

Annex A

Statement of Work (SOW)

1. Title

SSC Corporate Mail Delivery Services in the National Capital Region

2. Summary

To provide Mail Delivery Services to Shared Services Canada (SSC) from a Contractor-supplied facility to/from SSC locations within the National Capital Region (NCR) boundaries, as defined in the National Capital Act (R.S.,c.N-3.Sch.). The Act can be viewed at <http://laws.justice.gc.ca/en/N-4/index.html>.

3. Scope of Work

The Contractor must:

- 3.1 Provide pick-up of mail from Canada Post in the morning and delivery to the Contractor-supplied facility.
- 3.2 Provide pick-up and delivery of mail between the Contractor-supplied facility and SSC and portfolio partners' locations within the NCR, as per frequency and locations listed at Schedule "A" (to be provided updated by the Technical Authority on an ongoing basis).
- 3.3 Provide delivery of mail from the Contractor-supplied facility to Canada Post at the end of each business day.
- 3.4 Provide the services between the core business hours of 7:00 a.m. and 5:00 p.m. from Monday to Friday inclusive, excluding Statutory Holidays observed by the Government of Canada in the NCR (Core Hours).

NOTE: The Ontario Family Day in February is not a statutory holiday for the Government of Canada. The office will be open and the work will need to be performed during normal work hours on that day.
- 3.5 Designate a bilingual Supervisor or Assistant Supervisor as the Site Authority for the purposes of liaising with the Offsite SSC Project/Technical Authority (OSP/TA) and for the provision of these services during Core Hours. The Site Authority must be available and must respond to calls within a one (1) hour period during Core Hours.
- 3.6 Identify and providing the required personnel staffing and levels to meet the Service Levels established in the Contract. The Contractor must provide immediate back-up personnel for all leave taken by all its personnel (sick leave, vacation leave, appointments, etc.).
- 3.7 Ensure that the Site Authority coordinates the attendance and replacement of personnel during Core Hours.
- 3.8 Ensure that all persons performing the tasks must wear clothes appropriate for an office environment since the work to be performed is the provision of services to clients and it is considered a front line function of the Corporate Services Branch.
- 3.9 Provide all means of transportation and equipment for the external deliveries. All means of transportation and equipment provided under this Contract must be kept in excellent working condition and any faulty or damaged equipment must be immediately replaced by the Contractor, at the Contractor's expense. Compliance with all operating requirements is the sole responsibility of the Contractor including maintaining adequate insurance coverage.

- 3.10 The external messengers/drivers and supervisory personnel must be equipped with cell phones (provided by the Contractor).
- 3.11 Ensure that the Contractor's personnel have the necessary licenses that conform to the *Public Commercial Vehicles Act*, the *Highway Traffic Act*, and the *National Transportation Act* for the provinces of Ontario and Québec.
- 3.12 Provide bilingual personnel to provide the services associated with the Contract in both official languages (English and French). It is the responsibility of the Contractor to assess the linguistic capabilities of its personnel.
- 3.13 Adhere to all levels of service as outlined in Annex "A" SOW Article 8.
- 3.14 Implement ongoing quality control measures to ensure departmental services are provided in an accurate, professional, and courteous manner.

4. Volumetrics

4.1 Estimated Volumes:

1000 mail bags or equivalent per month (maximum 25 bags per load); and
5,000 kg per month (maximum of 30 kg per item).

4.2 Delivery Frequency:

Twice daily mail pick-up and drop-off services (morning/afternoon) to all locations; and

5. Transition

5.1 The Contractor must:

- Have personnel trained and ready to go as of the first day of the Contract, by ensuring that prior training and work schedule arrangements have been made to provide departmental services as per levels of service, hours of operation, and according to the roles and responsibilities as specified in the SOW. This transition must be completed without service disruptions;
- ensure that all means of transportation including handcarts and vehicles are fully serviced, operational, and available for work on the 1st working day of the Contract and thereafter;
- Co-ordinate with the OSPTA, to ensure that the required building site passes for external site deliveries have been requested;
- Co-ordinate with the OSPTA, to ensure that Contractor access and authorization to pick-up and deliver mail to Canada Post is obtained; and
- Co-ordinate with the OSPTA, to ensure that Schedule "A" is accurate and achievable on the 1st working day of the Contract and thereafter.

6. Mail Delivery Services Operations

6.1 The Contractor will be responsible for the following Mail Delivery Services operations:

- the provision of a Contractor-supplied and equipped mailroom facility that meets the Facility Security Clearance (FSC) standards to conduct Mail Delivery Services operations up to Secret clearance level as per Annex "C", Security Requirements Check List (SRCL) and Article 4 -

Security Requirements of this Contract, located within 25 km radius of SSC Headquarters located at 434 Queen Street;

- development of the Departmental Scheduled Runs plan to meet the levels of service outlined in Annex "A" SOW Article 8;
- receipt, sorting, security risk assessment, X-ray scanning, routing, controlling and distributing of incoming mail from Canada Post in accordance with the Shared Services Canada Information Security Guide (see Appendix "B");
- collecting, sorting, security risk assessment, routing, controlling and distributing of internal mail;
- collecting, sorting, security risk assessment, preparation and dispatch of outgoing mail to destinations throughout the world in accordance with the Shared Services Canada Information Security Guide and with Canada Post rules and regulations and standards. The web site is: <https://www.canadapost.ca/eb/business/>
- security risk assessment, and re-direction of improperly addressed mail;
- timely internal and external scheduled runs or pick-ups and deliveries in order to adhere to and maintain the established level of services;
- timely by-hand pick-up and delivery of urgent items from SSC Headquarters without compromising the regular service;
- tracking the status of registered incoming and outgoing mail deliveries in transit;
- maintenance of and changes to the internal distribution site locations list on a "as-and-when requested" basis when informed by the OSPTA;
- gathering and compilation of statistical reports on incoming and outgoing mail volumes on a daily, weekly and monthly basis to be provided in a monthly report to the OSPTA; and
- ensure that in the event of a labour dispute affecting mail service at Canada Post, pick-up and delivery services will be continued between all buildings and/or any temporary postal terminals designated by the Technical Authority. All outgoing mail accumulated during labour disputes will be transported to the Canada Post at no extra cost to the Department.

As part of the daily operations, the Contractor is also required to:

- communicate to the OSPTA any changes in the level of services and on the overall internal and external operations that may improve efficiencies that the Contractor has identified;
- draw to the attention of the OSPTA any suspicious items and/or security infractions in accordance with Shared Services Canada's departmental security regulations procedures and the guidelines found in the *Mail Management in Government Departments and Agencies* (<http://www.collectionscanada.gc.ca/007/002/007002-3019-e.html>)
- provide input to the OSPTA for the maintenance and update of the Mail Management Service Standards website <http://extranet.ssc-spc.gc.ca/eng/mail-services>; and
- ensure that the personnel are able to perform their tasks in an effective and efficient manner and ensure all personnel are properly trained in each activity in their functional unit in the Mail Delivery Services operations.

7. Roles and Responsibilities of the Functional Units

The responsibilities of each functional unit are outlined below.

7.1 Supervision

7.1.1 The Contractor must provide on-site supervision of the personnel and control of the Mail Delivery Services operations during Core Hours as follows:

- supervision of the personnel and control of the Mail Delivery Services operations as set out in Section 5 of this SOW;
- controlling, monitoring and supervision of the inspection and sorting of all incoming items received from Canada Post;
- ensuring compliance with the SSC Mail Management Service Standards and the Government of Canada Mail Management guidelines;
- implementing approved protocols to ensure the confidentiality and non-disclosure of sensitive information while mail is being sorted and inspected;
- monitoring and controlling the proper usage of equipment, protective clothing and containment devices;
- monitoring client services representatives behaviour and mail delivery services standards and reporting any unusual or improper incidents to the OSPTA immediately;

7.2 Training

7.2.1 The Contractor must:

- ensure that all mail clerks are trained on internal mail processes (sorting mail, classes of mail, re-addressing, etc.) and offsite departmental mail runs, floor layouts, distribution points, and contacts; and
- provide training to all Contractor's personnel on all procedures and new tasks, standards, regulations and security guidelines in the Mail Delivery Services.

7.3 Internal Mail Operations

7.3.1 Internal Mail Sorting

The Contractor must:

- sort all incoming mail, in accordance with the Departmental regulations and procedures, including incoming mail from Canada Post, from Government Departments and Agencies and Crown Corporations, as well as any additional circulars and directives, registered mail, newspapers and periodicals;
- sort mail into the appropriate mail carts/containers;
- sort and package mail for delivery by Canada Post to other government departments and agencies and Crown Corporations.

7.3.2 Internal Delivery Services

The Contractor must:

- Provide pick-up and delivery of mail between the Contractor-supplied facility and SSC and portfolio partners' locations within the NCR, as per frequency and locations listed at Schedule "A" – SSC Delivery locations (to be provided and updated by the Technical Authority on an ongoing basis); and
- perform scheduled runs of mail addressed to and from SSC locations at the pre-determined mail pick-up/distribution points as per the established schedule.

7.4 Incoming Mail Processing

7.4.1 Mail Scanning, Security Risk Assessment and Inspection

7.4.2.1 The Contractor must:

- X-ray scan and inspect all incoming mail and correspondence received from Canada Post to identify any suspicious items;
- assess and extract any suspicious items and implement the necessary security procedures in accordance with SSC Mail Management Service Standards and the Government of Canada Mail Management guidelines;
- scrutinize the unopened mail to detect breaches of security in accordance with the risk assessment procedures and guidelines;
- advise external companies concerning improperly addressed bulk mail (i.e. junk mail), and re-route improperly addressed mail; and

Note: The Contractor responsibility for re-routing of misdirected mail is limited to first level triage, i.e. confirmation of address information by searching the Government Electronic Directory Services (GEDS) at <http://sage-geds.tpsgc-pwgsc.gc.ca/cgi-bin/direct500/eng/TE?FN=index.htm>. If unsuccessful the undelivered mail will be passed to the OSPTA for resolution.

- ensure the proper usage of equipment, protective clothing and containment devices.

7.5 External Mail Processing

7.5.1 The Contractor must:

- receive, register and process incoming and outgoing registered mail, Expedited and Xpresspost and Priority Courier to/from Canada Post;
- assess and determine the appropriate class of mail or method of delivery based on urgency, volume and costs;
- coordinate the grouping and distribution of bulk mail to the Shared Services Canada's regional offices;
- process outgoing mail and parcels for dispatch to destinations throughout the world according to Canada Post regulations and standards and in accordance with Departmental security policy and procedures;

- complete the appropriate Canada Post carrier waybills for urgent deliveries to international locations and within and outside the National Capital Region.

7.5.2 External Scheduled Runs

7.5.2.1 The Contractor must:

- ensure the pickups and deliveries are done during the necessary timeframe and legible signatures are obtained (as required); and
- ensure that the materials are safeguarded and accounted for while in transit.

8. Level of Service

The table below indicates the level of service to be provided for each mail delivery services activity. The quantity of items to be processed for any given activity may vary from year to year.

ACTIVITIES	LEVELS OF SERVICE	ESTIMATED QUANTITIES (BY FISCAL YEAR)
Incoming mail from Canada Post:	The mail must be picked-up from Alta Vista Postal Terminal at <insert address> at 7 am each day and brought to the Contractor-supplied facility. This mail must be scanned and sorted prior to the first scheduled daily delivery.	22,605 pieces of mail
Outgoing Mail to Canada Post:	The mail must be delivered to the Alta Vista Postal Terminal before 5 pm each day from the Contractor-supplied facility.	31,920 pieces
Departmental Internal and External Scheduled Runs:		72,655 pieces

9. Acronyms and Terminology

TERM	DESCRIPTION
CPC	Canada Post Corporation
Core Hours	7:00 am – 5:00 pm Monday to Friday
DOS	Designated Organization Screening
FSC	Facility Security Clearance
MDS	Mail Delivery Services
NCR	National Capital Region
OSPTA	Offsite Shared Services Canada Project/Technical Authority
SSC	Shared Services Canada