change.

Work – Conflict (Peer):

Client requests services regarding a situation at work in which he/she is experiencing difficulty working with another colleague.

Work – Conflict (Supervisor):

Client requests services regarding a situation at work in which he/she is experiencing difficulty working with his/her supervisor.

Work – Return to Work:

Client requests services regarding return to work issues, such as their need for accommodation measures.

Work – Workforce Adjustment:

Client requests services regarding the impacts of workforce adjustment, downsizing or restructuring situations.

Work – Workload:

Client requests services regarding difficulty in managing his/her current workload.

Work – Other:

In this section, list all other work-related issues for which the employee is seeking counselling services. Specify the type of work-related issue in the comments section.



Work/Life Balance:

Client requests services related to work/life balance. This is defined as a state of equilibrium between the responsibilities and pressures of work and those in other areas of life, such as family, friends and interests, which enable us to meet the time, energy, and commitment demands of both worlds.

Trauma:

Client requests services regarding an emotional shock following a stressful event.

Other:

List all other issues for which the employee or family member is seeking counselling services. Specify the type of issue in the comments section.

REFERRED TO

In this section, list all resources to which the client was referred.

Conflict Resolution Network:

Record referrals to the National Conflict Resolution Office or to a Regional Conflict Resolution Advisor.

Community Services – Long Term Therapy:

This section includes referrals to long-term therapy provided by a counsellors, psychologist, psychiatrist, and specialized long-term treatment facility such as rehabilitation center for substance abuse. The type of community service should be specified in the comments section.

Community Services – Other:

Community Services include medical, financial, legal, support services, etc. The type of community service should be specified in the comments section.

Coordinator-counsellor:

A CRA employee who is a professional counsellor providing services of assessment, short-term counselling referral, and follow-up. They provide consulting and coaching services for managers dealing with workplace issues. They also provide consulting services to union representatives and the HR community. The Coordinator-counsellors are responsible for managing the program as well as providing guidance to the referral agents and coordinating their activities.

Human Resources:

This section refers to Human Resources services provided within the CRA.

Management:

Management refers to the employee's direct supervisor or manager or to another member of the management team.

Union:

This section refers to the employees designated union and union representatives.

Other:

List all other referrals suggested. Specify the type of referral in the comments section.

ADVISORY SERVICES MEETINGS (managers)

Advisory Services include sharing of information and identifying available resources and options for a given management issue. This may include providing advice, and/or helping an individual reflect on and analyze how they manage their team. This category also includes coaching services, which can be defined as a process encompassing guidance, support, and/or validation in relation to the manager's role and the direction in which he/she proceeds with various issues regarding an employee and/or their team.

This section breaks down the number of managers who consulted with EAP, the numbers of consultations that were provided, and the number of hours of consultation sessions. As with a counselling case, count each manager only once



for each case that they consult about. If a manager comes for a consultation regarding another case during this fiscal year, they would then be counted again.

of Managers:

List the number of managers who consulted with EAP for advisory services. Count each manager only once for each case that they consult about. If a manager comes for a consultation regarding another case during this fiscal year, they would then be counted again.

of Consultations:

List the number of consultation sessions held with managers.

Hours of Consultations:

List the total number of hours of consultation with managers. Increments of 0.25 hours can be used to tabulate time spent in consultations.

'No-shows':

'No-shows' can be defined as missed appointments for which the client did not notify the counsellor that they couldn't make their appointment subsequently does not show up.

Cancellations:

Cancellations are defined as meetings that are cancelled with less than 24 hours notice of the appointment that was to take place.

ADVISORY SERVICES ISSUES (managers)

In this section, list the advisory service issue under the appropriate heading. If there is more than one issue (e.g. alcohol and legal), list all main issues.

Addictions:

Client requests services regarding an employee possibly having an addiction problem (e.g. alcohol or drugs, gambling or other).

Change:

Client requests services regarding good people practices relating to change.

Communication:

Client requests services on improving his/her communication skills or on improving communication within his/her team.

Conflict:

Client requests services regarding a situation at work in which he/she is experiencing difficulty working with an employee or a situation of interpersonal conflict within his team.

CISM:

Client requests services regarding Critical Incident Stress Management.

Disability/Return to Work:

Client requests services regarding issues related to an employee with a disability or regarding an employee's return to work following short or long term disability leave.

Family Related:

Client requests services regarding a family related issue that is affecting an employee's well-being or work performance (e.g. domestic abuse).

General Consultation on EAP services:



Client requests information regarding EAP services and support. This category would be used when a manager or union rep. meets with the external service provider to get a better understanding of their role and responsibility regarding EAP services, of how to recommend EAP to their employees, as well as of the workshops that might or might not be suitable for their group.

Grief:

Client requests services regarding grief and bereavement issues that are affecting an employee or members of his/her team.

Harassment:

Client requests services regarding an employee's experience of perceived or actual harassment at work. Harassment is defined according to CRA as a form of misconduct/ improper behaviour by an employee that is directed at, and is offensive to, another employee and which that person knew or ought reasonably to have known would be unwelcome and cause offense or harm. It comprises objectionable conduct, comment or display that demeans, belittles or causes personal humiliation or embarrassment, and any act(s) of intimidation or threat(s), which detrimentally affects individual well-being or the work environment. This can also include the impact on a team of issues relating to perceived or actual harassment at work.

Mental Health:

Client requests services regarding an employee's emotional well-being or possible mental health disorders. This category may be a generic category for other emotional issues, such as anger management, loneliness, or mental health disorders.

Performance Management:

Client requests services regarding how to deal with an employee's performance issues.

Stress (Self):

Client requests services regarding his/her stress level relating to the role of being a manager/supervisor.

Stress (Employee or Team):

Client requests services regarding an employee affected by excessive stress or high stress levels within his/her team.

Suicide:

Client requests services regarding an employee disclosure of suicidal ideations or any other concerns regarding suicide within the team.

Work/Life Balance:

Client requests services regarding Work-Life Balance of employees. This can be defined as a state of equilibrium between the responsibilities and pressures of work and those in other areas of life, such as family, friends and interests. In concrete terms, Work-life balance is about adjusting working patterns. Employers are developing a wide range of work-life balance options, covering flexible working arrangements and flexible benefit packages. Examples include flextime, job-sharing, working from home, time off in lieu and breaks from work.

Workforce Adjustment:

Client requests services regarding the impact on employees of workforce adjustment, downsizing or restructuring situations.

Other:

In this section, list all other issues for which the manager is seeking advisory services. Specify the type of advisory service listed here in the comments section.

ADVISORY SERVICES MEETINGS (union)

Advisory Services include sharing of information and identifying available resources and options for a given issue. This may include providing advice, and/or helping an individual reflect on and analyze how they provide assistance to employees. This category also includes coaching services, which can be defined as a process encompassing guidance,



support and/or validation in relation to the union representative's role and the direction in which he/she proceeds with various issues regarding an employee.

This section breaks down the number of union representatives who consult with EAP, the number of consultations that were provided, and the number of hours of consultation sessions. As with a counselling case, count each union representative only once for each case that they consult about. If a union representative comes for a consultation regarding another case during this fiscal year, they would then be counted again.

of Union Representatives

List the number of union representatives who consulted with EAP for advisory services. Count each union representative only once for each case that they consult about. If a union representative comes for a consultation regarding another case during this fiscal year, they would then be counted again.

of Consultations:

List the number of consultation sessions held with union representatives.

Hours of Consultations:

List the total number of hours of consultation with union representatives. Increments of 0.25 hours can be used to tabulate time spent in consultations.

'No-shows':

'No-shows' can be defined as missed appointments for which the client did not notify the counsellor that they couldn't make their appointment and subsequently does not show up.

Cancellations:

Cancellations are defined as meetings that are cancelled with less than 24 hours notice of the appointment that was to take place.

ADVISORY SERVICES ISSUES (union)

In this section, list the advisory service issue under the appropriate heading. If there is more than one issue (e.g. alcohol and legal), list all main issues.

Addictions:

Client requests services regarding an employee possibly having an addiction problem (e.g. alcohol or drugs, gambling or other).

Change:

Client requests services regarding good people practices relating to change.

Communication:

Client requests services on improving his/her communication skills or helping an employee improve his/her communication skills.

Conflict:

Client requests services regarding a situation at work in which he/she is experiencing difficulty working with an employee or a situation in which an employee is experiencing interpersonal conflict at work.

CISM:

Client requests services regarding Critical Incident Stress Management.

Disability/Return to Work:

Client requests services regarding issues related to an employee with a disability or regarding an employee's return to work following short or long term disability leave.



Family Related:

Client requests services regarding a family related issue that is affecting an employee's well-being or work performance (e.g. domestic abuse).

General Consultation on EAP services:

Client requests information regarding EAP services and support. This category would be used when a manager or union rep. meets with the external service provider to get a better understanding of their role and responsibility regarding EAP services, of how to recommend EAP to their employees, as well as of the workshops that might or might not be suitable for their group.

Grief:

Client requests services regarding grief and bereavement issues that are affecting an employee.

Harassment:

Client requests services regarding an employee's experience of perceived or actual harassment at work. Harassment is defined according to CRA as a form of misconduct / improper behaviour by an employee that is directed at and is offensive to another employee and which that person knew or ought reasonably to have known would be unwelcome and cause offense or harm. It comprises objectionable conduct, comment or display that demeans, belittles or causes personal humiliation or embarrassment, and any act(s) of intimidation or threat(s), which detrimentally affects individual well-being or the work environment.

Mental Health:

Client requests services regarding an employee's emotional well-being or possible mental health disorders. This category may be a generic category for other emotional issues, such as anger management, loneliness or mental health disorders.

Performance Management:

Client requests services regarding an employee's performance issues.

Stress (Self):

Client requests services regarding his/her stress levels relating to the role of being a union representative.

Stress (Employee):

Client requests services regarding an employee affected by excessive stress.

Suicide:

Client requests services regarding an employee disclosure of suicidal ideations or any other concerns regarding suicide within the team.

Work/Life Balance:

Client requests services regarding Work-Life Balance of an employee. This can be defined as a state of equilibrium between the responsibilities and pressures of work and those in other areas of life, such as family, friends and interests. In concrete terms, Work-life balance is about adjusting working patterns. Employers are developing a wide range of work-life balance options, covering flexible working arrangements and flexible benefit packages. Examples include flextime, job-sharing, working from home, time off in lieu and breaks from work.

Workforce Adjustment:

Client requests services regarding the impact of workforce adjustment on an employee or when the employer downsizes or restructures its workforce.

Other:

In this section, list all other issues for which union representative is seeking advisory services. Specify the type of advisory service listed here in the comments section.



ADVISORY SERVICES MEETINGS (HR professional)

Advisory Services include sharing of information and identifying available resources and options for a given issue. This may include providing advice, and/or helping an individual reflect on and analyze how they provide assistance to employees and managers. This category also includes coaching services, which can be defined as a process encompassing guidance, support and/or validation in relation to the HR professional's role and the direction in which he/she proceeds with various issues regarding an employee.

This section breaks down the number of Human Resources professionals who consulted with EAP, the number of consultation sessions provided, and the number of hours of consultation sessions provided. As with a counselling case, count each HR professional only once for each case that they consult about. If a HR professional comes for a consultation regarding another case during this fiscal year, they would then be counted again.

List the advisory service issue under the comments section of the appropriate quarter. If there is more than one issue (e.g. alcohol and legal), list all main issues.

of HR Professionals

List the number of HR professionals who consulted EAP. Count each HR professional only once for each case that they consult about. If a HR professional comes for a consultation regarding another case during this fiscal year, they would then be counted again.

of Consultations:

List the number of consultation sessions held with HR professionals.

Hours of Consultations:

List the total number of hours of consultation with HR professionals. Increments of 0.25 hours can be used to tabulate time spent in consultations.

'No-shows':

'No-shows' can be defined as missed appointments for which the client did not notify the counsellor that they couldn't make their appointment and subsequently does not show up.

Cancellations:

Cancellations are defined as meetings that are cancelled with less than 24 hours notice of the appointment that was to take place.

REFERRAL AGENT SUPPORT

Indicate the number of times you provided support to referral agents on an individual basis regarding their role with clients. Indicate also the number of hours you spent providing this type of support to referral agents.

LOCAL COMMITTEE MEETINGS

Indicate the number of hours you spent attending local committees.

GRIEF AND LOSS SESSIONS

In this section, list the number of group sessions you held as a result of grief and loss, as opposed to clearly defined critical incidents, as well as the number of participants for each session. These sessions would include those offered in response to any experience of grief or loss that have affected a group of employees, and requires a group intervention.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

In this section, list the number of interventions that pertain to Critical Incident Stress Management. A critical incident can be defined as any situation that causes unusually strong emotional or physical reactions that could interfere with your ability to function either at the scene or later. These events are usually outside the range of normal human experience on the job or in one's personal life and are often sudden and inconceivable. The following are examples of critical incidents: murder, suicide, sexual abuse, natural disaster and acts of terrorism.



Defusings (#):

List the number of defusings held as a result of a critical incident as well as the number of participants.

Group Debriefings (#):

List the number of group debriefings held as a result of critical incidents as well as the number of participants.

Individual Debriefings:

List the number of individual debriefings held as a result of critical incidents.

TRAINING

Training sessions are related to **Instructor- led training sessions (ILT)** as defined by the Training and Learning Directorate's *Learning Mode Descriptions: Reference Manual* (1997, p.34):

- Instructor-led training is led by an expert trainer and delivered in a group setting with the objective of building specific learner knowledge or skills.
- **Level of performance objective:**
ILT is effective for all levels of performance objectives but is best suited for application, analysis, synthesis and evaluation of skills.
- **Type/examples of content:**
It is particularly effective for behavioural, interpersonal, communications or team development types of content because of the benefits from immediate leader feedback and group methods such as brainstorming and role-play.
- **Types of learning materials/ instructional methods/ discussion requirements:**
It uses a wide variety of instructional methods including: lecture, reading, demonstration, question-answer, discussion, and discovery, exercises (problem-solving, practical exercises, case study, and role play).
- **Group size:**
Groups of about 10-15 are optimal though ILT can be delivered in smaller or larger groups.
- **Feedback process:**
Feedback is provided both by the leader and by other learners through discussion review of individual learning activities, observation and debriefing.
- **Measurement of results:**
Measurement of the individual attainment of the learning objectives is included throughout the session and in the final exercises.

TRAINING (EMPLOYEES)

List the number of training sessions given to employees, and the total number of participants attending these sessions. If a manager requests a session for his/her team and then attends the session, consider the manager as an employee and count him/her as an "employee" participant.

Other:

List the topics of 'other' training sessions under the Comments section at the end of the stats form.

TRAINING (MANAGERS & UNION REPRESENTATIVES)

List the number of training sessions given to supervisors, managers and/or union representatives, and the total number of participants attending these sessions.



Other:

List the topics of 'other' training sessions under the Comments section at the end of the stats form.

PROMOTION

In this section, list the promotional activity under the appropriate heading.

EAP Orientation Sessions:

In this section, list all EAP orientation sessions given to CRA employees. List the number of sessions and the total number of participants.

Wellness Fairs:

In this section, list the number of Wellness Fairs in which EAP related information was provided. A Wellness Fair is a single event put on at a CRA site, which offers information related to the five dimensions of wellness (physical, emotional, spiritual, intellectual, and social) through a variety of means including activities, kiosks, and presentations. To calculate the number of participants, use the total number of employees who attended the event. If this number is not available, use the total number of employees who would have had access to the event (e.g. number of employees at the worksite).

Wellness Fair (participants):

To calculate the number of participants, use the total number of employees who attended the event. If this number is not available, use the total number of employees who would have had access to the event (e.g. number of employees at the worksite).

Newsletters:

In this section, list the number of externally prepared EAP Newsletters for CRA employees.

Regional:

Record the number of newsletters that were produced for regional distribution.

Local:

Record the number of newsletter produced for distribution at a local CRA site.

Other:

In this section, list all other promotional activities held to provide CRA employees with EAP related information. Specify the type of promotional activity in the comments section of the appropriate quarter.

INFO SESSIONS

Information sessions are related to **presentations** as defined by the Training and Learning Directorate's *Learning Mode Descriptions: Reference Manual* (1997, p.44):

- Presentations, often called information sessions, are delivered by a subject matter expert and do not measure learning of the learners.
- The primary goal of the event is to provide or enrich knowledge and there is little or no opportunity to practice.
- **Level of performance objective:**
Presentation is used most frequently for knowledge and comprehension level performance objectives.
- **Type/examples of content:**
Presentations usually provide information about laws, legislation, regulations policy, procedures, strategic direction, etc.
- **Types of learning materials/ instructional methods/ discussion requirements:**



The principal method is lecture. It may be combined with other activities such as discussion, question and answer period.

- **Group size:**
The group may range in size from very large (several hundred) to very small (five or six). Normally however, presentations are made to mid-sized groups (fewer than 50).
- **Feedback process:**
Learners are provided with explanation by the presenter but there is little or no interaction or feedback for individual learners, and individual practice during learning is very limited.
- **Measurement of results:**
Monitoring and assessment of individual learning is not possible.

List all preventative education or information sessions given to employees on EAP related subjects and the total number of employee's attending each type of session.

Other:

List the topics of 'other' information sessions under the Comments section at the end of the stats form.

Comments:

This section should be reserved for providing further information on activities listed in the statistical form only.

Ensure that you provide additional information about any box filled in on the stats form that is listed as 'other' (e.g. other issues, other referred by or to, other information sessions), and specify the appropriate quarter.



ANNEX B: BASIS OF PAYMENT

For fulfilling all of its obligations as specified under the Contract, the Contractor will be paid firm, all inclusive prices for the Employee Assistance Program services as set out in the Tables below. Goods and Services Tax or Harmonized Sales Tax is extra, if applicable, in accordance with the Method of Payment and Invoicing clauses identified herein.

NOTE TO BIDDERS: TABLES TO BE COMPLETED AT TIME OF AWARD BASED ON THE SUCCESSFUL BIDDER'S PROPOSAL.

Table 1 – Year 1 – April 1, 2014 to March 31, 2015

Task/ Deliverable	As per SOW Annex A	Unit of Issue	Rate
A	Intake services	Each	\$_____ per booked appointment
B (i)	Short-term counselling services	Hour	\$_____ per hour
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	Each	\$_____ per occurrence
C	Crisis Intervention Counselling	Hour	\$_____ per hour
D (i)	Professional Consultation/Advisory Services	Hour	\$_____ per hour
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	Each	\$_____ per occurrence
E	Critical Incident Stress Management (CISM)	Hour	\$_____ per hour
F (i)	Delivering EAP Orientation sessions	Hour	\$_____ per hour
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$_____ per hour
F (iii)	Delivering educational sessions related to Health and Wellness sessions	Each	\$_____ per one hour session
		Each	\$_____ per two hour session
		Each	\$_____ per half day session
		Each	\$_____ per full day session
F (iv)	Organisation / Participation in Wellness Fairs	Each	\$_____ per occurrence
F (v)	Developing customized information & educational sessions	Hour	\$_____ per hour
F (vi)	Production of the quarterly EAP newsletter	Each	\$_____ per occurrence



G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:		
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in local EAP Advisory Committee meetings	Each	N/A
	Provide quarterly EAP statistics	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A

Table 2 – Year 2 – April 1, 2015 to March 31, 2016

Task/ Deliverable	As per SOW Annex A	Unit of Issue	Rate
A	Intake services	Each	\$ _____ per booked appointment
B (i)	Short-term counselling services	Hour	\$ _____ per hour
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	Each	\$ _____ per occurrence
C	Crisis Intervention Counselling	Hour	\$ _____ per hour
D (i)	Professional Consultation/Advisory Services	Hour	\$ _____ per hour
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	Each	\$ _____ per occurrence
E	Critical Incident Stress Management (CISM)	Hour	\$ _____ per hour
F (i)	Delivering EAP Orientation sessions	Hour	\$ _____ per hour
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$ _____ per hour
F (iii)	Delivering educational sessions related to Health and Wellness sessions	Each	\$ _____ per one hour session
		Each	\$ _____ per two hour session
		Each	\$ _____ per half day session
		Each	\$ _____ per full day session
F (iv)	Organisation / Participation in Wellness Fairs	Each	\$ _____ per occurrence
F (v)	Developing customized information & educational sessions	Hour	\$ _____ per hour
F (vi)	Production of the quarterly EAP newsletter	Each	\$ _____ per occurrence



G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:		
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in local EAP Advisory Committee meetings	Each	N/A
	Provide quarterly EAP statistics	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A

Table 3 – Option Year 1 – April 1, 2016 to March 31, 2017

Task/ Deliverable	As per SOW Annex A	Unit of Issue	Rate
A	Intake services	Each	\$ _____ per booked appointment
B (i)	Short-term counselling services	Hour	\$ _____ per hour
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	Each	\$ _____ per occurrence
C	Crisis Intervention Counselling	Hour	\$ _____ per hour
D (i)	Professional Consultation/Advisory Services	Hour	\$ _____ per hour
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	Each	\$ _____ per occurrence
E	Critical Incident Stress Management (CISM)	Hour	\$ _____ per hour
F (i)	Delivering EAP Orientation sessions	Hour	\$ _____ per hour
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$ _____ per hour
F (iii)	Delivering educational sessions related to Health and Wellness sessions	Each	\$ _____ per one hour session
		Each	\$ _____ per two hour session
		Each	\$ _____ per half day session
		Each	\$ _____ per full day session
F (iv)	Organisation / Participation in Wellness Fairs	Each	\$ _____ per occurrence
F (v)	Developing customized information & educational sessions	Hour	\$ _____ per hour
F (vi)	Production of the quarterly EAP newsletter	Each	\$ _____ per occurrence



G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:		
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in local EAP Advisory Committee meetings	Each	N/A
	Provide quarterly EAP statistics	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A

Table 4 – Option Year 2 – April 1, 2017 to March 31, 2018

Task/ Deliverable	As per SOW Annex A	Unit of Issue	Rate
A	Intake services	Each	\$ _____ per booked appointment
B (i)	Short-term counselling services	Hour	\$ _____ per hour
B (ii)	Counselling no-show or cancellation with less than 24 hours notice	Each	\$ _____ per occurrence
C	Crisis Intervention Counselling	Hour	\$ _____ per hour
D (i)	Professional Consultation/Advisory Services	Hour	\$ _____ per hour
D (ii)	Professional Consultation/Advisory Services no-show or cancellation (with less than 24 hours notice)	Each	\$ _____ per occurrence
E	Critical Incident Stress Management (CISM)	Hour	\$ _____ per hour
F (i)	Delivering EAP Orientation sessions	Hour	\$ _____ per hour
F (ii)	Co-delivering training sessions for union/management representatives (developed by CRA) upon request. Hourly rate is to include any and all preparation time.	Hour	\$ _____ per hour
F (iii)	Delivering educational sessions related to Health and Wellness sessions	Each	\$ _____ per one hour session
		Each	\$ _____ per two hour session
		Each	\$ _____ per half day session
		Each	\$ _____ per full day session
F (iv)	Organisation / Participation in Wellness Fairs	Each	\$ _____ per occurrence
F (v)	Developing customized information & educational sessions	Hour	\$ _____ per hour
F (vi)	Production of the quarterly EAP newsletter	Each	\$ _____ per occurrence



G	Costs for the following services are to be included in the pricing above and the services are to be delivered at no additional charge:		
	Program Monitoring and Quality Control Services	Each	N/A
	Participate in local EAP Advisory Committee meetings	Each	N/A
	Provide quarterly EAP statistics	Each	N/A
	Provide annual client satisfaction summary reports	Each	N/A

ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.



ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)

ATTACHED AS A SEPARATE DOCUMENT.



Employee Assistance Program Security Guide for eCounselling contracts

PERSONNEL

- Contractor is to ensure that unauthorized personnel do not have access to CRA protected information.

ACCESS

- All accesses to CRA information on the Contractor's system must be given to Contractor's employee (including the eCounsellor) on a "need to know" basis only.
- Minimum system access permissions required by the Contractor's employees to perform their duties, must be applied to accessing CRA information.
- Contractor's employees must have their own unique User ID and password to access CRA information on the contractor's system.
- Contractor's employees that no longer require access to CRA information must have their access to that information removed immediately.
- Any third party providing eCounselling services must meet the current security clauses.

TRANSMISSION

- All CRA information transmitted electronically over the Internet must be encrypted (to access and transmit over a Web Portal, via email, etc.) using CRA approved algorithms (See Appendix A).
- All transmissions of CRA information via wireless devices are to be encrypted using CRA approved algorithms (See Appendix A).

STORAGE

- CRA information must be stored on the Contractor's server(s), in folder(s) restricted only to those employees having the required need to know.
- CRA information must not be stored on removable media (such as USB storage device, CD, DVD, External hard drives, etc.) unless it is encrypted with a CRA approved algorithms (See Appendix A).

BACKUPS

- CRA information must be backed up, and should be performed at least daily.
- Tape backups containing CRA information are to be physically secured at all time:
 - They must be in locked cabinet when not in use at the main site or at the official off-site backup location.
 - They must be placed in secure briefcases while being transported from a site to another (e.g. the main site to the off-site).
- Data on Tape backups should be encrypted using CRA approved algorithms (See Appendix A).

DESTRUCTION

- CRA information must be destroyed when no longer required.
 - Electronic format is to be deleted, preferably using secure delete software. Data on tape backup is also to be deleted (ideally the tape backup should be demagnetized and/or deleted).

SYSTEM

- Screensavers are to be activated automatically after 10 minutes of inactivity and must require a password to unlock the user session.



- Servers containing CRA information must be located in a secure room where physical access is controlled. The server room must be constructed as per the CRA physical security standards listed under the section **Server Room** below.
- Hard drives in portable computers (Notebook, laptops, etc.) must be encrypted using CRA approved algorithms (See Appendix A) when containing CRA information.
- Any remote access mechanism must enforce authentication and authorization to the contractor's systems containing CRA information.
- Any eCounsellor teleworking from remote locations must sign a security agreement with the contractor detailing the security safeguards put in place at their location (See Appendix B for details).
- Contractor's system must be protected against viruses and other malware. The protection must run resident and be kept current.
- Contractor's systems must use Firewall protection and be implemented at various levels (e.g. desktop, laptop, server, local area network, etc.).
- Any third party providing the contractor's IT Services (e.g. for backup, storage, virus protection, communications, and including services given to CRA) must follow the current security clauses for this contract. As a minimum CRA should be made aware of these third party services (business name and address).

SERVER ROOM (physical security specifications)

- The server room must be alarmed.
- Walls:

The walls forming the server room area shall extend from base building floor slab to the underside of the base building ceiling slab through false floors and suspended ceilings.

Secure partition wall – 1 hour fire rated if required by code.

- Door and hardware:

Door construction

44mm (1 ¾ inches) solid wood core or 16/18 gauge hollow metal ULC fire rated if required by the Code

Frame

Pressed steel, fire rated and labeled if required by code

Lock

Door lock should be a heavy duty commercial grade 1 operational mortise lockset deadbolt with a throw of at least 25mm hardened steel.

IN TRANSIT

- Contractors should as a general rule, exercise good judgment and ensure that every reasonable effort has been made to minimize the risk to CRA protected information at all times.
- Contractors are to secure CRA protected information in a locked briefcase when transporting the information. The briefcase must be tagged with a forwarding or return address and/or phone number of the consultants' office. While travelling by vehicle, the briefcase must be placed in a locked trunk or out of sight in a locked vehicle.



- While on public transit systems, Contractors are to maintain control of the briefcase containing CRA protected information and are not to expose the material to others.



Appendix A: CRA-approved algorithms and products

Cryptographic module validation

CRA-approved cryptographic modules must meet at least one of the following conditions:

- FIPS 140-1 level 1 validation;
- FIPS 140-2 level 1 validation; or
- Communications Security Establishment Canada (CSEC) approval.

CRA-approved secure hash algorithms

The following algorithms have been evaluated and approved for use on CRA IT systems for information up to and including the Protected B (Particularly Sensitive) level:

- SHA-2-256, SHA-2-384, SHA-2-512 in accordance with FIPS 180-2; and
- MD5 in accordance with RFC 1321 (only where supported by a TRA).

CRA-approved digital signature algorithms

The following algorithms have been evaluated and approved for use on CRA IT systems for information up to and including the Protected B (Particularly Sensitive) level:

- RSA in accordance with ANSI X9.31;
- DSA in accordance with ANSI X.9.30-1; and
- ECSDA in accordance with ANSI X9.62.

CRA-approved key exchange algorithms

The following algorithms have been evaluated and approved for use on CRA IT systems for key exchange up to and including the Protected B (Particularly Sensitive) level:

- RSA in accordance with ANSI X.9.44; and
- Diffie-Hellman in accordance with ANSI X.9.42.

CRA-approved symmetric encryption algorithms

The following algorithms have been evaluated and approved for use on CRA IT systems for information up to and including the Protected B (Particularly Sensitive) level:

- AES in accordance with FIPS 197;
- Triple DES in accordance with ANSI X9.52 and keying option#1 in FIPS 46-3;
- CAST5-80 in accordance with IETF RFC 2144; and
- CAST5-128 in accordance with IETF RFC 2144.

Note: All symmetric encryption algorithms must use a cipher block chaining mode. Triple-DES must also use encrypt-decrypt-encrypt (EDE) mode. The Communications Security Establishment Canada (CSEC) has evaluated these algorithms.



CRA-approved products

The following products provide approved encryption services for information up to and including Protected B (Particularly Sensitive). These products may be used in RCNet and RC7.x IT systems when implemented with the ITPC-approved configuration.

Important Note: Platform Owners must obtain configuration information and current permitted versions for CRA-approved encryption products from ITPC.

To encrypt information on storage media, Platform Owners and Application Owners must use:

- Entrust Secure Desktop Solutions products (i.e. Entelligence);
- SafeGuard Easy; or
- PointSec Media DVD/Harddisk.

To encrypt session-oriented network traffic for data transmission, Platform Owners and Application Owners must use:

- Secure Sockets Layer (SSL) version 3 or higher (**Note:** SSLv1 and SSLv2 are not to be used);
- Web browsers that implement SSL version 3 or higher (**Note:** Detailed implementation guidelines available in Appendix B);
- Transport Layer Security version 1.0 or higher (IETF RFC 2246);
- Entrust TruePass; or
- OpenSSH Secure Shell version 3.7.1 or higher.

To encrypt store-and-forward network traffic for data transmission, Platform Owners and Application Owners must use:

- Transactions;
MQ Series/WebSphereMQ with CRA proprietary modules (Entrust Exit, EC-Crypt) added
- E-mail;
S/MIME version 3 or higher
Triple-DES file encryption (for file attachments in X.400 email)
- Electronic Data Interchange (EDI) (X.12, X.435); or
Triple-DES file encryption
- Electronic Commerce Platform - Java 2 Enterprise Edition (J2EE).
J2EE Java Cryptography Extensions (JCE)
Entrust Authority Security Toolkit for Java
nCipher CipherTools Developer Toolkit
Phaos S/MIME Toolkit

For remote access to encrypt network connections across public networks (e.g., the Internet): Nortel Networks Contivity hardware and software must be used.



Appendix B - Configuration of Secure Sockets Layer - Protocol for Encryption

Acceptable configuration for SSL encryption

SSL can only be used for sessions dealing with information classified up to and including the Protected B level. SSL (Secure Sockets Layer) encryption is often used for session encryption between a Web server and a Web browser. SSL can also be used for other forms of session encryption (e.g., server to server). In all cases, the following is the only acceptable configuration for SSL.

CSEC recommends that the only SSL cipher suite that should be used within or by the Government of Canada to secure the transmission of sensitive information is SSL_RSA_WITH_Triple-DES_EDE_CBC_SHA, configured as detailed below:

Key exchange algorithm

The key-exchange algorithm should be RSA using:

- A key length of at least 1024 bits (2048 bits is recommended); and
- A public exponent of $e=65537$.

Bulk encryption algorithm (symmetric)

The bulk encryption (i.e., symmetric) algorithm should be:

- AES in accordance with FIPS 197; and
- 3-key DES (Triple-DES) as specified by ANSI X9.17.

Message Authentication Code (MAC) Implementation

The MAC is implemented using SHA-1 pursuant to ANSI X9.30. SHA-2-256 should be implemented once SHA-2-256 has been validated by CSEC.

Note: This data integrity configuration has been added for completeness.

Obsolete SSL Versions

SSL v1 and v2 are not to be used. CSEC recommends that SSL applications currently being developed and deployed within the Government of Canada should be compliant with at least SSLv3.0, and preferably TLSv1.0.

Warning! SSLv3.0 permits a server to recognize an SSLv2.0 Client Hello and revert to SSLv2.0. SSLv2.0 is not recommended for use within the Government of Canada as it is a weak and exploited protocol. As such, any CRA server supporting SSL transactions must be configured such that SSLv2.0 is disabled.



Appendix C: Example of a telework agreement

By taking some reasonable steps, an acceptable level of security can be attained at the telework place.

- **Security of the TELEWORK PLACE**
 - If CRA information is going to be stored at the telework place, then:
 - Ensure there are locked cabinets that meet CRA security requirements.
 - The exterior doors of the telework place are solid core equipped with a deadbolt.
 - The exterior windows of the telework place securely lock or latch (any sliding windows and doors have metal rods or wooden sticks or locks placed in the bottom track).

- **Protection of sensitive information**
 - Ensure telephone conversations with clients will not be overheard.
 - The display screens for all systems are positioned such that they cannot be readily viewed by unauthorized persons.
 - All sensitive data in electronic format will be encrypted (e.g. SSL/TLS). Email will not be used to transmit protected information unless approved cryptographic software is used.
 - The computer being used must be using antivirus and personal firewalls to protect against malware and other threats.
 - If CRA information is going to be stored at the telework place, then:
 - No unauthorized person has access to records and files, except the teleworker.
 - Any laptop computer should be stored in a locked filing cabinet.
 - All paper copies of sensitive information will be kept in a locked cabinet and shredded before being discarded.
 - Approved briefcases or containers will be used to transport protected information.



ANNEX D: INSURANCE REQUIREMENTS

Commercial General Liability Insurance

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
 2. The Commercial General Liability policy must include the following:
 - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by the Canada Revenue Agency.
 - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
 - l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
 - m. All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - n. Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8



For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

Medical Malpractice Liability Insurance

1. The Contractor must obtain Medical Malpractice Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.
2. Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
3. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
4. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.