

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
**Bid Receiving Public Works and Government
Services Canada/Réception des soumissions
Travaux publics et Services gouvernementaux
Canada**
800 Burrard Street, Room 219
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9
Bid Fax: (604) 775-7526

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

Title - Sujet Guard Services	
Solicitation No. - N° de l'invitation 47890-157202/A	Date 2014-12-23
Client Reference No. - N° de référence du client 47890-157202	
GETS Reference No. - N° de référence de SEAG PW-\$VAN-532-7406	
File No. - N° de dossier VAN-4-37210 (532)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-01-30	Time Zone Fuseau horaire Pacific Standard Time PST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Takasaki, Alan H.	Buyer Id - Id de l'acheteur van532
Telephone No. - N° de téléphone (604) 775-7605 ()	FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CANADA BORDER SERVICES AGENCY ENFORCEMENT AND INTELLIGENCE DIVISI 300 GEORGIA ST. W, 700 VANCOUVER British Columbia V6B 6C8 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Pacific
Region
219 - 800 Burrard Street
800, rue Burrard, pièce 219
Vancouver, BC V6Z 0B9

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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Buyer ID - Id de l'acheteur

van532

CCC No./N° CCC - FMS No/ N° VME

47890-157202

TITLE:

**Security Guard and
related Transportation Services**

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THIS DOCUMENT HAS A SECURITY REQUIREMENT

PART 1 - GENERAL INFORMATION

1. Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, Non-Disclosure Agreement, the Task Authorization Form 572 and any other annexes.

2. Summary

The Canada Border Services Agency (CBSA) has a requirement for the provision of Security and transportation related services effective April 1, 2015 with a transition period to be determined as per the parameters of the Contract. The Contractor must provide Security Personnel, transport vehicles, and services in accordance with the requirements detailed in Annex A, Statement of Work.

The Contractor's Personnel must provide care and control of Immigration detainees, the safe and secure transport of detainees, the verification of departure of persons from Canada who are under a removal order pursuant to the Immigration and Refugee Protection Act (IRPA) or who are otherwise required to leave Canada, and perform other duties as described within Annex A, Statement of Work.

Operations will be centralized within the Metro Vancouver Area (MVA) however; services must cover the entire Pacific Region (British Columbia and the Yukon). Flexibility in responding to ever changing needs is of the utmost importance, as the number of detainees at the British Columbia Immigration Holding Center (BCIHC), the CBSA Day cells located at Library Square, the number and frequency of detainee transports, and the number and frequency of departure verifications can change drastically on a daily basis.

The contract period will be from Date of Contract Award to March 31, 2017, with options to extend for two (2) six-month periods. The in-service date will be agreed upon between the Contractor and the CBSA but is to be no later than April 1, 2015.

The primary locations of work include:

- BCIHC: Basement of Vancouver International Airport, Vancouver BC
- CBSA Day cells at Library Square: 1600-300 West Georgia Street, Vancouver BC

Other work sites will be determined by the CBSA as required and as articulated within Annex A, Statement of Work.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation.

The requirement is limited to Canadian goods and/or services.

There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex named Federal Contractors Program for Employment Equity - Certification.

3. Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days

Insert: one hundred twenty (120) days

2. Submission of Bids

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

3. Former Public Servant – Competitive Requirement Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()

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

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

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

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** () **No** ()

If so, the Bidder must provide the following information:

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

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

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than fifteen (15) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

5. Applicable Laws

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

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

6. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

7. Bidders' Conference

A bidders' conference will be held in Vancouver British Columbia on January 9, 2015 at 10:00am PST. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders are required to register with the Contracting Authority before the conference to confirm attendance. Bidders are required to provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than January 07, 2015, 2:00 p.m. PST.

Bidders are required to provide the following information by email to the Contracting Authorities - Al Takasaki (al.takasaki@pwgsc.gc.ca) and Kristina Pascal (Kristina.pascal@pwgsc.gc.ca):

Bidder (company name);
Name(s) of the person(s) representing the above company); and
Contact information of the key person (telephone # and email address.

Further information regarding the Bidder's Conference will be provided by email upon receipt of the above information.

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (6 hard copies)
Section II: Financial Bid (2 hard copies)
Section III: Certifications (1 hard copy)
Section IV: Additional Information (1 hard copy)

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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and

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

Section I: Technical Bid

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

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

Section II: Financial Bid

1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B", Applicable Taxes excluded, Canadian custom duties and excise taxes included. Rates must be quoted in Canadian dollars.

Failure to do so will result in the bid being non-responsive and not considered further.

Hourly rates must remain firm for the complete period of the Contract and the option periods, as set out in Annex "B".

1.2 Exchange Rate Fluctuation

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

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and the financial" evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine first if there are two (2) or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

In accordance with Annex I, Evaluation Criteria

1.1.2 Point Rated Technical Criteria

In accordance with Annex I. Evaluation Criteria

1.2 Financial Evaluation

- a) Prices must be submitted in accordance with Annex B, Basis of Payment. Bids that omit any price element for any of the firm two (2) years and two (2) six (6) month option periods, will be deemed non-responsive and will not be considered any further.
- b) Prices submitted must be firm prices in Canadian dollars, Applicable taxes excluded, Canadian customs duties and excise taxes included.
- c) When calculating fixed rates, bidders must consider all costs and any potential extra costs that may be incurred throughout the contract period, as no additional claims to the Crown can be made.
- d) Prices submitted for each of the Contract years, and option periods thereafter should be reasonable taking into consideration the assumed average inflation rate (2% per year).

The Financial Proposal will be evaluated as follows for bid evaluation and contractor selection purposes only:

Bidders must not present pricing in this section. Prices are to be presented in Annex B only.

The following represents an estimate of the total base hours required as part of this contract for each category of personnel. As per Annex A, Statement of Work, the CBSA reserves the right to increase or decrease the hours of work required dependent upon operational requirements. As a result the Contractor should factor in the potential for additional requests.

Year 1: Contract award until March 31, 2016

Regular Rate Schedule (Monday – Friday) (Tables to be completed by Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Operational Manager							
8 hour shift	2080	X	1	X	\$ /hr	=	\$
Assistant Operational Manager							
8 hour shift	2080	X	1	X	\$ /hr	=	\$
Supervisor							
0700-1900 Shift (12 hours)	3120	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	3120	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	2080	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	3120	X	4	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	3120	X	4	X	\$ /hr	=	\$
0400-1600 Shift (12 hours)	3120	X	2	X	\$ /hr	=	\$

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0630-1830 Shift (12 hours)	3120	X	2	X	\$	/hr	=	\$
0800-1600 Shift (8 hours)	2080	X	1	X	\$	/hr	=	\$
0900-1700 Shift (8 hours)	2080	X	1	X	\$	/hr	=	\$
1000-1800 Shift (8 hours)	2080	X	1	X	\$	/hr	=	\$
Total Regular Schedule Year 1 (Monday – Friday)								\$

Regular Rate Schedule (Saturday – Sunday) (To be completed by Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total	
Supervisor								
0700-1900 Shift (12 hours)	624	X	1	X	\$	/hr	= \$	
1900-0700 Shift (12 hours)	624	X	1	X	\$	/hr	= \$	
Security Guard (all services)								
0700-1900 Shift (12 hours)	624	X	2	X	\$	/hr	= \$	
1900-0700 Shift (12 hours)	624	X	2	X	\$	/hr	= \$	
Total Regular Schedule Year 1 (Saturday - Sunday)								\$

* Shifts articulated in the SOW are slightly different than the above, with schedules articulated as Mon-Thurs and Fri-Sat. For evaluation purposes only, shifts have been summarized as above on a regular Saturday – Sunday schedule.

Over Time Rate Schedule (as required) (To be completed by the Contracting Authority)

	Estimated # of Hours per year*				Proposed Hourly Rate (as specified)		Year 1 Sub-Total	
Operational Manager								
8 hour Shift	40			X	\$	/hr	= \$	
Assistant Operational Manager								
8 hour Shift	40			X	\$	/hr	= \$	
Supervisor								
8 hour Shift	40			X	\$	/hr	= \$	
12 hour Shift	120			X	\$	/hr	= \$	
Security Guard								
8 hour Shift	200			X	\$	/hr	= \$	
12 hour Shift	440			X	\$	/hr	= \$	
Total Over Time Schedule Year 1 (as required)								\$

Statutory Holiday Rate Schedule (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Operational Manager							
8 hour shift	88	X	1	X	\$	/hr	= \$
Assistant Operational Manager							

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8 hour shift	88	X	1	X	\$	/hr	=	\$
Supervisor								
0700-1900 Shift (12 hours)	132	X	1	X	\$	/hr	=	\$
1900-0700 Shift (12 hours)	132	X	1	X	\$	/hr	=	\$
0900-1700 Shift (8 hours)	88	X	1	X	\$	/hr	=	\$
Security Guard (all services)								
0700-1900 Shift (12 hours)	132	X	4	X	\$	/hr	=	\$
1900-0700 Shift (12 hours)	132	X	4	X	\$	/hr	=	\$
0400-1600 Shift (12 hours)	132	X	2	X	\$	/hr	=	\$
0630-1830 Shift (12 hours)	132	X	2	X	\$	/hr	=	\$
0800-1600 Shift (8 hours)	88	X	1	X	\$	/hr	=	\$
0900-1700 Shift (8 hours)	88	X	1	X	\$	/hr	=	\$
1000-1800 Shift (8 hours)	88	X	1	X	\$	/hr	=	\$
Total Statutory Holiday Schedule Year 1 (Monday – Sunday)								\$

Vehicle Cost (To be completed by the Contracting Authority)

	# of vehicles required		# of months		Total Proposed monthly cost		Year 1 Sub-Total
Fleet vehicle 5 passenger van	4	X	12	X	\$ /month		\$
Fleet vehicle 8 passenger van	2	X	12	X	\$ /month		\$
Total Vehicle Cost Year 1							\$

Year 2: April 1, 2016 until March 31, 2017

Regular Schedule (Monday – Friday) (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total	
Operational Manager								
8 hour shift	2080	X	1	X	\$ /hr	=	\$	
Assistant Operational Manager								
8 hour shift	2080	X	1	X	\$ /hr	=	\$	
Supervisor								
0700-1900 Shift (12 hours)	3120	X	1	X	\$ /hr	=	\$	
1900-0700 Shift (12 hours)	3120	X	1	X	\$ /hr	=	\$	
0900-1700 Shift (8 hours)	2080	X	1	X	\$ /hr	=	\$	
Security Guard (all services)								
0700-1900 Shift (12 hours)	3120	X	4	X	\$ /hr	=	\$	
1900-0700 Shift (12 hours)	3120	X	4	X	\$ /hr	=	\$	
0400-1600 Shift (12 hours)	3120	X	2	X	\$ /hr	=	\$	
0630-1830 Shift (12 hours)	3120	X	2	X	\$ /hr	=	\$	
0800-1600 Shift (8 hours)	2080	X	1	X	\$ /hr	=	\$	
0900-1700 Shift (8 hours)	2080	X	1	X	\$ /hr	=	\$	
1000-1800 Shift (8 hours)	2080	X	1	X	\$ /hr	=	\$	
Total Regular Schedule Year 2 (Monday – Friday)								\$

Regular Schedule (Saturday – Sunday) (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Supervisor							
0700-1900 Shift (12 hours)	624	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	624	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	624	X	2	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	624	X	2	X	\$ /hr	=	\$
Total Regular Schedule Year 2 (Saturday - Sunday)							\$

* Shifts articulated in the SOW are slightly different than the above, with schedules articulated as Mon-Thurs and Fri-Sat. For evaluation purposes only, shifts have been summarized as above on a regular Saturday – Sunday schedule.

Over Time Rate Schedule (as required) (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Supervisor					
8 hour Shift	40	X	\$ /hr	=	\$
12 hour Shift	120	X	\$ /hr	=	\$
Security Guard					
8 hour Shift	200	X	\$ /hr	=	\$
12 hour Shift	440	X	\$ /hr	=	\$
Total Over Time Schedule Year 2 (as required)					\$

Statutory Holiday Rate Schedule (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Operational Manager							
8 hour shift	88	X	1	X	\$ /hr	=	\$
Assistant Operational Manager							
8 hour shift	88	X	1	X	\$ /hr	=	\$
Supervisor							
0700-1900 Shift (12 hours)	132	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	132	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	88	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	132	X	4	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	132	X	4	X	\$ /hr	=	\$
0400-1600 Shift (12 hours)	132	X	2	X	\$ /hr	=	\$
0630-1830 Shift (12 hours)	132	X	2	X	\$ /hr	=	\$

Solicitation No. - N° de l'invitation
47890-157202/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
van532

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File No. - N° du dossier
VAN-4-37210

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0800-1600 Shift (8 hours)	88	X	X	1	X	\$	/hr	=	\$
0900-1700 Shift (8 hours)	88	X	X	1	X	\$	/hr	=	\$
1000-1800 Shift (8 hours)	88	X	X	1	X	\$	/hr	=	\$
Total Statutory Holiday Schedule Year 2 (Monday – Sunday)									\$

Vehicle Cost (To be completed by the Contracting Authority)

	# of vehicles required		# of months		Total Proposed monthly cost		Year 1 Sub-Total
Fleet vehicle 5 passenger van	4	X	12	X	\$ /month		\$
Fleet vehicle 8 passenger van	2	X	12	X	\$ /month		\$
Total Vehicle Cost Year 2							\$

6 month - Option Period 1: April 1, 2017 until September 30, 2017

Regular Rate Schedule (Monday – Friday) (To be completed by the Contracting Authority)

	Estimated # of Hours*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Operational Manager							
8 hour shift	1040	X	1	X	\$ /hr	=	\$
Assistant Operational Manager							
8 hour shift	1040	X	1	X	\$ /hr	=	\$
Supervisor							
0700-1900 Shift (12 hours)	1560	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	1560	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	1560	X	4	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	1560	X	4	X	\$ /hr	=	\$
0400-1600 Shift (12 hours)	1560	X	2	X	\$ /hr	=	\$
0630-1830 Shift (12 hours)	1560	X	2	X	\$ /hr	=	\$
0800-1600 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
1000-1800 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
Total Regular Schedule Option Period 1 (Monday – Friday)							\$

Regular Rate Schedule (Saturday – Sunday) (To be completed by the Contracting Authority)

	Estimated # of Hours*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Supervisor							
0700-1900 Shift (12 hours)	312	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	312	X	1	X	\$ /hr	=	\$

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Amd. No. - N° de la modif.

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Security Guard (all services)								
0700-1900 Shift (12 hours)	312	X	2	X	\$	/hr	=	\$
1900-0700 Shift (12 hours)	312	X	2	X	\$	/hr	=	\$
Total Regular Schedule Option Period 1 (Saturday - Sunday)								\$

* Shifts articulated in the SOW are slightly different than the above, with schedules articulated as Mon-Thurs and Fri-Sat. For evaluation purposes only, shifts have been summarized as above on a regular Saturday – Sunday schedule.

Over Time Rate Schedule (as required)

	Estimated # of Hours*				Proposed Hourly Rate (as specified)			Year 1 Sub-Total
Operational Manager								
8 hour Shift	20	X		X	\$	/hr	=	\$
Assistant Operational Manager								
8 hour Shift	20	X		X	\$	/hr	=	\$
Supervisor								
8 hour Shift	20			X	\$	/hr	=	\$
12 hour Shift	60	X		X	\$	/hr	=	\$
Security Guard								
8 hour Shift	100	X		X	\$	/hr	=	\$
12 hour Shift	220	X		X	\$	/hr	=	\$
Total Over Time Schedule Option Period 1 (as required)								\$

Statutory Holiday Rate Schedule (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)			Year 1 Sub-Total
Operational Manager								
8 hour shift	48	X	1	X	\$	/hr	=	\$
Assistant Operational Manager								
8 hour shift	48	X	1	X	\$	/hr	=	\$
Supervisor								
0700-1900 Shift (12 hours)	72	X	1	X	\$	/hr	=	\$
1900-0700 Shift (12 hours)	72	X	1	X	\$	/hr	=	\$
0900-1700 Shift (8 hours)	48	X	1	X	\$	/hr	=	\$
Security Guard (all services)								
0700-1900 Shift (12 hours)	72	X	4	X	\$	/hr	=	\$
1900-0700 Shift (12 hours)	72	X	4	X	\$	/hr	=	\$
0400-1600 Shift (12 hours)	72	X	2	X	\$	/hr	=	\$
0630-1830 Shift (12 hours)	72	X	2	X	\$	/hr	=	\$
0800-1600 Shift (8 hours)	48	X	1	X	\$	/hr	=	\$
0900-1700 Shift (8 hours)	48	X	1	X	\$	/hr	=	\$
1000-1800 Shift (8 hours)	48	X	1	X	\$	/hr	=	\$
Total Statutory Holiday Schedule Option Period 1 (Monday – Sunday)								\$

Vehicle Cost (To be completed by the Contracting Authority)

	# of vehicles required		# of months		Total Proposed monthly cost		Year 1 Sub-Total
Fleet vehicle 5 passenger van	4	X	6	X	\$ /month		\$
Fleet vehicle 8 passenger van	2	X	6	X	\$ /month		\$
Total Vehicle Cost Option Period 1							\$

6 month - Option Period 2: October 1, 2017 until March 31, 2018

Regular Rate Schedule (Monday – Friday) (To be completed by the Contracting Authority)

	Estimated # of Hours*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Operational Manager							
8 hour shift	1040	X	1	X	\$ /hr	=	\$
Assistant Operational Manager							
8 hour shift	1040	X	1	X	\$ /hr	=	\$
Supervisor							
0700-1900 Shift (12 hours)	1560	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	1560	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	1560	X	4	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	1560	X	4	X	\$ /hr	=	\$
0400-1600 Shift (12 hours)	1560	X	2	X	\$ /hr	=	\$
0630-1830 Shift (12 hours)	1560	X	2	X	\$ /hr	=	\$
0800-1600 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
1000-1800 Shift (8 hours)	1040	X	1	X	\$ /hr	=	\$
Total Regular Schedule Option Period 2 (Monday – Friday)							\$

Regular Rate Schedule (Saturday – Sunday) (To be completed by the Contracting Authority)

	Estimated # of Hours*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Supervisor							
0700-1900 Shift (12 hours)	312	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	312	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	312	X	2	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	312	X	2	X	\$ /hr	=	\$
Total Regular Schedule Option Period 2 (Saturday - Sunday)							\$

* Shifts articulated in the SOW are slightly different than the above, with schedules articulated as Mon-Thurs and Fri-Sat. For evaluation purposes only, shifts have been summarized as above on a regular Saturday – Sunday schedule.

Over Time Rate Schedule (as required) (To be completed by the Contracting Authority)

	Estimated # of Hours*		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Supervisor					
8 hour Shift	20	X	\$ /hr	=	\$
A12 hour Shift	60	X	\$ /hr	=	\$
Security Guard					
8 hour Shift	100	X	\$ /hr	=	\$
12 hour Shift	220	X	\$ /hr	=	\$
Total Over Time Schedule Option Period 2 (as required)					\$

Statutory Holiday Rate Schedule (To be completed by the Contracting Authority)

	Estimated # of Hours per year*		# Personnel Required		Proposed Hourly Rate (as specified)		Year 1 Sub-Total
Operational Manager							
8 hour shift	40	X	1	X	\$ /hr	=	\$
Assistant Operational Manager							
8 hour shift	40	X	1	X	\$ /hr	=	\$
Supervisor							
0700-1900 Shift (12 hours)	60	X	1	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	60	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	40	X	1	X	\$ /hr	=	\$
Security Guard (all services)							
0700-1900 Shift (12 hours)	60	X	4	X	\$ /hr	=	\$
1900-0700 Shift (12 hours)	60	X	4	X	\$ /hr	=	\$
0400-1600 Shift (12 hours)	60	X	2	X	\$ /hr	=	\$
0630-1830 Shift (12 hours)	60	X	2	X	\$ /hr	=	\$
0800-1600 Shift (8 hours)	40	X	1	X	\$ /hr	=	\$
0900-1700 Shift (8 hours)	40	X	1	X	\$ /hr	=	\$
1000-1800 Shift (8 hours)	40	X	1	X	\$ /hr	=	\$
Total Statutory Holiday Schedule Option Period 2 (Monday – Sunday)							\$

Vehicle Cost (To be completed by the Contracting Authority)

	# of vehicles required		# of months		Total Proposed monthly cost	Year 1 Sub-Total
Fleet vehicle 5 passenger van	4	X	6	X	\$ /month	\$
Fleet vehicle 8 passenger van	2	X	6	X	\$ /month	\$
Total Vehicle Cost Option Period 2						\$

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47890-157202

File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

The estimated hours provided above are used for evaluation purposes only and are not to represent a guarantee, nor are they to necessarily represent the full requirement under this contract.

For evaluation purposes only, the total submission price will be calculation in the following table and will represent the total price to be evaluated.

	Total Submission Price
Total Regular Schedule Year 1 (Monday – Friday)	
	+
Total Regular Schedule Year 1 (Saturday – Sunday)	
	+
Overtime Schedule Year 1	
	+
Total Statutory Holiday Schedule Year 1 (Monday – Sunday)	
	+
Vehicle Cost Year 1	
	+
Total Regular Schedule Year 2 (Monday – Friday)	
	+
Total Regular Schedule Year 2 (Saturday - Sunday)	
	+
Overtime Schedule Year 2	
	+
Total Statutory Holiday Schedule Year 2 (Monday – Sunday)	
	+
Vehicle Cost Year 2	
	+
Total Regular Schedule Option Period 1 (Monday – Friday)	
	+
Total Regular Schedule Option Period 1 (Saturday – Sunday)	
	+
Overtime Schedule Option Period 1	
	+
Total Statutory Holiday Schedule Option Period 1 (Monday – Sunday)	
	+
Vehicle Cost Option Period 1	
	+
Total Regular Schedule Option Period 2 (Monday – Friday)	
	+
Total Regular Schedule Option Period 2 (Saturday – Sunday)	
	+
Overtime Schedule Option Period 2	
	+
Total Statutory Holiday Schedule Option Period 2 (Monday – Sunday)	
	+
Vehicle Cost Option Period 2	
	=
Total Submission Price for evaluation	

The CBSA will not incur costs related to overtime for shifts that are normally scheduled as 12 hour shifts. The Contractor will be paid at regular hourly rates for these shifts.

2. Basis of Selection

2.1 Highest Combined Rating of Technical Merit and Price

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 437 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 625 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 60 % for the technical merit and 40 % 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 / maximum number of points available multiplied by the ratio of 60 %.
5. To establish the pricing score, each responsive bid will be pro-rated against the lowest evaluated price the ratio of 40 %.
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.

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

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

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		55,000	50,000	45,000
Calculations	Technical Merit Score	115/135 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89
	Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3 rd	2 nd

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information 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 in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions [2003](#). The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - 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.

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

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

2. Additional Certifications Required Precedent to Contract Award

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

2.1 Canadian Content Certification

This procurement is limited to Canadian services.
The Bidder certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

2.1.1. *SACC Manual* clause [A3050T](#) (2010-01-11) Canadian Content Definition.

2.2 Status and Availability of Resources

SACC Manual clause [A3005T](#) (2010-08-16) Status and Availability of Resources

2.3 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (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- Resulting Contract Clauses;
- (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. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, bidders should refer to the [Canadian Industrial Security Directorate \(CISD\), Industrial Security Program](#) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.1 Canada Border Services Agency (CBSA) - Security Requirements

a) Before award of a contract, the following conditions must be met:

- i. the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- ii. 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 - Resulting Contract Clauses; and
- iii. **CBSA SECURITY REQUIREMENT:** The Client (CBSA) will conduct its own personnel Reliability Status assessment on the proposed Contractor and its personnel as per the Treasury Board Secretariat of Canada's (TBS) "*Security and Contracting Management Standard*" and the *Policy on Government Security – Personnel Security Standard*, irrespective of whether such assessment has already been conducted under any such policies. The Reliability Status assessment conducted by the CBSA will include a credit check performed by an authorized security official with the CBSA's "*Personnel Security Screening Section*" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "*Canadian Industrial Security Directorate*" (CISD) and the "*International Industrial Security Directorate*" (IISD).

For each proposed resource, the bidder must submit a completed signed original TBS 330-23 Form – Personnel Screening Consent and Authorization (<http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.pdf>) upon request of the Contracting Authority prior to Contract Award.

Until the credit check and all other security screening processes required by this Request for Proposal have been completed and the bidder and its personnel is considered suitable by the CBSA, no contract will be awarded and the recommended bidder (specifically the bidder's personnel) shall **not** be permitted access to Protected / Classified information or assets, and further, shall **not** be permitted to enter sites where such information or assets are kept. In the event the bidder (specifically the bidder's personnel) does not pass the security screening process required by the CBSA, the said bidder's proposal will be considered non-responsive and the next ranked bidder will be contacted. If only one bid was obtained and the proposed bidder does not meet the security requirement, then, the contracting officer will determine the next steps in order to ensure all requirements are met.

** The bidder's personnel can include in some instances landlords, property management employees and principles of companies when the latter have access to the premises where the CBSA designated or classified information\assets are kept.

- b) Canada will not delay the award of any contract to allow Bidders to obtain the required clearance.
- c) For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document on the Departmental Standard Procurement Documents Website.

In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

2. Financial Capability

Manual SACC clause [A9033T](#) (2012-07-16) Financial Capability

3. 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 bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex E.

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.

4. Additional Licenses, Diplomas and Certificates

Bidders are encouraged to submit with their proposal, copies of all licenses, diplomas and certificates to support all requirements. Copies of documents are, but not limited to:

- a) Bidder's license to Security Guard Services in BC and the Yukon Territories;
- b) Managers and Shift Supervisors license(s) in accordance with the Security Services Act and Security Services Regulations;
- c) Driver licenses; and
- d) Proof of Canadian Citizenship or Permanent Residence Status.

If not included in their proposal, bidders must provide all requested documentation within 2 full working days from date of request. If requested on Monday, certificates must be received on or before the following Thursday, 07:30am PST.

For clarity, resumes must be submitted at bid closing and may not be submitted under this provision.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform security guard services and transportation services for the Pacific Regional Enforcement Centre of Canada Border Services Agency in accordance with the Statement of Work at Annex "A".

The Work includes but is not necessarily limited to:

- a) The care and control of persons detained under the authority of the Immigration and Refugee Protection Act (hereafter referred to as detainees) at the British Columbia Holding Centre (BCHC) located at Vancouver International Airport and in the day cells at Library Square building, 300 West Georgia Street, Vancouver;
- b) The management and provision of the safe and secure transportation of detainees and their personal effects to and from the BCHC, and other locations described herein;
- c) The provision of escorting detainees through the process that culminates in their departure from Canada, typically from Vancouver International Airport (VIA) or land port of entry (hereafter described as Departure Verification); and
- d) The performance of other duties consistent with the security function that may from time to time be required by the CBSA.

1.1 Task Authorization

The Work or a portion of the Work as describe in paragraph 8.5.7 "Mass Migrant Arrival" and 8.5.8 "Pre-planned Additional Security Personnel Requirements" of Annex A – Statement of Work, that is to be performed under the Contract will be on an "as and when requested basis" using a Task

Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

1.1.1 Task Authorization Process

1. The *Project Authority* will provide the Contractor with a description of the task using the Task Authorization" form specified in Annex "G".
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the *Project Authority*, within 5 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by *Project Authority* has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

1.1.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$40,000.00 Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Contracting Authority before issuance.

1.1.3 Canada's Obligation - Portion of the Work - Task Authorizations B9031C

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

1.1.4 Periodic Usage Reports - Contracts with Task Authorizations B9056C

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a semi-annual basis to the Contracting Authority.

The semi-annual periods are defined as follows:

- 1st half: April 1 to September 30; and
- 2nd half: October 1 to March 31.

The data must be submitted to the Contracting Authority no later than 14 calendar days after the end of the reporting period.

Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

2. Standard Clauses and Conditions

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

2.1 General Conditions

2035 (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

2.2 Supplemental General Conditions

4008 (2008-12-12) Personal Information, apply to and form part of the Contract

3. Security Requirement

3.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) **must EACH hold a valid RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
3. The Contractor/Offeror **MUST NOT** remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.

-
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
 5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) Industrial Security Manual (Latest Edition).

3.2 CBSA Additional Security Requirement:

The Canada Border Services Agency (the CBSA), will conduct its own personnel Reliability Status assessment on the Contractor personnel, which is allowed under the Treasury Board Secretariat of Canada's (TBS) "Security and Contracting Management Standard" and the Policy on Government Security – Personnel Security Standard. Reliability Status assessment conducted by the CBSA will include a credit check.

If a Contractor personnel has already been screened under the TBS Policy on Government Security - Personnel Security Standard, the Contractor personnel will still undergo a security screening process to be conducted by the CBSA.

The credit check will be performed by an authorized security official with the CBSA's "Personnel Security Screening Section" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "Canadian and International Industrial Security Directorate" (CIISD).

Until the credit check and all other security screening processes required have been completed and the Contractor personnel is deemed suitable by the CBSA, the recommended Contractor personnel shall not be permitted access to Protected / Classified information or assets, and further, shall not be permitted to enter sites where such information or assets are kept.

4. Term of Contract

4.1 Period of the Contract

The Work is to be performed during the period of _____ (*insert start date of Contract*) to March 31, 2017.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional six (6) month option period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

AI Takasaki
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch

Solicitation No. - N° de l'invitation
47890-157202/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
van532

Client Ref. No. - N° de réf. du client
47890-157202

File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

Address: Room 219 - 800 Burrard Street, Vancouver, B.C. V6Z 0B9
Telephone: 604-775-7605 Facsimile: 604-775-7526
E-mail address: Al.Takasaki@pwgsc-tpsgc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority *(To be determined)*

The Project Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-____ Facsimile: ____-____-____

E-mail address: _____

In its absence, the Project Authority is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-____ Facsimile: ____-____-____

E-mail address: _____

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

5.3 Contractor's Representative

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-____ Facsimile: ____-____-____

E-mail address: _____

6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7. Payment

7.1 Basis of Payment

7.1.1 Basis of Payment - Firm Unit Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices as specified in Annex B "Basis of Payment". Customs duties are included and Applicable Taxes are extra.

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.

7.1.2 Basis of Payment - Firm Unit Price(s) - Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit prices in accordance with the basis of payment, in Annex B as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

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

7.1.3 Travel and Living Expenses - National Joint Council Travel Directive

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the Project Authority.

All payments are subject to government Audit

7.1.4 OTHER DIRECT EXPENSES

The Contractor will be reimbursed any other direct expenses reasonably and properly incurred in the performance of the Work and as previously approved by the CBSA. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers

7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ (to be determined). Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.3 Method of Payment

SACC Manual clause H1008C (2008-05-12) Monthly Payment

7.4 Time Verification

SACC Manual clause C0711C (2008-05-12) Time Verification

8. 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 for each Contractor personnel assigned to the contract, or a combination of summary time sheets that articulate the name and hours worked of each Contractor personnel, to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the Contract;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:
- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
 - c. one (1) copy must be forwarded to the consignee.

9. Certifications

9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

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

9.3 SACC Manual Clauses

SACC *Manual* clause A3060C (2008-05-12) Canadian Content Certification

10. Applicable Laws

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

11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4008 (2008-12-12) Personal Information;
- (c) the general conditions 2035 (2014-09-25), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Federal Contractors Program for Employment Equity;
- (h) Annex E, Insurance Requirements;
- (i) Annex F – Cost Recovery Surcharge
- (j) Annex H – Non-Disclosure Agreement
- (k) Appendix A to Appendix BB for Annex A – Standing Orders
- (m) the signed Task Authorizations (including all of its annexes, if any);
- (n) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*"), as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*

12. Foreign Nationals (Canadian Contractor)

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

13. Insurance – Specific Requirements

The Contractor must comply with the insurance requirements specified in Annex E. 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) 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. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

14. Cost Recovery Surcharges – (herein Annex F)

Annex F - Cost Recovery – Surcharges will apply.

1. Canada and the Contractor agree that the amount stated in Annex F is their best pre-estimate of the loss to Canada in the event of such a failure, and that it is not intended to be, nor is it to be interpreted as, a penalty.
2. Canada will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any surcharges owing and unpaid under Annex F.
3. Nothing in Annex F must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract.

15 Government Site Regulations

SACC Manual clause A9068C (2010-01-11), Government Site Regulations

16 Non-disclosure Agreement

The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed non-disclosure agreement, attached at Annex H, and provide it to the Project Authority before they are given access to information by or on behalf of Canada in connection with the Work.

17. Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of 90 days under the same conditions to ensure the required transition. 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 will advise the Contractor of the extension by sending a written notice to the Contractor at least 30 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

ANNEX "A"
STATEMENT OF WORK

SHIFT SCHEDULES AND DUTIES OF CONTRACTOR PERSONNEL

This SOW has been written in twelve (12) Parts with 28 Appendices attached.

The Parts are as follows:

Part 1: Background

Part 2: General requirements

Part 3: Staffing Requirements and Duties

Part 4: Training Requirements

Part 5: Disclosure or Collection of Personal Information

Part 6: Contractor Personnel Standards

Part 7: Contractor Performance Standards

Part 8: Administrative Specifications

Part 9: Uniform Requirements

Part 10: Material and Equipment Requirements

Part 11: Documentary Requirements

Part 12: Vehicle Requirements

The Appendices are as follows:

Appendix A: Order for Detention

Appendix B: Standing Orders Checklist

Appendix C: Daily Occurrence Log

Appendix D: Visitor Log

Appendix E: Detainee Register

Appendix F: Daily Routine

Appendix G: BCIHC Admittance Procedures

Appendix H: Detainee Status Report and Profile

Appendix I: Detainee Admission Report

Appendix J: Detainee Medical Form

Appendix K: Detainee Admissions and Files Completion Checklist

Appendix L: BCIHC Meal Log

Appendix M: BCIHC Medication Log

Appendix N: BCIHC Request Log

Appendix O: BCIHC Record or Cash Transaction

Appendix P: BCIHC Property Receipt

Appendix Q: Authority to Release from detention

Appendix R: BCIHC Rules for Detainees

Appendix S: IED Safe and Money Handling Policy

Appendix T: BCIHC Storage Room Inventory List

Appendix U: IFH Letter

Appendix V: The Role we all play in Preventing Suicide

Appendix W: BCIHC Room Checks Log

Appendix X: Emergency Evacuation and Fire Procedures

Appendix Y: Personal Linen and Hygiene Log

Appendix Z: CBSA Security Incident Report

Appendix AA: Detainee Immediate Needs Form and Procedures

Appendix BB: Safety Checklist

ACRONYMS AND GLOSSARY OF TERMS

Security Services Provider

The Contractor

Contractor personnel, Guard complement

Any person employed by the Contractor to perform the tasks related to the performance of this Contract.

Security Guard

Any person employed by the Contractor to perform the tasks related to the performance of this Contract, excluding the Contractor's management and support staff.

ATIP	Access to Information and Privacy
BCIHC	British Columbia Immigration Holding Centre
CBSA	Canada Border Services Agency
IRB	Immigration and Refugee Board
IRPA	Immigration and Refugee Protection Act
Lib Sq	Library Square, 300 West Georgia Street, Vancouver, British Columbia.
MVA	Metro Vancouver Area
PRIES	Pacific Region Inland Enforcement Section
POE	Port of Entry
VIA	Vancouver International Airport

PART 1: BACKGROUND

1.1 CBSA Detention Program

Canada's Immigration and Refugee Protection Act (IRPA) stipulates who is inadmissible to Canada, including: security threats (espionage, subversion, terrorism, threat to Canadians etc.); human or international rights violators, and criminals (including organized crime). Under the IRPA, the Canada Border Services Agency (thereafter referred to as the CBSA) is empowered with the right to arrest, detain and remove permanent residents and foreign nationals who are found to be inadmissible to Canada. The CBSA also has the statutory obligation to remove individuals as soon as possible. The CBSA is the sole federal accountable immigration detention authority, and as such, is responsible for the care and control of immigration Detainees.

Detention is normally used at the beginning of the enforcement process when the identity of the person is not established or the person is believed to be a danger to the public and, at the end of the process when removal is imminent and the person is unlikely to appear for removal.

The CBSA's policy and guidelines are clear; if detention is required for immigration purposes, detention should be for the shortest time possible. Several factors must be considered when deciding to detain, including the availability and potential use of alternatives to detention when appropriate; allowing a person to be released under specific terms and conditions, such as deposits and guarantees; and, reporting requirements. When making detention decisions, CBSA officers are guided by the IRPA and its regulations, as well as by the CBSA's guidelines for its detention. Each decision must be assessed on its own merits, and officers must always consider the impact releasing someone into the community would have on the safety of Canadians.

Detention can occur when:

- a) A CBSA officer has reasonable grounds to believe that the person is inadmissible and:
 - i. could pose a danger to the public;
 - ii. is unlikely to appear for immigration proceedings (flight risk); or
 - iii. their identity has not been established.
- b) A CBSA officer has reasonable grounds to suspect that the person is inadmissible for security reasons, violating human or international rights, serious criminality, criminality or organized criminality,
- c) It is necessary to complete the immigration examination; or
- d) A foreign national is designated as an irregular arrival by the Minister of Public Safety (16 years of age or older only).

All individuals subject to detention are entitled to a detention review, according to timelines specified within the IRPA and its regulations. These detention reviews are conducted by the Immigration and Refugee Board (IRB), an independent quasi-judicial body that makes determinations on immigration related matters. In addition to detention reviews, most Detainees will be subject to immigration hearing procedures that are undertaken to rectify their immigration status within Canada. These hearings are also undertaken by the IRB, independent of the CBSA.

For the purposes of this Contract, all hearings are undertaken at 1600-300 West Georgia Street, Vancouver, British Columbia (BC).

For more information, please see the Detention Fact Sheet <http://www.cbsa-asfc.gc.ca/media/facts-faits/121-eng.html>

1.2 CBSA Removals Program

The Canada Border Services Agency (CBSA) has a statutory obligation under the *IRPA* to arrest, detain, and remove any foreign national who is inadmissible to Canada. Immigration removal is an integral part of the CBSA's security and public safety mandate.

Any foreign national who is inadmissible to Canada may be subject to an inadmissibility report, written by either a Border Services Officer at a Port of Entry (POE), or an Inland Enforcement Officer if the subject has entered Canada. Depending on the particular inadmissibility, a decision as to whether or not to issue a removal order will be made by a reviewing officer acting under the delegated authority of the Minister, or by the IRB. There are three types of removal orders: departure order, exclusion order, and a deportation order.

The *Protecting Canada's Immigration System Act*, which came into force on December 15, 2012, brought changes to the refugee protection system to deliver faster decisions, deter abuse, and quickly remove persons not in need of Canada's protection. A major element of the refugee reform initiative involves new recourse limitations on failed refugee claimants and the enabling of timely removals. Under this new system, it takes on average four months to remove failed refugee claimants, compared to four-and-a-half years under the previous system.

There are a number of requirements to be met prior to removal that are imbedded in the *IRPA*. For instance, all those subject to removal have the right to file an application for judicial review before the Federal Court, accompanied by a stay motion, throughout the process. Once domestic

obstacles are overcome, there remain a number of additional factors that may impede progress on finalizing cases.

Immigration legislation states that those under an enforceable removal order must be removed as soon as possible. Once a person is removal ready, an interview is convened to ensure that a travel document is available. Travel arrangements are made and can be as simple as driving someone to the Canada-US border or as complicated as chartering a plane when a person cannot be removed by commercial airliner. Decisions are made on whether the person needs to be escorted and what routing to take. If the routing requires transit in a third country, the authorities in the transiting country need to be notified. Once removal arrangements have been made, the individual is ready for removal from Canada. All individuals who depart Canada voluntarily or who are removed must have their departure or removal confirmed by a delegated official under the *IRPA*. In many cases, this delegated authority has been passed on to security guards contracted to the CBSA who perform the function of departure confirmation. A departure is confirmed once the individual has boarded the plane, and the official watches the plane depart the gate; or once the individual has entered the US through a land border. In both instances, the departure is acknowledged officially on the appropriate form by the security guard, signed and dated and submitted to a CBSA officer for processing. Further information on Confirmation of Departure is found in Part 2, Article 2.4 "Departure Verification".

1.3 CBSA Clientele

The CBSA categorizes clientele as detained or released. The CBSA may only detain individuals where there is a legislative ground to do so, as defined above. Individuals who do not require detention, are released from CBSA custody into the general population, and may be required to report back to the CBSA at a future date for their subsequent removal (where legislatively warranted). The Contractor will be liaising with individuals that fall under both the detained and released category, depending on the function/task being undertaken.

When an individual is detained, the CBSA performs a comprehensive individual risk assessment of each individual subject to detention in order to determine the placement of each potential Detainee to an Immigration Holding Center (IHC) or a Provincial Correctional facility, as appropriate. Any Detainee assessed to be a public safety risk or with significant behavioural or medical issues will be detained in a more secure facility, such as a provincial correctional facility. As such, only those persons assessed by the CBSA as suitable will be housed at the IHC.

1.4 CBSA Facilities

Primary operations will occur out of two sites: The British Columbia Immigration Holding Center (BCIHC) located at the Vancouver International Airport (VIA), and CBSA offices located at Library Square (Lib Sq) 300 West Georgia Street, Vancouver, BC.

Additional operations related to activities such as transport and verification of departure, as defined below, will be undertaken at other locations as specified.

1.5 CBSA Standing Orders

CBSA Standing Orders outline the detailed operating procedures that have been put in place for each detention center and premises (ie: BCIHC and Lib Sq day cells). They must be followed at all times by all CBSA personnel, Contractor personnel and Detainees. Specific instructions on how to undertake specific

tasks and activities listed within this document are articulated. The Contractor must ensure that all its personnel understand and abide by the Standing Orders.

Further information on Standing Orders is provided in Part 4, Article 4.2.3 "CBSA Standing Orders".

Appendix A – BB are Standing Orders that are in currently in place at CBSA's BCIHC premises.

PART 2: GENERAL REQUIREMENTS

2.1 Requirement

The CBSA requires the provision of Security Guard and transportation services starting April 1, 2015 in the Metro Vancouver Area (MVA), and may, on an infrequent basis, require Security Guard and transportation services for the greater BC area and the Yukon Territory.

Location of Services:

- a) Primary location of service : BCIHC, and/or other airports, land border points, water port, and/or other destinations as required
- b) Lib Sq Day Cells - Pacific Region Inland Enforcement Section (PRIES),
- c) Other location as and when required:
 - i. Medical facilities and hospitals;
 - ii. Other IRB sites or any location as determined by the CBSA;
 - iii. Embassies or consulates;
 - iv. Police stations or detachments;
 - v. Other provinces as required.

The CBSA will provide office space at Lib SQ for use of the Contractor's Operational Manager and Assistant Operational Manager. It will be the responsibility of the Contractor to equip this office and retain and pay for any necessary supplies and services (eg: phone) to enable the Managers to perform their duties. The Contractor will not be responsible to pay for any utilities or other services that may be included in the cost paid for by the landlord nor will the Contractor be responsible to pay for any costs associated with work required to run cables to this office (eg: any work behind walls). The Contractor's personnel will be granted (as appropriate) limited access to CBSA computer systems, which include email and access to a shared network drive. No other access to computer systems or networks will be provided, unless otherwise approved by the CBSA Technical Authority.

The General Requirement for this service is broken down as the following:

- **2.2 Care and Control Of Detainees**
- **2.3 Transportation**
- **2.4 Departure Verification**

It is a requirement that the Contractor ensures that its personnel meet the standards outlined in this Statement of Work, and appropriately corrects in a timely manner any deficiencies identified by the CBSA.

2.2 Care and Control of Detainees

The CBSA operates a 24-bed detention facility at the VIA, hereinafter referred to as the BCIHC, for persons detained under the IRPA and who are deemed by the CBSA not to be of high enough risk to warrant detention at another location. The BCIHC is a 24/7 operation which accommodates adult males

and females, as well as children and infants who accompany a parent who is detained. The CBSA also operates three “day” cells at the Lib Sq location at 300 West Georgia Street in Vancouver, British Columbia. The Contractor’s personnel is responsible for maintaining custody and control of all persons in both facilities and keeping Detainees safe and secure through regular observation, monitoring, engagement and intervention, when and where necessary.

The BCIHC admits Detainees 24 hours per day and 7 days per week. This includes inland arrests made throughout the Pacific Region, as well as any persons arrested and/or detained at any POE throughout the Pacific Region such as VIA, Pacific Highway and the Douglas POEs.

- a) The Contractor’s personnel must, as directed by the CBSA, transport Detainees to and from the BCIHC, Provincial or Federal jail or detention facilities, the Lib Sq cells, or from other CBSA detention facilities in Canada.
- b) The Contractor’s personnel must fingerprint and photograph all new Detainees admitted to the BCIHC or Lib Sq day cells unless otherwise directed by a CBSA officer, supervisor or manager.
- c) The Contractor’s personnel must search and log luggage or personal effects, money and other valuables, as well as securely store these items. The Contractor’s personnel must undertake and complete intake assessment forms, including a medical questionnaire, and create and maintain a Detainee file. Specific admission procedures and protocols are detailed in the Standing Orders, which may be amended by the CBSA from time to time to meet operational and program needs.
- d) The Contractor’s personnel must maintain care and control of a Detainee at any location required by the CBSA. Security services are required at any site where Detainees are present, such as at the Lib Sq day cells of the PRIES, at medical facilities and hospitals, other IRB sites or any location as determined by the CBSA. From time to time, this will require the Contractor to provide additional personnel as per Part 7, Article 7.3 “Overtime”, above and beyond the regular complement, to satisfy this requirement.
- e) The Contractor’s personnel must escort the Detainees to their immigration hearings as well as detention reviews that are held before the IRB currently co-located at Lib Sq. Detainees must be brought to and from their respective hearing or review, as further defined in Part 2, Article 2.3 “Transportation”.
- f) CBSA personnel including Inland Enforcement Officers and Hearings Officers may be on site at either the BCIHC or the Library Sq cells and may at any time, request a Detainee’s presence in an interview room. At the request of the CBSA, the Contractor’s personnel must facilitate this meeting by escorting the Detainee to or from an interview room.
- g) Meals and snacks are provided by the CBSA at the BCIHC, Lib Sq day cells or other location as required. The Contractor’s personnel must pick up the meals at a specified location and deliver them to Detainees wherever they may be located. The Contractor’s personnel must exercise care and control of Detainees while in their custody as well as provide other support services to Detainees during all meal periods (such as utensil pick up and identifying dietary considerations).
- h) The Contractor’s personnel must pick up any supplies necessary for a Detainee, such as diapers, medicine, luggage etc... This may include shopping and purchasing such effects, as directed by the CBSA. The Contractor’s personnel must search, log and then properly handle all personal property and effects as per Part 3, Article 3.1.4 “Security Guard” and as stated in Standing Orders.

-
- i) The Contractor's personnel must monitor, identify and address, where indicators exist, the various needs of all Detainees including but not limited to, requests for medical and first Aid-CPR treatment, possible mental health issues, and other medical or non-medical services, needs of minors and safety and security issues. The Contractor's personnel must refer these needs to a CBSA official, as required. Needs are to be determined through the regular monitoring, observation of, and communication with Detainees throughout the day.
- j) The Contractor's personnel must monitor the On-site surveillance cameras on a 24/7 basis, and appropriate response measures initiated, as required (ie: direct response or calling 911). Images recorded from the CCTV system remain the property and are under the control of the CBSA.
- k) The Contractor's personnel must ensure that all rules and protocols of the BCIBC or other facility as specified within the Standing Orders, including those related to safety and security are adhered to, followed and actioned as appropriate by all Detainees and personnel. These include but are not limited to protocols related to the safety and security of the premises such as those for fire drills, medical emergencies, security threats, and changes in risk and security, log entries, incident report writing, and so on.
- l) The Contractor's personnel must complete any and all reports as specified within the Standing Orders and as directed by the CBSA. All reports must be maintained by the Contractor's personnel in an electronic filing system, as directed by the CBSA that allows for easy retrieval, sorting and access. The various reports that must be completed, include but are not limited to the following:
- i. Daily Occurrence Log;
 - ii. Room Check Log;
 - iii. Detainee Record;
 - iv. Visitor's Log;
 - v. Log of Medication Issued;
 - vi. Meal Report;
 - vii. Incident reports (escapes, use of force, emergencies, etc.);
 - viii. Vehicle Usage Reports; and
 - ix. Security Guard notes.

All files kept in relation to persons admitted to the BCIBC or any other location, including information, forms, reports, logs, inventory sheets and other related documentation is the property of the CBSA and are to be maintained on CBSA premises at all times. For further information on Standing Orders and reports refer to Part 4, Article 4.2.3 "CBSA Standing Orders".

- m) In consultation with the Contractor, the CBSA may require additional personnel within the specified hours of operations. Refer to Part 3, Article 3.2 "Location and Services" for more information on adding personnel.

2.3 Transportation

The Contractor must manage and provide for the safe and secure transportation of Detainees and their personal effects to and from the BCIBC or Lib Sq, other locations within the MVA, other parts of the province, and/or other provinces and territories in Canada. Transportation will include transfer to and from Provincial or Federal jails and other institutions, CBSA offices, medical facilities and hospitals, embassies or consulates, police stations or detachments, POEs including VIA, or other airports, land border points, water ports, IRB sites, or other destinations as required.

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- a) The Contractor must provide two (2) security guards, one of whom will be the driver, when transporting any Detainee. Depending upon the CBSA risk assessment on the Detainee's behaviour, criminal profile and past history, this minimum may be adjusted and additional guards may be required. Risk assessment and ratios will be developed by the CBSA in consultation with the Contractor and communicated on a case by case basis. Transport may occur on Federal statutory holidays or at other times as deemed required by the CBSA. Notification in some cases may be no more than four (4) hours. The Contractor must ensure that adequate staff coverage is provided for all sites at all times.
 - b) Inter-provincial transport of Detainees and their belongings may be required by the CBSA at any time. This transport may be by land or air.
 - c) Additional staff must be available to provide on-site backup within four (4) hours' notice. The requirement for overtime or costs associated with overtime must be pre-approved by the CBSA.
 - d) Contractor personnel performing transportation work are considered part of the overall Guard complement, as defined in Part 3, Article 3.4 "Total Guard Complement". They must be fully trained and certified as required in all aspects of the operations, and meet the training requirements articulated in Part 4 "Training Requirements".
 - e) The Contractor must provide vehicles to transport persons of all ages and physical limitations, including the movement of baggage or personal effects. Vehicle specifications are articulated in Part 12, Article 12.1 "Transport Specific Standards".
 - f) The Contractor must provide vehicles that will be used to transport Detainees as specified in Part 12, Article 12.1 "Transport Specific Standards". Further, the Contractor is responsible for maintaining electronic records to cover such items as transportation logs, gas receipts, meal bills, vehicle maintenance, time sheets, etc.
 - g) A minimum fleet of six (6) passenger vans, of which four (4) must be 5-passenger vans and two (2) must be 8-passenger vans, must be available when scheduled. Provisions must be made to increase this fleet to deal with spikes in transport volume.
 - h) All security guards must hold, at a minimum, a valid Class 5 BC driver's license, as further defined in Part 6, Article 6.2 "Licences & Passes".
 - i) At no one time are female, male and family Detainees to be co-mingled in the same vehicle for transportation.
 - j) The Contractor's personnel must perform documentation delivery as per Standing Orders, as defined in Part 3, Article 3.2.1 "BCIHC Shift & BCIHC Transport Complement".

2.4 Departure Verification

The Contractor must be responsible for providing departure verification services for detained and released (non-detained) individuals. Departure Verification of persons detained and released will be governed by procedures and protocols established by the CBSA and provided to the Contractor.

2.4.1 Detained Departure Verification

- a) Unless otherwise instructed by the CBSA, two (2) security guards, one of whom will be the driver, must pick up a Detainee from a detention or jail facility, CBSA office, or other location and

transport them to VIA or any other location designated by the CBSA, for removal. The Detainee, along with their personal effects, must be checked in by the Contractor's personnel. After accompanying the Detainee through airport security screening, the Contractor's personnel must confirm the Detainee's departure from Canada.

- b) In instances where a Detainee is housed at the BCIHC, one security guard must pick up a Detainee and transport them through the airport for their removal. The Detainee, along with their personal effects, must be checked in by the Contractor's personnel. After accompanying the Detainee through airport security screening, the Contractor's personnel must confirm the Detainee's departure from Canada.
- c) The Contractor's personnel must maintain full custody, care and control of the Detainee and their belongings while in transit to VIA and to a point of departure verification. If the departure is aborted, the Contractor must be responsible for advising the CBSA immediately and transporting the Detainee and their personal belongings back to the detention facility or other location(s), as directed by the CBSA.
- d) The Contractor's personnel must retrieve, store, transport and transfer all baggage, personal belongings and valuables, including any money belonging to the Detainee, until such time as that Detainee has departed Canada.
- e) A signature is required by both the Detainee and a security guard as witness for valuables received, returned and transferred. The transfer of such items must be shown on the appropriate tracking and log sheet. This log must be provided to the CBSA when requested and must be included in the Detainee file which will be turned over to the CBSA upon the Detainee's release or transfer from the BCIHC.
- f) Departure is verified once the individual has been placed on the respective flight and the plane has left the gate, or if the Detainee has been driven to the Canada-U.S. border and was legally admitted to the U.S. The prescribed Confirmation of Departure form must be initialed by the Contractor's personnel and name printed, indicating that departure has been confirmed by the Contractor (as opposed to a CBSA official).
- g) The Contractor's personnel must notify the identified CBSA Removals Officer via email as well as send the Confirmation of Departure form through the mail to the PRIES.
- h) If a departure is cancelled, the guard must complete appropriate documentation as specified by the CBSA, and notify CBSA officials within prescribed timelines as defined within CBSA protocols and policies.
- i) Work volumes can fluctuate with multiple departures taking place within close proximity to each other. The Contractor must ensure these demands are covered without compromising staffing levels in regular operations; this may involve prioritization, reallocation or usage of additional guards.
- j) Volumes of departure confirmations must be managed by the Contractor at all times.
- k) Additional staff must be available to provide on-site backup within four (4) hours' notice, Consistent with Part 2, Article 2.3 "Transportation" (d), the CBSA must grant prior approval for overtime or the addition of a crew(s).

2.4.2 Released Departure Verification

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- a) Released departure verification must involve one (1) security personnel meeting a non-detained CBSA client at VIA or other designated location, and verifying departure in the same fashion as in Part 2, Article 2.4.1 "Detained Departure Verification".
 - b) Departure is verified once the individual has been placed on the respective flight and the plane has left the gate, or if the client has been driven to the Canada-U.S. border and was legally admitted to the U.S. The prescribed Confirmation of Departure form must be initialed by the Contractor's personnel and name printed, indicating that departure has been confirmed by the Contractor (as opposed to a CBSA official).
 - c) The Contractor's personnel must notify the identified CBSA Removals Officer via email as well as send the Confirmation of Departure form through the mail to the PRIES.
 - d) If a departure is cancelled or the individual does not show for his or her removal, the guard must complete appropriate documentation as specified by the CBSA, and notify CBSA officials within prescribed timelines as defined within CBSA protocols and policies.
 - e) Work volumes can fluctuate with multiple departures taking place within close proximity to each other. The Contractor must ensure these demands are covered without compromising staffing levels in regular operations; this may involve prioritization, reallocation or usage of additional guards.
 - f) Volumes of departure confirmations must be managed by the Contractor at all times.
 - g) Additional staff must be available to provide on-site backup within four (4) hours' notice, Consistent with Part 2, Article 2.3 "Transportation", the CBSA must grant prior approval for overtime or the addition of a crew(s).

2.5 Operational Direction

Operational direction, if required by Contractor personnel, will be provided by the Manager, Regional Programs (Detention Operations) at PRIES. In cases where the Manager, Regional Programs (Detention Operations) is not available he or she will delegate and identify another CBSA manager, supervisor or officer to provide operational direction.

PART 3: STAFFING REQUIREMENTS and DUTIES

3.1. Staff Strength

3.1.1 On-Site Operational Manager

An on-site Operational Manager is required by the CBSA, and will serve as the main day-to-day point of contact for the CBSA.

The On-site Operational Manager, or delegate, must be available to work at the PRIES Lib Sq location at least three (3) days per week between the core hours of 08:00 and 16:00 Monday to Friday, in 8 hour shifts, or an acceptable shift as pre-approved by the CBSA. The Operational Manager must also be on site at the BCiHC location at least two (2) days per week in 8 hour shifts, during various time periods over a 24 hour period, 7 days a week. The Operational Manager must change his or her shifts to spend at least one evening shift (16:00-24:00), one graveyard shift (00:00-08:00) and one weekend shift (08:00-16:00 or 16:00-24:00) per month at the BCiHC.

The On-site Operational Manager is responsible for all general security operations. His or her duties include but are not limited to:

- a) Contract monitoring, including but not limited to ensuring staffing requirements are met, that Standing Orders are being adhered to;
- b) Resolving issues including the written documentation of such issues, and escalating unresolved issues to the attention of the CBSA;
- c) Organizing and arranging for training of all security personnel, including the delivery of such training where appropriate;
- d) Scheduling of security personnel;
- e) Performance monitoring and performance management of security personnel. Ensuring all security personnel have formalized performance management plans in place with specific roles and expectations;
- f) Invoicing;
- g) Investigation, documentation and report of incidents related to security personnel, and the escalation of such to the CBSA;
- h) Attending weekly meetings with the CBSA;
- i) Attending meetings with other CBSA management and personnel, as requested;
- j) Arranging long distance and special Detainee transports;
- k) Ensuring emergency management obligations are met;
- l) Ensuring daily shift briefings are conducted by Shift Supervisors to advise security personnel of daily occurrences;
- m) Conducting monthly management meetings with Shift Supervisors and subordinate staff;
- n) Providing to the CBSA an updated list of all staff employed and their hours of work on a regular ongoing basis;
- o) Providing to the CBSA an updated list of new, replacement and former personnel, on a regular ongoing basis to ensure that the appropriate CBSA security clearance has been issued or cancelled;
- p) Keeping accurate and up to date records for all employees, their experience, skills, all test scores, training courses taken, or still required, certifications, drivers' licenses and copies of security licenses;
- q) Maintaining up to date records of all individuals' performance appraisals and incident reports as it relates to security personnel; and,
- r) Ensuring that all personnel meet and continue to meet all of the standards and requirements of this contract, and will replace any employee that does not meet said requirements and advise the CBSA accordingly.

3.1.2 Assistant Operational Manager

An on-site Assistant Operational Manager, is required by the CBSA, and will serve as the alternate day-to-day point of contact for the CBSA, as well as the main point of contact for any Shift Supervisor.

The Assistant Operational Manager, or delegate, must be available to work at the PRIES Lib Sq location at (3) days per week between the core hours of 07:00 and 15:00 Monday to Friday, in 8 hour shifts, or an acceptable shift as pre-approved by the CBSA. The Assistant Operational Manager must also be on site at the BCIHC location at least two (2) days per week in 8 hour shifts, during various time periods over a 24 hour period, 7 days a week. The Assistant Operational Manager must change his or her shifts to spend at least one evening shift (16:00-24:00), one graveyard shift (00:00-08:00) and one weekend shift (08:00-16:00 or 16:00-24:00) per month at the BCIHC.

The On-site Operational Manager and the Assistant Operational Manager must overlap shifts Monday through Friday so as to ensure continuity in management coverage for all of the core business hours.

Shifts at the BCIHC must never be scheduled at the same time, so that coverage is maintained at both locations.

The Assistant Operational Managers duties include but are not limited to:

- a) Liaising with CBSA with respect to billing and invoicing issues and accuracy;
- b) Liaising with CBSA officials;
- c) Staff scheduling (including work assignments, rotations, employee training, vacations, overtime assignments);
- d) Conducting interviews and hiring new staff;
- e) Providing employee orientation;
- f) Administering discipline to their employees;
- g) Identifying staff training;
- h) Ensuring understanding and compliance to all Standing Orders, procedures and policies, which include an understanding of protocols related to evacuation etc.;
- i) Conducting supervisory visits to all Posts and locations of work;
- j) Establishing employee goals and conducting employee performance reviews;
- k) Performing offsite quality checks of Transport and Departure Verification staff;
- l) Providing support, assistance, and ongoing training to Shift Supervisors;
- m) Communicating with clients and On-site Operational Manager to suggest reforms to current business practices;
- n) Acting as back-up to the Operational Manager as required;
- o) Performing and applying disciplinary action immediately when there is a deficiency or obvious performance issue with a security guard; and
- p) Attending CBSA meetings as scheduled and requested.

3.1.3 Shift Supervisor

There must be a Shift Supervisor available 24 hours per day, 7 days per week between the following shifts: 07:00-19:00 weekdays and weekends; 19:00-07:00 weekdays and weekends; 10:00-18:00 weekdays

As per Part 3, Article 3.2 "Location and Services", a Shift Supervisor will be stationed at the BCIHC 7 days a week for weekday and weekend shifts between 07:00-19:00 and 19:00-07:00, and one will be stationed at the Library Square holding cells weekdays between the hours of 10:00-18:00.

The Shift Supervisors duties include but are not limited to the following:

- a) Ordering of meals for Detainees and verifying their delivery;
- b) Supervising all security guards on duty, whether they are providing for the care and control of Detainees at the BCIHC or Lib Sq cell area, conducting transports, or verifying departure;
- c) Ensuring incident reports are completed and forwarded to the CBSA within 24 hours of an occurrence;
- d) Ensuring all security guards comply with Standing Orders, policies and procedures;
- e) Ensuring all security guards are up to date with any new issues or situations by debriefing them and handing out procedures or instructions 15 minutes before each shift, as required;
- f) Ensuring the accurate and timely completion of all forms, reports and paperwork required by the CBSA, in accordance with the Standing Orders;
- g) Ensuring initial and ongoing on-site training of new staff;
- h) Identifying training concerns to the Assistant Operational Manager and/or Operational Manager;
- i) Ensuring that all staff understand and follow the Fire and Evacuation Plan;
- j) Have direct supervisory and training responsibility for the Admissions and Discharge operation of the BCIHC;
- k) Providing continual reviews with staff on Standing Orders;

- l) Conducting supervisory visits to Posts within the BCIHC or Lib Sq locations, as appropriate;
- m) Establishing employee goals and conducting performance reviews in conjunction with the Assistant Operational Manager and/or Operational Manager;
- n) Operational supervision of staff on duty at the BCIHC, Lib Sq, VIA and Transport;
- o) Main point of contact for security guards on duty in providing issue resolution to Detainee living units;
- p) Performing offsite quality checks of Transport and Departure Verification staff at least three (3) times per week;
- q) Providing support and assistance to other Shift Supervisors, as needed;
- r) Communicating with the CBSA, the Assistant Operational Manager and the Operational Manager, suggesting reforms to current processes, where appropriate;
- s) Performing and applying disciplinary action immediately when there is a deficiency or obvious performance issue with a security guard;
- t) Keeping an up to date inventory of first-aid kits and contents (at the IHC and in vehicles); and
- u) Other related duties as required.

3.1.4 Security Guard

Security guards must be provided 24 hours per day, 7 days per week between the following shifts: 07:00-19:00 weekdays and weekends; 19:00-07:00 weekdays and weekends; 04:00-16:00 weekdays; 06:30-18:30 weekdays; 08:00-16:00 weekdays; 09:00-17:00 weekdays; and 10:00-18:00 weekdays.

As per Part 3, article 3.2 "Location and Services", Security Guards will be stationed at the BCIHC 7 days a week for the following shifts: weekdays and weekends 07:00-19:00 and 19:00-07:00 and weekdays 04:00-16:00, and will be stationed at the Lib Sq holding cells weekdays between the core hours of 06:30-18:00 in varying shifts.

The Security Guards duties include, but are not limited to, the following:

- a) Comply with and apply all CBSA procedures, Standing Orders relating to this contract;
- b) Monitor and control designated areas inside and outside the BCIHC and Library Square locations, as well as all entrances and exits;
- c) Follow evacuation procedures in the event of a fire or emergency at the BCIHC or the Library Square day cells;
- d) Carry out frequent and unscheduled inspections of premises and report irregularities so that the CBSA may take appropriate action;
- e) Use CBSA approved search methods, as defined in the Standing Orders;
- f) Complete various reports and forms as required by the CBSA;
- g) Ensure the safe and secure control and custody of adult men and women, children and infants in all of the work sites and at other locations (ie: hospitals, hearings etc.), as appropriate;
- h) Be familiar with CBSA approved use of force principles and methods of taking action, and how they relate to duties, and with the use of techniques to arrest, control and handle Detainees;
- i) Correctly use and apply CBSA approved restraining devices and equipment;
- j) Use metal detectors appropriately;
- k) Monitor Detainees by circulating among them and carrying out assigned tasks (ie: prevent gatherings);
- l) Immediately report any major incidents, such as escapes, emergencies, security breaches, use of force, breakage of or damage to CBSA property or equipment, and any other incident involving a Detainee;
- m) Draft an incident report and send it to his or her shift supervisor before the end of the shift in which the incident occurred;

- n) Administer first-aid and cardiopulmonary resuscitation (CPR) to Detainees, as required. This includes the use of Automatic External Defibrillators (AED) where appropriate;
- o) Maintain CBSA premises by ensuring they are tidy, safe and secure, and report unsafe or insecure premises to the CBSA;
- p) Keep each Detainees medication and administer it as required;
- q) Keep Detainees belongings secure in its respective location;
- r) Admit visitors to the BCIHC and/or day cell area at Library Sq, while complying with operational procedures in effect;
- s) Inform visitors of the specific rules and policies of the detention facility;
- t) Keep up to date records and inventories as per operational Standing Orders; and
- u) Carry out other related duties.

In addition to the above, Security guards responsible for transport and departure verification are responsible for the following:

- a) Verify the condition of vehicles by carrying out pre and post trip verifications;
- b) Complete forms relative to the condition of vehicles;
- c) Carry out a pre-trip search of the vehicle to ensure that all equipment is on board, as required in CBSA procedures and Standing Orders;
- d) Search Detainee and luggage in accordance with CBSA procedures and Standing Orders;
- e) Identify Detainee's property before taking charge of it;
- f) Transport luggage and personal effects, when required;
- g) Ensure the control and safe custody of Detainees during their transport (secure locking of the cage of the truck; compliance with the Motor Vehicle Act of BC) to their end destination;
- h) Escort Detainees between the vehicle and end destination;
- i) Pick up Detainees at VIA or at other locations. Where applicable, escort Detainees and their luggage through the airport until their arrival at the BCIHC or other end location as required;
- j) Escort Detainees coming from or going to various Provincial and Federal institutions, police stations, courthouses, IRB offices, hospitals, consular offices or embassies to their end destination;
- k) Provide escorted removal services through the airport until the Detainee has boarded a plane;
- l) Perform a search of the transport vehicle immediately after conducting a transport of Detainee;
- m) Confirm departure of a person and plane as part of the departure verification procedures; and
- n) Complete any necessary paperwork as required by the CBSA.

3.2 Location and Services

3.2.1 BCIHC Shift & BCIHC Transport Complement

Shifts at the BCIHC are to be in 12-hour blocks, or as negotiated by the Contractor and its employees or bargaining agent, providing that the required coverage is in place.

The security personnel complement must be of both genders, so that at a minimum the Posts in the Female wing, Admission & Discharge, and in areas requiring security screening and pat downs can be accommodated by guards of the same gender. It is recommended that the Contractor establish a workforce that is approximately 60% male and 40% female to ensure sufficient coverage of both genders at all times.

Emergencies or other situations, whether foreseen or not, may necessitate the call by the CBSA for additional guards. The Contractor must be flexible and be able to provide the required number of guards

within four (4) hours as specified in Part 8, Articles 8.3 “Back-Up Support” and 8.5.6 “Unexpected Additional Security personnel Requirements”.

The CBSA may direct the number of guards assigned to various functions and posts within the BCIHC. Regardless of breaks, leave, transport, departure verifications and/or any other assigned duties, the BCIHC must be staffed at all times with a minimum of one (1) Shift Supervisor and two (2) Security Guards, with at least one male and one female guard, as per above.

At least one transportation (1) crew, comprised of two (2) security guards must be available for transport from and to the BCIHC at all times (see chart below for exact requirement). While transportation requirements are normally planned in advance, requirements may change with minimal notice.

Transportation crews must be made up of a male and female guard where it is known that the Detainee to be transported is a female. The Contractor should ensure, to the extent possible, that crews are staffed in a manner that maximizes the utilization of both genders.

In addition to transportation of Detainees to various locations, transportation crews must pick-up and deliver CBSA documentation, luggage and personal belongings of Detainees, as directed by the CBSA.

The gender ratio and site specific mandatory staffing levels must be met by the Contractor at all times.

	Days/Shift times	Mon-Fri	Sat/Sun	Sun - Thurs	Fri/Sat	Mon-Fri
		0700-1900		1900-0700		0400 - 1600
Number of persons on Shift/Category						
Operational Manager (*at this location 2 days a week, during various time periods as defined in Part 3, Article 3.1.1)	1*					
Assistant Operational Manager (*at this location 2 days per week, during various time periods as defined in Part 3, Article 3.1.2)	1*					
Shift Supervisor		1	1	1	1	
Security Guards		2	2	2	2	
BCIHC Transport Guards		2	0	2	0	2

3.2.2 Library Square Day Cells Shift & Transportation Complement

Shifts at the Lib Sq day cells are to be in 8-hour blocks between the core business hours of 07:00-18:00. 08:00-16:00 represents a standard day shift however; this includes any of the following shifts: 07:00-15:00; 08:00-16:00; 09:00-15:00; 10:00-18:00. The Contractor must ensure that coverage for all core business hours is provided, with a minimum complement of 3 security personnel at any time during that

period. Shifts for the transport team are to be in 12-hour blocks between the core business hours of 06:30-18:30.

The security personnel complement must be of both genders, so that at a minimum security screening or pat downs, gender appropriate monitoring, and incident response can be accommodated by guards of the same gender. It is recommended that the Contractor establish a workforce that is approximately 60% male, 40% female to ensure sufficient coverage of both genders at all times.

Emergencies or other situations, whether foreseen or not, may necessitate the call by the CBSA for additional guards. The Contractor must be flexible and be able to provide the required number of guards within four (4) hours as specified in Part 8, Articles 8.3 "Back-Up Support" and 8.5.6 "Unexpected Additional Security personnel Requirements".

The number of guards assigned to various functions and Posts within Lib Sq will be determined by the CBSA.

Regardless of breaks, leave, transport, departure verifications and/or any other assigned duties, the Lib Sq Day Cells must be staffed at all times with a minimum one (1) Management level personnel (Operational Manager, Assistant Manager, Shift Supervisor) and two (2) Security Guards, with at least one male and one female guard, as per above.

At least one transportation (1) crew, comprised of two (2) security guards must be available for transport from and to the Lib Sq Day cells, at all times (see chart below for exact requirement). While transportation requirements are normally planned in advance, in many instances, the request to transport a Detainee will be immediate and unpredictable. Transportation requirements may change with minimal notice and therefore flexibility in response to an ever-changing schedule is of the utmost importance.

Transportation crews must be made up of a male and female guard where it is known that the Detainee to be transported is a female. The Contractor should ensure, to the extent possible, that crews are staffed in a manner that maximizes the utilization of both genders.

In addition to transportation of Detainees to various locations, transportation crews must pick-up and deliver CBSA documentation, luggage and personal belongings of Detainees, as directed by the CBSA.

The gender ratio and site specific mandatory staffing levels must be met by the Contractor at all times.

Number of persons on Shift/Category	Days/Shift times	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri
		0630-1830	0700-1500	0800-1600	0900-1700	1000-1800
Operational Manager (at this location 3 days a week defined in Part 3, Article 3.1.1)		-		1	-	-
Assistant Operational Manager (at this location 3 days per week defined in Part 3, Article 3.1.2)		-	1	-	-	-
Shift Supervisor		-	-	-	1	-

	Days/Shift times	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri
		0630-1830	0700-1500	0800-1600	0900-1700	1000-1800
Number of persons on Shift/Category						
Security Guards		-	-	1	1	1
Transport Guards		2	-	-	-	-

3.3 Departure Verification

One (1) security guard can conduct departure verification at VIA where the person is not in CBSA custody, or is otherwise considered "non-detained". Depending upon workloads, it may be necessary for two (2) or more guards to perform departure verification simultaneously. Coordination and assigning of guards to perform departure verification is the responsibility of the Contractor. Service must be in accordance with CBSA protocols and policies.

Two (2) security guards are required to conduct departure verification where the person is in CBSA custody, or is otherwise considered "detained". At CBSA's discretion, a CBSA official may assist in any such verification of departure, thereby only requiring one (1) security guard.

The Contractor must provide personnel for all departure verifications on a 24/7 basis.

There must be at least two (2) guards available for departure verification of individuals, as requested by CBSA, during the core hours of 19:00-07:00 weekdays and weekends and 07:00-19:00 weekends, and one (1) guard available for departure verification of individuals, as requested by CBSA, during the core hours of 07:00-19:00 weekdays. See chart below for exact requirement.

Scheduling must be done in such a way so as to minimize the need for overtime.

The gender ratio and site specific mandatory staffing levels must be met by the Contractor at all times.

	Days/Shift times	Mon-Fri	Sat/Sun	Mon-Fri	Sat/Sun
		0700-1900		1900-0700	
Number of persons on Shift/Category					
Departure Verification Guard (BCIHC)		1	2	2	2

PART 4: TRAINING REQUIREMENTS

4.1 General Training Standards & Requirements for all personnel

The Contractor must be licensed in British Columbia, Canada by the BC Security Programs and Police Technology Branch and meet all the requirements of the BC *Security Services Act* (2008) and the BC *Security Services Act Regulations*. These records are to be provided to the CBSA, as per the terms of the contract.

All Contractor personnel involved in the delivery or supervision of security services are subject to the British Columbia *Security Services Act* and British Columbia *Security Services Act Regulations*. The Contractor must ensure all personnel are in full compliance with applicable licensing and other legislative or regulatory requirements of those Acts at all times throughout the contract. Additionally, they must have successfully completed the Training Program outlined in Appendix "B" of the National Standard of Canada for Security Guards and Security Guard Supervisors, CAN/CGSB-133.1-2008.

Under the Qualification Listing Program for Uniformed Security Guards and Supervisors, all Security personnel must be trained and tested by an institute or agency listed with the Canadian General Standards Board (CGSB) for Phase 1 of the Qualification Listing Program OR by a College that comes under the jurisdiction of a provincial Ministry of Education and whose curriculum meets the CGSB Standards for Security Guards and Supervisors. Where an institute or agency is used, the Contractor must submit to the CBSA the Phase 1 qualification number of the particular institute or agency. Where the services of a College as defined above are being used by the Contractor, the Contractor must provide to the CBSA a written certification that the College curriculum covers all elements of the following standard courses, as defined in CAN/CGSB-133.1-2008 – National Standard of Canada for Security Guards and Security Guard Supervisors:

- Basic Security Training (BST)
- Advanced Security Training (AST)

To be considered, the Contractor must provide evidence of successful completion of all aspects of this training for each security personnel proposed under this contract. Contractor personnel will not be allowed to work at any CBSA facility or location without having successfully completed training to the standard required prior to commencement of employment.

All Contractor personnel must hold a valid BC Security Guard license in accordance with the *Security Services Act*.

4.2 Mandatory Training & Knowledge prior to Engagement

Prior to beginning work at any CBSA site, all Contractor personnel must be fully trained, and certified to meet training standards stated in Part 4, Article 4.2. "Mandatory Training & knowledge prior to Engagement". All security personnel must additionally be sufficiently proficient in their duties as determined by the CBSA.

All training and training material provided to security personnel by the Contractor, is subject to CBSA review and approval.

The Contractor must ensure that all their security personnel have completed a combination of both classroom and hands-on training to meet all training requirements.

4.2.1 First Aid and CPR Training with Automated External Defibrillator (AED)

All Contractor personnel must have successfully completed training in standard Level 1 First Aid including CPR and the use of the AED.

Contractor personnel must be qualified by the St. John's Ambulance, Red Cross, or other recognized First Aid training institution or by a certified instructor as having successfully completed the Standard First Aid Training indicated above and are certified in administering first aid treatment as required. There must

be no charge to the CBSA for this training. Training records and certificates of completion must be provided to the CBSA for each Contractor personnel.

4.2.2 Transport and Control Training

All Contractor personnel must complete a Transport and Control training program.

This training program is a modified law enforcement course for contractor personnel to learn how to conduct a Detainee transport in a safe, effective and professional manner according to policy and guidelines set out by the CBSA. The course will emphasize handcuffing, Detainee handling and control tactics and will involve scenario training.

Course Objectives

The course objectives that must be met in the Transport and Control training may vary from time to time depending upon operational requirements as approved by the CBSA, and the particular duties and responsibilities of the job. Objectives as currently stated include the following:

- a) Explain and have a working operational knowledge governing the principles of the Incident Management Intervention Model (IMIM) and how it applies to their duties, arrest and control of subjects, handling of prisoners and use of handcuffs;
- b) Define Detainee transport;
- c) Explain and define the meaning of professionalism;
- d) Explain the importance of safety and good driving habits;
- e) Explain and have a working operational knowledge governing their authority as delegated CBSA officials in related to their duties, including authority for search and transportation of Detainees;
- f) Know the basic nomenclature and proper use of the various types of handcuffs, and restraints used in the handling of prisoners;
- g) Demonstrate proper controlled search and seizure techniques of persons, personal effects and transport vehicles;
- h) Know the procedures involved regarding contingency procedures or guidelines for dealing with disruptions in transport, mechanical breakdown, or interference from third parties;
- i) Demonstrate escorting techniques for purposes of departure verification;
- j) Explain considerations prior to and during air transport;
- k) Explain how to deal with Detainees during ground and air transport;
- l) Demonstrate methods of carrying and drawing handcuffs;
- m) Demonstrate basic tactical approach principles for handcuffing;
- n) Demonstrate proficiency by executing all handcuffing techniques shown during course;

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- o) Demonstrate proficiency by executing all arrest and control techniques taught during the course;
 - p) Explain and demonstrate the proper handling, movement and transport of prisoners, including in confined spaces;
 - q) Demonstrate proficiency in meeting a physical abilities standard required for purposes of performing the job function;
 - r) Participate in all required classroom and physical training sessions including scenario training exercises;
 - s) Successfully pass the required proficiency test for all practical applications; and
 - t) Successfully obtain a passing score on the written test.

A minimum passing score of 80% must be achieved in both practical and written testing.

The CBSA will be responsible for delivering this course to all Contractor personnel, at the initiation of the contract, if they have not previously received training. Attempts will be made to deliver the course prior to the first day on the job for the stated contract period, but may require a phased in approach due to logistical reasons.

The Contractor must provide 10 - 15 trainees per session. Each session will be approximately 8 hours delivered on a single day. This course will be made available by the CBSA until such a time as there are an adequate number of guards trained as determined by the CBSA.

To ensure the Contractor will be able to meet the terms of the Contract, the training schedule will be established in consultation with the Contractor and the CBSA.

The CBSA will not be responsible financially for any subsequent courses necessary for Contractor personnel who were not able to attend the initial presentation(s) of the course. It will be the Contractor's responsibility to provide and ensure the timely delivery of any and all subsequent courses necessary for their personnel. This may take the form of the Contractor's own in-house training; however all non-CBSA courses and instructors and trainers must be pre-approved by and certified by the CBSA.

The Contractor agrees to allow representatives of the CBSA to participate as observers at no cost to the CBSA for any part of or for the full duration of any of the Contractor's own training sessions in order to evaluate their training program.

All Contractor personnel are expected to have written and passed the training program prior to the commencement of the Contract period. As it may be necessary for new Contractor personnel to work without the required course for a short period of time, approval may be granted by the CBSA on a case-by-case basis to allow personnel to commence employment after reviewing the individual's qualifications and the work to be performed. This will also apply to back up or replacement guards. Where a Contractor's personnel does not possess the required training prior to the commencement of work, and the CBSA has granted approval, the Contractor must not schedule this employee on a shift with any other employee that does not possess all of the requisite training. The Contractor should endeavor to have any personnel brought on strength following the initiation of the Contract, successfully trained in this program as quickly as possible. Training must be successfully completed at a maximum within 3 months of being hired.

Salary or overtime for those receiving Transport & Control training will be the responsibility of the Contractor.

Only one re-evaluation may be permitted to a candidate who fails at the first attempt to meet the required standard in the Transport & Control course. A candidate, who fails to achieve a passing grade thereafter, must not be permitted to work under this Contract. The CBSA will advise the Contractor of any candidate who fails to achieve a passing grade.

At the Contractor's expense all security guards and supervisors must receive a one-day refresher Transport & Control training course, prior to the expiration of a three (3) year period from the date of the original certification course. The refresher course must achieve the same objectives as stated in Part 4, Article 4.2.2 above. The Contractor must provide the CBSA with a record confirming that all security personnel have completed this training through a certified CBSA course and trainer.

4.2.3 CBSA Standing Orders

As stated in Part 1, Article 1.5 "CBSA Standing Orders" outline the detailed operating procedures that have been put in place for each detention center and premises (ie: BCIHC and Lib Sq day cells). The CBSA will provide the Contractor with copies of the Standing Orders, Departure Verification procedures and other relevant procedures and guidelines, which outline the responsibilities and procedures to be followed by the Contractor personnel and the CBSA. The Contractor must ensure that personnel receive training prior to their assignment at a particular Post and, subsequently, follow procedures contained in the guidelines once at their Post. Standing Orders will be in sufficient detail to permit the Contractor to effectively carry out its duties under this Contract.

The Contractor will, at all times, adhere to and follow all Standing Orders, instructions, directives, policies and procedures, including amendments thereto, established and implemented by the CBSA. Contractor personnel are expected to be conversant with all Standing Orders as last amended.

The CBSA has the right to amend, modify and/or re-issue Standing Orders, directives, policies etc. as required and the Contractor's personnel must respond accordingly to ensure their implementation.

4.3 Mandatory Training & Knowledge within the first Three (3) Months of Employment

Within the first three (3) months of employment, all Contractor personnel must be fully trained and certified with the following training stated in Part 4, Articles 4.3.1 through 4.3.4, below.

All training and training material provided to Contractor personnel by the Contractor, is subject to CBSA review and approval.

It is the responsibility of the Contractor to ensure that all security personnel have completed a combination of both classroom and hands-on training to meet all training requirements.

4.3.1 Cultural Sensitivity, Harassment and Diversity Training

The Contractor is responsible for ensuring that all personnel have undergone formal training related to cultural sensitivity and diversity. The CBSA reserves the right to identify a specific course that must be taken, or to identify the course content and objectives that must be covered at any time. Additionally it reserves the right to audit any course at its request.

4.3.2 Mental Health and Suicide Prevention Training

The Contractor is responsible for ensuring that all personnel have undergone formal training related to mental health, indicators of mental distress, post-traumatic stress disorder, and suicide prevention training, etc. The CBSA reserves the right to identify a specific course that must be taken, or to identify the course content and objectives that must be covered at any time. Additionally the CBSA reserves the right to audit any course at its request.

4.3.3 CBSA Specific Training

The CBSA will assist the Contractor in the preparation and delivery of portions of any pre-assignment training that deals with the provisions of the *IRPA* and *Regulations, Access to Information and Privacy Act* (ATIP) and CBSA Orientation. Livescan fingerprint certification and training will be provided by the CBSA, and it will be the responsibility of the Contractor to maintain active status for all tokens and other means of access, as per CBSA guidelines.

4.3.4 CBSA On-the-Job Training

In addition to the classroom and hands-on training provided by the Contractor and/or the CBSA, Contractor personnel will receive 40 hours of on-the-job training prior to being eligible to perform duties on their own.

Contractor personnel who are being field trained are not to be considered for the purpose of meeting the mandatory staffing levels for each site (Part 3, Articles 3.2.1 and 3.2.2, above).

On-the-job field training will include but is not limited to:

- a) general facility orientation
- b) responding to emergency alarms, bomb threats, and suspect incendiary devices;
- c) the orientation and operation of security systems;
- d) the orientation and operation of fire equipment;
- e) location and access to first aid supplies;
- f) radio and communications systems;
- g) dealing with power outages, evacuation procedures;
- h) access control; and
- i) key control.

4.4 Training Summary

Prior to commencement of work, or as otherwise authorized by the CBSA, all Contractor personnel must be able to demonstrate the following:

- a) Have successfully completed Transport and Control training as per Part 4, Article 4.2.2;
- b) Have attended training in diversity and cultural sensitivity, harassment, mental health awareness or mental health first aid and suicide prevention;
- c) Have successfully completed training related to awareness of the *IRPA* and relevant provisions of the *Privacy Act* and *Access to Information Act*;

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- d) Have been trained in and are aware of emergency protocols including fire, power outages, disruptive and violent behaviour and emergency evacuation procedures at the BCIBC or Lib Sq sites;
 - e) Have been provided training in the operation of metal detecting devices;
 - f) Be proficient in the conduct of unscheduled cell or room searches and controlled searches of persons;
 - g) Have been trained in the fingerprinting of persons, including the authorized-only use of the Livescan machine;
 - h) Have read, understood, been trained in and are versed in the Standing Orders, and other relevant CBSA policies and procedures including Detainee intake, risk assessment and release protocols;
 - i) Be proficient in report writing and documentation, including but not limited to the completion of:
 - i. Note taking;
 - ii. Daily Occurrence Log;
 - iii. Room Check Log;
 - iv. Detainee Record;
 - v. Visitor's Log;
 - vi. Log of Medication Issued;
 - vii. Request for Meals;
 - viii. Meal Report; and
 - ix. Incident reports (escapes, illness, emergencies, missing or lost personal effects, etc.)
 - j) Be proficient in maintaining a client case file.

4.5 Ongoing Training

At the Contractor's expense, the Contractor must provide ongoing training to address any changes in procedures, up to a maximum of one (1) day (8 hours) per employee. This must include future courses or training sessions developed and/or determined by the CBSA to be required for Contractor personnel.

4.6 Audit and Monitoring of Training

The Contractor agrees to allow representatives of the CBSA to participate, at no cost to the CBSA, as observers for any part of or for the full duration of any training offered by the Contractor, or any training used by the Contractor to meet CBSA requirements. This participation will enable the CBSA to evaluate the training program.

Prior to commencing work in any capacity under this Contract, the Contractor must provide evidence to the CBSA of successful completion of all aspects of training for all security personnel for which the Contractor is responsible as outlined in this document. The Contractor is responsible for providing the CBSA with proof of certification of training courses completed in hard copy format. The CBSA will maintain a personnel file for each employee of the Contractor assigned to the CBSA under this Contract. The Contractor must ensure that the CBSA has the most up to date information on all personnel.

The CBSA reserves the right to request that the Contractor provide additional training for guards who have demonstrated an inability to meet the expected standards on a consistent basis.

PART 5: DISCLOSURE OR COLLECTION OF PERSONAL INFORMATION

Sub-section (k) of the definition of *personal information* in the *Privacy Act* states that the name of the individual who is or was performing services under contract for a government institution is not personal information. As a result, the identities of staff working at CBSA facilities may be available to the public if a request is made.

All records created and/or information collected by the Contractor must not, at any time, be removed from CBSA facilities unless otherwise authorized and/or directed by the CBSA. The CBSA may audit the security protocols of the security company.

PART 6: CONTRACTOR PERSONNEL STANDARDS

6.1 Code of Conduct

The Contractor and its personnel are expected to respect the spirit of the Values and Ethics Code for the Public Service and the Treasury Board of Canada Secretariat (TBS) Code of Conduct both on and off duty.

The Contractor will develop a Code of Ethics and Values that is consistent with the TBS and Public Service and ensure that all guards are familiar with the requirements of these policies.

The Contractor must have a policy in place whereby it requires its employees to disclose having a potential employment conflict of interest, which is defined as having private interests that could improperly influence the performance of his or her official duties and responsibilities, or which the individual uses for his or her personal gain. Some examples of such a conflict of interest include, but are not limited to the following: an individual working at the BCIIHC has family, relatives, friends or associates that are under enforcement action under *IRPA*, or has an application related to immigration status under *IRPA* such as a sponsorship or appeal to the IRB, or an application at the CBSA or Citizenship and Immigration office outside Canada or any other situation where a real or perceived conflict may arise. The Contractor must advise the CBSA of the method of disclosure it puts in place, and advise the CBSA of any disclosures so made to the Contractor.

The Contractor must inform the CBSA when Contractor personnel is being investigated by the police, charged or is/has been detained.

6.2 Licenses & Passes

All Contractor personnel must be licensed in accordance with the *Security Services Act (2008)* and *Security Services Regulations (2008)*. The appropriate prescribed license or identification card must be in their possession at all times when on duty and must be provided for inspection at the request of any person in the course of guard duties.

All Contractor personnel must be in possession of a fully graduated valid BC Class 5 driver's license.

Contractor personnel requiring access to sensitive work site(s) must each obtain, maintain, and update as required an appropriate Vancouver International Airport Authority (RAIC pass), granted or approved by Vancouver International Airport Authority.

6.3 Bonding

All Contractor personnel must be bonded for \$50,000.00 per employee, as per Annex E.

6.4 Citizenship

All Contractor personnel must be Canadian citizens or permanent residents.

6.5 Education

All Contractor personnel must demonstrate successful completion of secondary school education in Canada or a Canadian equivalent (i.e. GED).

6.6 Language Ability and Testing

The Contractor must ensure that all their security personnel meet the following English language requirements:

6.6.1 Oral Interaction

The Contractor's personnel must be able to carry on an informal conversation on concrete topics, and paraphrase when they cannot think of a certain word. They can ask and answer simple questions, and give simple instructions and directives in routine work-related situations. The Contractor's personnel may make mistakes in some minor grammar, pronunciation, fluency and vocabulary.

6.6.2 Written Comprehension

The Contractor's personnel must be able to understand most descriptive or factual material on work-related topics. They can clearly understand simple texts and grasp and maintain idea of texts in use. They can also understand the main points in more complex tests, in order to carry out routine work related tasks.

6.6.3 Written Expression

The Contractor's personnel must be able to write short descriptive and factual tests as part of their work duties. Grammar, vocabulary, and spelling mistakes are acceptable as long as the message is clear, concise and understandable.

6.7 Certification of Health

All Contractor personnel must be in a state of health consistent with the ability to perform the required safety and security tasks and derivative capacities the job entails. They should, at a minimum, meet the standards outlined in Clauses 4.1 through 4.2.6 of CAN/CGSB-133.1-2008 National Standard of Canada for Security Guards and Security Guard Supervisors. Upon request from the CBSA, the Contractor must produce a licensed physician's certificate attesting to the good health and the absence of physical or mental limiting factors which could interfere with a security guard's performance of duties.

Due to the nature of this work, there is a risk of exposure to Hepatitis A and B, as well and Tuberculosis (TB), among other pathogens. The Contractor must advise their security personnel of the risk of such exposure and it is recommended that Contractor personnel consult their family physician prior to commencement of this work. If TB and/or Hepatitis A and B inoculations are recommended by the physician, they should be administered, with all associated costs borne by the Contractor.

6.8 Personal Suitability / Acceptability

If any of the Contractor personnel are subsequently considered by the CBSA to be unsuitable due to performance or not meeting the specifications of the contract, upon notification from the CBSA, the Contractor must immediately remove and replace them with personnel acceptable to the CBSA.

CBSA reserves the right to determine the suitability for reassignment, if so desired, of any Contractor personnel removed from a Post.

Any failure to comply with the requirements of this Contract may result in Default.

Refer to Part 7, Article 7.5 "Rejection, Removal & Contract Cancellation Criteria" for additional information related to rejection or removal due to non-compliance.

6.9 Minimum Experience Requirements of Security Personnel

In addition to meeting all the requirements outlined in Part 6, the following represent the minimum requirements for each category of Contractor personnel engaged under this Contract:

6.9.1 *Operational Manager*

- a) Must possess a Post-Secondary diploma, or a high school diploma and two (2) years' experience (within the last 3 years) in supervising employees;
- b) Must have a minimum of three (3) years management and/or contract management experience (within the last 5 years);
- c) Must have a minimum of five (5) years recent (within the last 7 years) experience in a field directly related to security, or security related to service with the Canadian Armed Forces, Royal Canadian Mounted Police, CBSA, Correctional Services Canada or Police Force;
- d) Must have a minimum of three (3) years' experience (within the last 5 years) supervising through subordinates, a full staff complement of at least 30 people;
- e) Must be qualified in the Shift Supervisor position.

6.9.2 *Assistant Operational Manager*

- a) Must possess a Post-Secondary diploma and a minimum of one (1) years' experience (within the last 3 years) supervising employees, or a high school diploma and two (2) years' experience (within the last 3 years) in supervising employees;
- b) Must have a minimum of two (2) years recent (within the last 3 years) experience in a field directly related to security, or security related to service with the Canadian Armed Forces, Royal Canadian Mounted Police, CBSA, Correctional Services Canada or Police Force;
- c) Must be qualified in the Shift Supervisor position;

6.9.3 *Shift Supervisor*

- a) Must have a minimum of one (1) year recent (within the last three (3) years) experience in management of employees and business operations;
- b) Must have a minimum of one (1) year recent (within the last three (3) years) experience in a field directly related to security, or service with the Canadian Forces, Royal Canadian Mounted Police, CBSA, Correctional Services Canada or Police Force;
- c) Must be qualified in the Security Guard position;
- d) Must meet the following additional competencies, as provided for by the Public Service Commission:
 - i. Initiative
 - ii. People Management

6.9.4 *Security Guard*

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- a) Must have at least six (6) months recent (within the last three (3) years) experience as a security guard or in the security field;
 - b) Must have good organizational skills;
 - c) Must have report writing and documentation skills;
 - d) Must have the required driver's licence to operate Detainee transport vehicles in the province of BC.
 - e) Must meet the following competencies, as provided for by the Public Service Commission:
 - i. Reliability
 - ii. Judgement
 - iii. Integrity
 - iv. Adaptability
 - v. Resourcefulness
 - vi. Effective Interpersonal Skills

The Contractor must certify that all Contractor personnel meet the above stated requirements.

PART 7: CONTRACTOR PERFORMANCE STANDARDS

The Contractor must agree with the following:

7.1 Overfill

Overfills occur when the Contractor supplies too many personnel, or personnel for longer periods than required, or at a higher level than required. The CBSA will pay only for the services required.

7.2. Shortfills and Shortfalls

Shortfills occur when the Contractor supplies unqualified personnel. The CBSA reserves the right to refuse Contractor personnel that are not qualified.

Shortfalls occur when the required Contractor personnel are not supplied at a Post or work site. CBSA will pay only for time actually worked.

Overtime rates will not be paid by the CBSA to allow the Contractor to compensate for shortage of guards. The Contractor is responsible for providing the adequate number of personnel at all times, and will be accountable for any overtime costs incurred in order to achieve this. Under no circumstances, may the Contractor provide non-security screened personnel.

The CBSA further reserves the right to seek reimbursement from the Contractor for the replacement of staff not provided, where appropriate. The Contractor must ensure that the minimum requirements for staffing compliments are met at all times (Part 3, Article 3.4 "Total Guard Complement").

7.3 Overtime

Overtime will be paid to the Contractor in accordance with Provincial Regulations and as per Annex B Basis of Payment. The Contractor may, however, only bill the CBSA under the following situations:

- a) Where a security guard, supervisor, and/or manager is required to work beyond their regular scheduled hours on any established shift, overtime must be pre-approved by the CBSA, unless

exigent circumstances exist where pre-approval cannot be obtained. Exigent circumstances include but are not limited to:

- i. Weather
 - ii. Traffic
 - iii. Late IRB Hearings
 - iv. Incident Occurrence
- b) A minimum of three (3) hours overtime will be paid for any requested Security personnel needs that are incremental to the established complement and that are requested and pre-approved by the CBSA. Overtime under this scenario will cease to be paid at the commencement of the next scheduled shift. Example: If a Detainee is admitted to a hospital at 0300 hours and an additional Security Guard is called in to backfill for the Security Guard posted at the hospital, overtime will be paid to the Contractor for a minimum of three (3) hours and a maximum of five (5) hours for the called-in Security Guard. Overtime charges will cease at the commencement of the 0800 hour day shift. CBSA will not pay the incremental Security Guard overtime.

7.4 Security Personnel Turnover

"Turnover" is the number of Security Guards, Supervisors, or Managers hired to replace those leaving or dropped from the Contractor's work force. The Contractor must ensure that the hiring practices and selection standards are done in a way that encourages the establishment of a suitable, reliable and stable work force.

"Turnover rate" is the ratio of those hired replacements (expressed in percentage) to the base number of personnel declared by the CBSA as the work force necessary to meet CBSA's requirement and is calculated on an annual basis.

Acceptable turnover is defined as follows:

70% of the annual base number of the Contractor's personnel established has not been replaced. Should turnover at a particular work site exceed 30% over a three-month period at any one CBSA location, this will be considered unacceptable and may be cause for the termination of the Contractor's service at a particular work site.

The following turnover exclusions apply:

1. Long term sickness or death of a Security Guard / Management;
2. Long term, large scale decrease in CBSA's requirement;
3. Maternity leave; and
4. Promotion

7.5 Rejection, Removal & Contract Cancellation Criteria

The following conditions will be cause for an immediate request by the CBSA for the removal of Contractor personnel from work assignments on CBSA's premises:

- a) Substance dependence or other addiction for which the individual has not received or is not in the process of receiving treatment ie: active use;
- b) Emotional instability or mental disorders which are untreated and/or the individual chooses not to seek treatment for, including making threats of violence towards, co-workers, Detainees, visitors, employees;

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- c) Conviction for a criminal offense for which a pardon has not been granted;
 - d) Poor eyesight or hearing (as per Clauses 4.23 and 4.2.4 of the CAN/CGSB-133.1-2008);
 - e) Pronounced speech impediment;
 - f) Persistent performance problems;
 - g) Serious misconduct;
 - h) Failure to follow required procedures in a critical situation or persistent failure to follow required procedures;
 - i) Persistent poor appearance;
 - j) Inadequate training or experience;
 - k) Unacceptable licensing or loss of a license;
 - l) Inability to clearly communicate in English, either orally or in writing;
 - m) Failure to maintain required certifications or licensing;
 - n) Sleeping or consuming alcohol or illegal substances while on duty; and
 - o) Infractions of a serious nature that would be governed by the Code referenced in Part 6, Article 6.1 "Code of Conduct" of this contract and/or violate Standing Orders (eg. use of personal cell/smartphones/Blackberry in the detention center, falsifying reports, playing games on the internet, taking pictures of Detainees with personal device, etc.).

The following conditions may be cause for terminating the Contractor's service:

1. high turnover rate (defined as over 30% at any one CBSA location within a three month period);
2. excessive shortfills or shortfalls;
3. failure to carry out necessary supervisory patrols;
4. unacceptable contract management and guard supervision;
5. failure to comply with the terms and conditions of the Contract; and
6. failure to submit incident reports within 24 hours of an occurrence.

The above does not restrict Canada's right to terminate the Contract for any other reason due to default of the Contractor, or CBSA's right to remove or reject an individual at a work site for any other reason.

PART 8: ADMINISTRATIVE SPECIFICATIONS

8.1 Office

A suitable office space will be provided by the CBSA for the efficient functioning of the Contractor personnel. This office will include access to phone, fax and radios or other wireless communications devices, computers and printers, internet (if required) and e-mail paid for and operated by the CBSA. All items must satisfy CBSA security standards.

8.2 Contractor's Management Representative

Prior to the start date of the Contract, the Contractor must submit in writing to CBSA the name of one management representative and one alternate who is authorized to act for the Contractor in every detail at all times. This person must be made available, at no extra cost to the CBSA, for impromptu meetings at CBSA's office within one (1) business days' notice, and also for regularly scheduled meetings upon the request of the CBSA. This person may or may not be the On-site Operational Manager.

8.3 Back-Up Support

The Contractor must provide properly trained, security cleared, back-up support for illness, holidays or other absences.

When back-up support is required, the Contractor must provide it within four (4) hours' notice.

The Contractor must expect that occasionally, emergencies or other unforeseen situations or pre-planned special projects may require additional Security personnel beyond the level of the base number. It is the CBSA's expectation and a requirement of this Contract that the Contractor be prepared at all times to provide additional personnel, as may have been provided for in the Contractor's bid submission, to cover any of these extra responsibilities.

8.4 Inspection and Enforcement of Performance

CBSA reserves the right to regularly conduct on-the-job inspections to determine the overall quality of the Contractor's performance, the job knowledge of individual Contractor personnel, and the effectiveness of training and to determine the conduct and appearance of the personnel.

CBSA reserves the right to periodically conduct tests of the response provided by the Contractor's personnel to simulations of emergency situations, (e.g. bomb threat, fire alarm, emergency evacuation), and to audit the security guard complement for security clearances, training required, or suitability for employment as outlined in other areas of the Contract.

In order for CBSA to be able to hold the Contractor accountable for all aspects of services provided, the following inspections, tests and enforcement measures will periodically be carried out:

1. Work performance inspection on work site;
2. Appearance and deportment inspection on work site;
3. Measurement of guard identification, qualifications, training, turnover rates, shortfills, shortfalls, etc...
4. Testing of guard response to an emergency situation, through drills and other simulations; and
5. Site inspections to verify that Standing Orders are being followed and other inspections for irregularities in operational management, as required.

All Contractor personnel may be contacted by CBSA to ensure they understand their duties. During these inspections, Contractor personnel will identify themselves by:

- name; and
- guard license number, if applicable.

Contractor personnel must answer pertinent questions based on Standing Orders or other formal CBSA policies and their training experience.

The CBSA will immediately alert the Contractor of any critical deficiencies found by CBSA officials as a result of the above noted inspections or tests, and the Contractor must take immediate remedial action to correct these deficiencies to CBSA's satisfaction within 48 hours.

Regular meetings with management representatives of the Contractor and the CBSA will be held monthly, or at the discretion of the CBSA, to discuss the Contractor's performance and proposed remedial action to correct deficiencies.

8.5 Ordering Guard Requirement

8.5.1 Security Guard Documentation

Security Guard documentation must be submitted to the CBSA for all new Contractor personnel assigned to a particular work site. New personnel are not to be assigned to a work site until the Security Guard documentation has been received and accepted by the CBSA. Subject documentation must be submitted to the CBSA two (2) working days prior to assignment, where possible.

Changes to the Security Guard documentation, including promotion and date struck off strength, are to be updated regularly as per the Guard Nominal Roll Form, and saved on the appropriate shared drive for regular access by the CBSA.

8.5.2 Ordering Security Personnel Requirement

The CBSA will advise the Contractor of the detailed staffing requirements for each work site at least 72 hours before the initial Contract start date or when the Contract is awarded if it is less.

8.5.3 Base Security Personnel Complement

The Base complement is the number of security personnel declared by the Contractor and agreed to by the CBSA, as the work force necessary to meet the CBSA's base Contractor personnel requirement.

8.5.4 Change of Requirements

Within prescribed notice times shown in Article 8.5.5 below, the CBSA reserves the right to:

- a) increase or decrease the number of hours or timing of requirements at any location;
- b) alter the guard category at any location; and/or
- c) add or decrease service at new or existing locations

Any and all changes to Contract requirements shall be submitted to the Contractor in writing.

8.5.5 Amendments to Base Personnel Complement

Upon written notification by the CBSA, the Contractor must:

- a) Comply with any request to decrease service at any work site within 48 hours;
- b) Comply with any request to add or increase service at any work site within seven calendar (7) days.

Amendments to Base Personnel Complements may be temporary or permanent, as determined by the CBSA.

The CBSA agrees that any increase in the base personnel requirement will not exceed that number provided for by the Contractor in their bid submission, without an amendment to the contract.

This article does not cover unexpected personnel requirements, as defined in Part 8, Article 8.5.6, or Pre-planned additional personnel requirements for special projects as defined in Part 8, Article 8.5.8.

8.5.6 Unexpected Additional Security Personnel Requirements

As described herein, unforeseen operational requirements demand that the Contractor react to immediate, or near immediate, needs for additional Security personnel. Some examples of these types of operational requirements include but are not necessarily limited to:

- a) medical transportation;

- b) care and custody of medical cases at area hospitals;
- c) POE transports;
- d) transports related to CBSA arrests; and/or
- e) extraordinary circumstances.

In these types of cases, the Contractor is expected to fulfill the specific staff requirement with no reduction of the complement of personnel at any of the work sites, by use of the attainment of additional Security personnel, or by the use of double shifting, approved overtime (subject to Part 7, Article 7.3 "Overtime") or by any other means devised by the Contractor. In these instances, where the requirement is for six (6) Security Guards or less, the Contractor must provide the guards within four (4) hours of said request. Where the requirement is for seven (7) or more Security Guards, the Contractor must provide the required guard complement within seventy-two (72) hours of said request.

8.5.7 Mass migrant arrival

In the event of a mass migrant arrival in the Pacific Region (BC or Yukon), the Contractor may requested to provide a larger contingent of guards, anywhere in the Region, to provide security of Detainees and transport for large groups of Detainees at, but not limited to, government-controlled docks, mustering points, detention facilities, and hospitals. The Contractor must be prepared to provide up to fifteen (15) additional guards on rotating 12-hour shifts, thirty (30) additional guards in total. This provision will be exercised through a contract task authorization.

The call up times under this article align to specifications articulated in Part 8, Article 8.5.5, unless otherwise agreed to by the CBSA.

8.5.8 Pre-Planned Additional Security Personnel Requirements for Special Projects

In some instances, the CBSA may undertake special projects or initiatives where the operational requirement for additional Security personnel is known in advance. This provision will be exercised through a contract task authorization.

To the extent possible, the CBSA will provide the Contractor with as much advance notice of such requirement, but notice will never be less than:

- a) where the requirement is for six (6) guards or less, the Contractor must provide said guards within seventy-two (72) hours of said request;
- b) where the requirement is for seven (7) or more guards, the Contractor must provide said guard complement within seven calendar (7) days of said request.

When authorized by the CBSA and where the notice time given to the Contractor is less than indicated in Article 8.5.8, the CBSA will pay the applicable overtime rates between the date notice is given up to a maximum of the notice times indicated in Article 8.5.8. In all cases the Contractor must make every effort to minimize the use of overtime.

8.6 Scheduling and Assigning Work

It is the On-Site Operational Manager, or his or her delegates, responsibility to schedule all work days and all work hours for their personnel, which includes assigning them to work sites and Posts. A weekly work schedule must be provided to the CBSA the Friday prior to the commencement of the following work week, or as otherwise agreed to by the CBSA.

It is the responsibility of the Operational Manager, or his/her delegate to consult with the CBSA to determine precise work requirements and to assign work Posts, schedule breaks and lunch, and provide for training requirements.

8.7 Lunch Breaks and Rest Periods

The CBSA requires a sufficient number of Security personnel to fill all Posts and allow for relief person(s) to provide a 30 minute lunch break per 8 hour shift and two (2) 15 minute rest periods for each eight (8) hour shift. The Operational Manager, Assistant Operational Manager or Shift Supervisor must arrange for breaks to be taken by staff in such a way that their duties are always covered by another staff member already on site, while ensuring the minimum base requirement at each work site is met.

All security personnel must remain onsite and be available to report back to work during lunch breaks and rest periods in the event they may be called back to work to assist in an emergency situation (i.e. fire alert or riot). The CBSA agrees to pay for scheduled lunch breaks and rest periods.

8.8 Statutory Holidays

There are 11 recognized statutory holidays (New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Day and Boxing Day) for which the Contractor may bill the CBSA at the statutory holiday rate for personnel working at sites that require coverage during these days. The Provincial statutory holiday (Family Day), is not considered a statutory holiday for the Federal Government and all offices remain open. The Contractor must factor in sufficient personnel to cover regular operations on this day.

All sites and Posts with the exception of Lib Sq are open on statutory holidays.

The Contractor must comply with Provincial Regulations regarding rates of pay and time off for their personnel on statutory holidays.

8.9 Consistency of Assignments

The Contractor must make every effort to assign the same full-time Security personnel to this Contract, at the same work sites and Posts, in order to maintain a work force that is dedicated and familiar with the work place and its particular requirements.

8.10 Time on Duty

Shifts for all personnel, including any assigned and approved overtime, must not exceed thirteen (13) consecutive hours, and must have a minimum of eleven (11) hours between shifts.

PART 9: UNIFORM REQUIREMENTS

All uniforms must be provided by the Contractor at no charge to the employee. The prescribed uniform must be of the Contractor's regular design. All uniforms must be identical in design, color and "non-military" style (ie: Blazer and trousers or slacks). The CBSA reserves the right to refuse or reject aspects or the entirety of the uniform.

Uniforms provided by the Contractor must be worn by all Contractor personnel assigned to the Contract at all times while engaged in the performance of the services required. Contractor personnel will not be allowed at their work station unless they are wearing the authorized uniform.

Contractor personnel must wear an identification badge issued by the Contractor, denoting their position, name and number and this badge must be discernible on the uniform at all times. Nametags must be worn to promote accountability.

While on duty, all Security guards must wear a uniform conforming to the following requirements:

- a) Readily distinguished from a public police force; and
- b) Displays the company logo or name in a prominent position.

All uniforms must be maintained, clean, and neat and must fit properly at all times. Worn, frayed, damaged or patched uniforms will not be accepted. Shoes are to be cleaned and polished. Contractor Security personnel will be subject to inspection by CBSA.

It is agreed and understood that Contractor personnel will be provided with uniforms in a satisfactory condition and subject to the acceptance of the CBSA. Failure to provide acceptable uniforms and ensure that they are maintained in a condition satisfactory to the CBSA may be considered grounds for the security guard's removal from CBSA premises.

It is mandatory that CBSA approved soft body armour be worn by the transport guards. The Contractor must bear the cost of supplying the CBSA approved body armour to transport guards. In the event that the CBSA or the Contractor determine that soft body armour must be worn by other personnel under this contract, the Contractor will bear the cost.

9.1 Appearance

The Contractor must ensure that all security personnel maintain a professional and high standard of appearance that reflects the spirit of the CBSA Uniform Policy and Standards of Appearance including but not limited to:

- a) Only the approved uniform is to be worn (see Part 9);
- b) Uniforms must be clean, well-fitted, pressed and in good repair;
- c) Head and facial hair must be neat, clean and well groomed. Hair styles that detract from the uniform image will not be accepted. Beards, moustaches and sideburns must be well groomed. Due consideration will be given to ethnic and religious variations;
- d) Shoes must be clean and presentable;
- e) Neatness in dress and personal appearance is required; and
- f) Contractor personnel must be clean and devoid of foul or offensive odors.

9.2 Accoutrements

The uniform must include:

- a) Company logo;
- b) Identification clip;
- c) Shoes
 - i. Male; black, plain toe, dress uniform, which are clearly not of the running shoe or boot variety.
 - ii. Female; black, closed toe, dress uniform, which are clearly not of the running shoe or boot variety.
- d) Belt, black or brown, width 1.5 inches for men and women; and
- e) Matching socks

9.3 Trouser or Slack Lengths

Men's trousers must be hemmed at the middle of the shoe counter and must not break over the shoe front. Women's slacks must be hemmed at the top of the heel of the shoe.

9.4 Use of CBSA Logo

The Contractor or its employees are prohibited from using the CBSA logos, replicas of the CBSA badges, equipment or tools without prior authorization from the CBSA.

9.5 Accessories

All accessories are subject to approval by the CBSA.

- a) Caps (if part of the official uniform) must match and complement the type of uniform worn;
- b) If used, gloves, hats and neck gaiter must match and complement the type of uniform worn;
- c) A raincoat or winter coat may be worn, if necessary, and must match and complement the type of uniform worn (umbrellas are not allowed).

9.6 Attire Standards

Hair longer than shoulder length must be clean, put up and securely fastened so that there is no health and safety risk. It should be fastened in a bun, if necessary.

Hair accessories such as barrettes, combs, nets, bands and elastics must be discrete and a colour that matches the natural hair. They must not pose a health or safety risk. Any decorative accessories that are not part of the uniform will not be tolerated.

Discrete stud earrings may be worn, but not more than one earring per ear. Hoop earrings are not accepted. All other visible piercings are prohibited.

Nails must be cut short to ensure proper performance of handcuffing and other tasks related to the contract. Nail polish must be a neutral colour that does not detract attention from the uniform.

Tattoos must not be visible.

Intentional disfiguring body modifications, such as forked tongues, stretched earlobes, skin implants and dental work are prohibited (with the exception of general dental work such as fillings and cosmetic upgrades such as implants and veneers).

PART 10: MATERIAL and EQUIPMENT REQUIREMENTS

10.1 CBSA Material:

The CBSA will furnish the following:

- a) Office space and associated equipment necessary for the conduct of official business;
- b) Facilities (excluding lockers) for the Contractor personnel's personal belongings;
- c) Standing Orders, policies etc.;
- d) All required CBSA forms and reports;
- e) Personal safety equipment (mask, ear protectors, safety glasses), if required; and
- f) Any required security passes (VIA) or access cards.

The above remains the property of CBSA, who will be responsible for all operating costs such as maintenance, batteries, back up equipment, etc.

The Contractor is responsible for repair and/or replacement of this equipment in the event of any loss or neglectful damage, including all costs associated with the replacement of lost or stolen access passes, i.e. YVR RAIC passes. The cost of normal maintenance, required as a result of ordinary wear and tear, will be borne by the CBSA. The Contractor must obtain prior approval from the CBSA for the repair of equipment, should he wish to undertake himself. The cost of maintenance expenses will be paid by the CBSA following receipt from the Contractor of an invoice and supporting documentation. The equipment provided will be operational and in good order.

10.2 Contractor Material

- a) The Contractor is responsible to furnish the following:
- b) Reliable communication system that enables all vehicles on the road to contact each other, and/or the supervisor, at all times. The system will be used to convey instructions and/or to request assistance;
- c) Reliable communication system for the Security Guards (i.e., radio, cellular phone, etc.) within the BCIBC;
- d) Good quality handcuffs, leg irons, and transport belts in an amount required to meet operational requirements;
- e) Flashlights and batteries if required, batteries and bulbs for existing flashlights and lanterns. Batteries must be tested periodically; and
- f) Vehicles and associated equipment as per specifications outlined in Part 12

10.3 Property Accountability

All property furnished by the CBSA under this Contract must remain the property of the CBSA. Upon termination of the Contract, the Contractor must render an accounting of all such property which came into the Contractor's possession under this Contract and return same to the CBSA (except for general wear and tear). The Contractor must reimburse the CBSA for any lost, damaged or missing items.

10.4 Abuse of Telephones - Long-Distance Charges

The CBSA will not pay for any unauthorized telephone charges that the Contractor's personnel incur while they are on government property or using government invoiced equipment. Any such charges will be billed to the Contractor.

PART 11: DOCUMENTARY REQUIREMENTS

11.1 Contractor Forms

11.1.1 The Contractor must supply the following forms:

The Contractor may choose to make available to the CBSA for examination and approval a series of standardized company forms which could be used in lieu of the below forms which could separate or combine functions.

(a) Individual Guard Documentation:

This form will be used to provide evidence to the CBSA of a Security Guard's qualifications, category, etc. prior to assignment of the Contractor's personnel to a work site.

Copy 1 - to be forwarded to the CBSA.

(b) Security Personnel Nominal Roll:

This form will be used to provide the CBSA with the names, license numbers, rank, work site assignment and status changes of Security personnel being added to or deleted from the Contractor's personnel complement, due to being promoted or obtaining or requiring current training. This must be kept up to date at all times and saved on the shared network drive for easy access by the CBSA.

(c) Security Personnel Time Sheets:

The Contractor must submit monthly time sheets to the CBSA for each personnel assigned to a CBSA work site during that month. The time sheets must clearly articulate the employee's name, work site location, date of work, hours of work, overtime etc... These time sheets will be used to verify and confirm invoicing. The CBSA reserves the right to audit time sheets at any time throughout this Contract.

11.1.2 The CBSA will supply the Contractor with the following form(s) to be used in daily operations:

The forms listed below are not meant to represent the full complement of forms to be used by Security personnel in the administration of this Contract. For further examples of forms and reports used in daily operations refer to Annexes A to BB of this SOW.

(a) Access Control Register:

This form will be used for access control to a building.

(b) Daily Occurrence Log:

This form will be used to identify significant incidents and performance indicators for either individual Security personnel or a work site. In addition to instructions contained in Standing Orders, all major incidents (i.e., fire, theft, break-ins, significant property damage, medical emergencies, etc.) must be reported in accordance with established time standards. The Daily Occurrence Log must be initiated by the on duty Shift Supervisor at each Post location, immediately upon commencement of the shift. The log must then be completed chronologically, immediately following each occurrence or incident. Where the services at a post require more than one (1) Security Guard per shift and there is no shift supervisor present, the Daily

Occurrence Log must be completed by the Senior Security Guard and must include the names of all Security Guards on duty during the shift including their start and end times. The log must be submitted daily to the CBSA and is subject to audit.

PART 12: VEHICLE REQUIREMENT

12.1 Transport Specific Standards

Vehicles are to be properly maintained by the Contractor and are to meet all provincial safety standards. As a minimum, vehicles are to be specifically equipped with the following:

- a) Security screen partitions;
- b) Child proof locks;
- c) Tinted windows in the rear and on the sides;
- d) Wire mesh installed around the windows; and
- e) Heat and air conditioning in the front and back of vehicle.

The equipment must be approved by the CBSA prior to installation.

Drivers and guards are to hold a valid BC drivers' license. The driver's license must be the correct one for the vehicle being driven. Vehicles are to meet FMIS Class 20, GMV Spec. M50 requirements or current Canada Motor Vehicle Safety Act and Regulations specifications.

Vehicles (passenger vans) must have a 2.03 m (80 inches) height limitation, or otherwise be approved by the CBSA, and must be equipped with a First-Aid Kit, fire extinguisher and mobile communication equipment operable throughout BC and the Yukon. This equipment must be approved by the CBSA prior to installation. The continuing suitability of this equipment may be evaluated by the CBSA and may be subject to replacement or upgrading by the Contractor if required.

The cost of equipment and related costs will be borne by the Contractor.

The CBSA reserves the right to carry out an inspection of the vehicles as required to ensure all specifications are met. There are to be no identifying marks on the vehicle to identify it as a transport vehicle being used for CBSA immigration purposes.

Guards are to be equipped with their own radio, "Mike" phone or other device for safety and security reasons to ensure two-way communications.

The installation of Global Positioning System (GPS) device is mandatory in each vehicle so that any vehicle can be tracked in real-time. This will enable the Operational Manager to know when each vehicle enters or exits a particular zone, view historical locations of each vehicle and in turn be able to monitor resources more effectively. Systems such as Fleet Complete, will allow for the production of sophisticated, flexible reports that record still time, excessive speeding and various other used defined events. Units may be purchased that have additional features including panic buttons and support handheld devices such as Blackberry. The costs associated with the purchase and installation of GPA will be Contractors responsibility.

12.2 Gasoline

The Contractor will be reimbursed the actual cost reasonably and properly incurred without profit for gasoline used by the vehicles in the completion of any performance of work. Actual costs will be verified by the CBSA through proof of payment made by the Contractor for gasoline purchased in conjunction with kilometers traveled as recorded in the motor vehicle log. No personal or Contractor gain is to be made from the purchase of gasoline. (e.g. use of air mile cards).

**ANNEX "B"
BASIS OF PAYMENT**

B.1 For regular work as articulated within the Contract:

The Contractor will be paid firm hourly rates as follows, for work performed in accordance with the Contract. Customs duties are included and Applicable Taxes are extra.

Year 1

Period: From (date Contract award) to March 31, 2016

Position	Regular Hourly rates	Overtime Hourly rates >8 hours	Overtime Hourly rates >12 hours	Statutory Holiday rate
Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Assistant Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Supervisor	\$ _____	\$ _____	\$ _____	\$ _____
Security Guard*	\$ _____	\$ _____	\$ _____	\$ _____

Year 2

Period: From April 1, 2016 to March 31, 2017

Position	Regular Hourly rates	Overtime Hourly rates >8 hours	Overtime Hourly rates >12 hours	Statutory Holiday rate
Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Assistant Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Supervisor	\$ _____	\$ _____	\$ _____	\$ _____
Security Guard*	\$ _____	\$ _____	\$ _____	\$ _____

Option to Extend the Contract

During the extended Option period of the Contract, the Contractor will be paid the following firm hourly rates to perform all the Work in relation to the contract extension.

6 month - Option Period 1

Period: From April 1, 2017 to September 30, 2017

Position	Regular Hourly rates	Overtime Hourly rates >8 hours	Overtime Hourly rates >12 hours	Statutory Holiday rate
Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Assistant Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Supervisor	\$ _____	\$ _____	\$ _____	\$ _____
Security Guard*	\$ _____	\$ _____	\$ _____	\$ _____

6 month - Option Period 2

Period: From October 1, 2017 to March 31, 2018

Position	Regular Hourly rates	Overtime Hourly rates >8 hours	Overtime Hourly rates >12 hours	Statutory Holiday rate
Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Assistant Operational Manager	\$ _____	\$ _____	\$ _____	\$ _____
Supervisor	\$ _____	\$ _____	\$ _____	\$ _____
Security Guard*	\$ _____	\$ _____	\$ _____	\$ _____

*Security Guard is defined as BC Holding Centre guards, fixed posts, general duty, transport drivers and any other guards as may be required for any extra duty provisions.

Hourly rates provided above are firm and all-inclusive. The Crown shall not pay for any costs related to staffing or personnel beyond that explicitly stated herein.

Payment will be based on actual hours worked.

The Contractor will be paid overtime hourly rates only where the actual hours worked exceeds the regular scheduled shift. (ie: If a resource is scheduled for a 12 hour shift, the regular hourly rates will apply for the first 12 hours of work and then the overtime hourly rates >12 hours will apply).

B.2 For Special incidents that require a Task Authorization (TA)

The Contractor will be paid firm hourly rates according to Annex B, Section B.1 for any Task Authorization issued. Payments will be made in accordance with the hourly rates that apply for the time period in which the Task Authorization is executed.

B.3 Miscellaneous items:

B.3.1 Vehicles and Gasoline

a) VEHICLES

Costs for the use of vehicles will be reimbursed according to an all-inclusive firm fixed monthly rate as follows:

	Vehicle		Number of Fleet Vehicles		Total Monthly Cost
Year 1 – 5 passenger	\$ /mth	X	4	=	\$ /mth
Year 1 – 8 passenger	\$ /mth		2	=	\$ /mth
Year 2 – 5 passenger	\$ /mth	X	4	=	\$ /mth
Year 2 – 8 passenger	\$ /mth		2	=	\$ /mth
Option Period 1 – 5 passenger	\$ /mth	X	4	=	\$ /mth
Option Period 1 – 8 passenger	\$ /mth		2	=	\$ /mth
Option Period 2 – 5 passenger	\$ /mth	X	4	=	\$ /mth
Option Period 2 – 8 passenger	\$ /mth		2	=	\$ /mth

The costs of vehicles are to be all-inclusive and include the usage, maintenance and repairs related to the execution of the Work as stated within the Contract. No additional claims for expenses incurred related to the usage of vehicles under this Contract may be made.

The above costs are not to include gasoline, which is covered in section (b) below.

b) GASOLINE

The Contractor will be reimbursed the actual cost reasonably and properly incurred without profit for gasoline used by the vehicles in the completion of any performance of work. Actual costs will be verified by the CBSA through proof of payment made by the Contractor for gasoline purchased in conjunction with kilometers traveled as recorded in the motor vehicle log.

B.3.2 OVERTIME:

While the Contractor must comply with and abide to all laws, including the payment of overtime to its employees, when applicable, Canada is only liable to pay the Contractor overtime in accordance with the terms of this Contract as set out below:

- Where a security guard, supervisor, and/or manager is required to work beyond their regular scheduled hours on any established shift, overtime must be pre-approved by the Manager, Detentions Operations (CBSA), unless exigent circumstances exist where pre-approval cannot be obtained. Exigent circumstances include but are not limited to:
 - Weather
 - Traffic
 - Late IRB Hearings
 - Incident Occurrence

B.3.3 STATUTORY HOLIDAYS:

Solicitation No. - N° de l'invitation
47890-157202/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
van532

Client Ref. No. - N° de réf. du client
47890-157202

File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

There are 11 recognized statutory holidays (New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Thanksgiving, Remembrance Day, Christmas Day and Boxing Day) under this Contract which suppliers can bill CBSA at the statutory holiday rates for staff working at sites that require coverage during these days. The Provincial statutory holiday (Family Day), is not considered a statutory holiday under this Contract and offices remain open. The Contractor must factor in sufficient personnel to cover regular operations on this day.

All sites/posts with the exception of Library Square are open on statutory holidays.

The Contractor must comply with Provincial Regulations regarding rates of pay/time off for their personnel on statutory holidays.

B.3.4 Travel and Living Expenses - National Joint Council Travel Directive

The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to "travellers", rather than those referring to "employees".

All travel must have the prior authorization of the Project Authority.

All payments are subject to government Audit

B.3.5 OTHER DIRECT EXPENSES

The Contractor will be reimbursed any other direct expenses reasonably and properly incurred in the performance of the Work and as previously approved by the CBSA. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

Solicitation No. - N° de l'invitation
47890-157202/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
van532

Client Ref. No. - N° de réf. du client
47890-157202

File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

ANNEX "C"
SECURITY REQUIREMENTS CHECK LIST

See Attached

**ANNEX "D" to PART 5 - BID SOLICITATION
FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION**

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

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's website](#).

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

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
 - A2. The Bidder certifies being a public sector employer.
 - A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
 - A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
- A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.
- OR**
- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.
- OR**
- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

ANNEX "E" INSURANCE REQUIREMENTS

E.1 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 \$5,000,000 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 Public Works and Government Services Canada.
 - 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) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
 - n) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
 - o) Amendment to the Watercraft Exclusion to extend to incidental repair operations on board watercraft.
 - p) 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.

- q) The Policy must be extended to cover food poisoning.

E.2. Automobile Liability Insurance

1. The Contractor must obtain Automobile 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.
2. The policy must include the following:
 - a) Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
 - b) Accident Benefits - all jurisdictional statutes
 - c) Uninsured Motorist Protection
 - d) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
 - e) OPCF/SEF/QEF #3 - Drive Government Automobiles Endorsement
 - f) OPCF/SEF/QEF #6c - Public Passenger Vehicles Endorsement
 - g) OPCF/SEF/QEF #6f - Public Passenger Vehicles - Combined Limits for Passengers and road liability Passenger Hazard/Bodily Injury Minimum Limits required:
8 to 12 Passengers: \$5,000,000

E.3 All Risk Property Insurance

The Contractor must obtain All Risks Property insurance while the Government Property is under its care, custody or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than \$150,000.00. The Government's Property must be insured on an Actual Cash Value (depreciated cost) basis.

1. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.
2. The All Risks Property insurance policy must include the following:
 - a) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.
 - b) Loss Payee: Canada as its interest may appear or as it may direct.
 - c) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by Canada Border Services Canada and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

E.4 Warehouseman's Legal Liability Insurance

1. The Contractor must obtain Warehouseman's Legal Liability Insurance coverage on Government Property, and maintain it in force while under its care, custody or control for storage, in an amount of not less than \$100,000.00. The Government's Property must be insured on a Replacement Cost (new) basis.
2. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to Government Property to ensure that claims are properly made and paid.
3. The following endorsements must be included:
 - a) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
 - b) Settlement of Claims: The insurance proceeds regarding any loss of or damage to Government Property must be payable to the appropriate party as directed by the Contracting Authority.
 - c) Loss Payee: Canada as its interest may appear or it may direct.
 - d) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by Canada Border Services Agency and Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

E.5 Comprehensive Crime Insurance

1. The Contractor must obtain Comprehensive Crime (Fidelity) insurance on a Blanket basis, and maintain it in force throughout the duration of the Contract period, in an amount as listed below:
 - a. Insuring Agreement 1: Employee Dishonesty (Form A) in an amount of not less than \$50,000.00 covering all employees of the Contractor. Such Fidelity Insurance must contain a "Third-Party Extension" or "Client Coverage" extending such coverage to Canada with respect to the risks associated with this agreement.
 - b. Agreement II/III: Money & Securities Loss Inside Premises/Outside Premises in an amount not less than \$50,000.00;
2. The Comprehensive Crime insurance must include the following:
 - a. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - b. Loss Payee: Canada as its interest may appear or as it may direct.

E6. Aviation Liability Insurance

1. The Contractor must obtain Aviation Liability Insurance for Bodily Injury (including passenger Bodily Injury) and Property Damage, 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 \$5,000,000 per accident or occurrence and in the annual aggregate.
2. The Aviation 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, represented by Public Works and Government Services Canada.
 - b. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - c. 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.
 - d. 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.
 - e. Employees and, where applicable, Volunteers must be included as Additional Insured.
 - f. Aviation Passenger Liability and inclusive Medical Payments: If sub-limits are applicable to Contractor's policy conforming to international carriage agreements or otherwise, such sub-limits must in any event be, not less than, \$300,000 per person. The per accident limit should be no less than \$300,000 multiplied by the number of passengers.
 - g. 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.
 - h. Employers Liability (unless we have confirmation that all employees are covered by Worker's compensation WSIB or similar program)
 - i. Airport Tenants' Legal Liability Broad Form: To protect the Contractor for liabilities arising from its occupancy of leased airport premises.

Annex "F"

Cost Recovery – Surcharges

The Parties agree that the following amounts are their best pre-estimate in the event of the loss to Canada in the event of a such failure, and that it is not intended to be, or is it to be construed as, a penalty. Nothing in this Annex is to be interpreted as limiting the rights and remedies which Canada or the Minister may otherwise be entitled to under the Contract.

F.1.0 Deduction for Shortfills

In the event the Contractor fails to supply qualified personnel as specified in the Contract, the Contractor agrees to pay to CBSA as liquidated damages the sum of fifty dollars (\$50.00) per hour for each shortfill.

F.2.0 Deduction for Shortfalls

In the event the Contractor fails to supply the required personnel within the time specified, as per Annex A, Statement of Work Section 3, article 3.2.1 and 3.2.2 or at the post or work site specified in the Contract, the Contractor agrees to pay to CBSA as liquidated damages the sum of fifty dollars (\$50.00) per hour for each shortfall.

F.3.0 The Contractor also agrees to pay to CBSA as liquidated damages, the sum of twenty-five dollars (\$25.00) per hour (to cover administrative costs) for the following incidents:

- a) when the Contractor cannot find a security guard replacement
- b) when the security guard is late in reporting to a post or leaves the post early without relief (this will be prorated in fifteen (15) minute increments to cover periods of more or less than one (1) hour).

F.4.0 Fleet Vehicles

In the event the Contractor is not able to provide a fleet vehicle as specific in Annex A, the Contractor agrees to pay to CBSA as liquidated damages the sum of one hundred dollars (\$100.00) per day.

F.5.0 Missed Flights – Departure Verification

Where it has been determined by the CBSA that error, omission, or negligence on the part of the Contractor results in delaying or aborting an individual's removal, or that the scheduled departure cannot be properly verified, then the Contractor agrees to pay \$1500.00 per person where removal is delayed, or \$4,000.00 per person for any case where departure cannot be readily verified. This figure represents the partial cost to Canada to perform the necessary assessments, investigative efforts and re-initiate the removal of the individual.

F.6.0 Missed Luggage, Personal Effects, Money, Valuables and Resolution of Claims

Any luggage, personal effects, money or valuables not transferred to a detainee, where the CBSA determines that the Contractor's personnel is at fault for this error or oversight, the Contractor must incur all costs related to associating (courier or carrier expense, including locating) those items with the subject to that person's destined location. If luggage, personal effects, money or valuables cannot be located and are deemed lost, they must be replaced at the Contractor's expense.

Claims submitted by detainees for loss of items, money or valuables due to negligence of the Contractor's personnel must be resolved within five (5) working days. The Contractor agrees to pay to Canada as liquidated damages a sum of \$750.00 per day. This will be made beginning on the sixth (6th) day and continuing every day until the loss is resolved up to a maximum of ten (10) days. If negligence on the part of the Contractor results in delaying a detainee's removal from Canada, then a deduction of \$750.00 per day will commence on the day of the delay and will continue until the Contractor resolves the issues and person can be removed. Additional costs incurred due to negligence may also be recovered (e.g. airline tickets).

F.7.0 Motor Vehicle Accidents

In the event of a motor vehicle or traffic accident, if the Contractor is determined to be at fault or negligent by the Insurance Corporation of BC or other relevant authority, the Contractor will bear sole responsibility for all associated costs. This may include, but is not limited to, injury or loss of life to a detainee or any person, damage to property and/or loss of property.

F.8.0 Use of Force/Injury to Detainees

In the event of a use of force incident, if the Contractor is determined by the Courts to have been negligent in the application of force or used excessive force, the Contractor will be held liable under the law. This may include, but is not limited to, criminal, financial or civil liability as well as any costs associated to medical treatment. A review for cause of the employee(s) CBSA security Screening may also be initiated.

F.9.0 Escapes Due to Errors of Negligence of Contractor's Personnel

Where it has been determined by the CBSA that escapes are the result of errors or negligence on the part of the Contractor's personnel (e.g. failure to follow post orders), the Contractor agrees to pay to Canada as liquidated damages the sum of \$1,500.00 per day per escapee (or part thereof), up to a maximum of \$7,500.00 per escapee. This figure recognizes Canada's partial costs in attempting to recapture the escapee(s). This could result in a review for cause of the employee(s) CBSA security Screening.

F.10.0 Method of Deduction

The amounts invoiced monthly with month's end supplements by the Contractor to CBSA will be reduced to make reimbursement adjustment provisions for surcharges levied.

It is understood and agreed however, that where the CBSA provides the Contractor with less than seven (7) working days advance written notice of the additional requirements, deductions will only be made by the CBSA for shortfills and/or shortfalls which occur seven (7) working days after the date of said notice.

The amount deducted from the invoice by the CBSA for deficiencies will be supported by a breakdown of the deficiency(s) and the applicable surcharge.

Solicitation No. - N° de l'invitation
47890-157202/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
van532

Client Ref. No. - N° de réf. du client
47890-157202

File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

ANNEX “G”

TASK AUTHORIZATION FORM PWGSC-TPSGC 572

See attached

Solicitation No. - N° de l'invitation
47890-157202/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
van532

Client Ref. No. - N° de réf. du client
47890-157202

File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

ANNEX "H"

Non-Disclosure Agreement

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. _____ between Her Majesty the Queen in right of Canada, represented by the Minister of Public Works and Government Services and _____, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.:

Signature

Date

Annex "I"

Evaluation Criteria

Annex I is made up of Sections 1 and 2, as well as the following Appendices:

Appendix I-1 – Tool for detailed description of previous contracts

Appendix I-2 - "Reference Submission"

Section 1 – General Information

The bidder must read the entire document, paying particular attention to all the appendices. The bidder will be evaluated based on the bid solicitation and the proposed services.

1.1 Content of the offer – Complete information

It is the bidder's responsibility to submit comprehensive documentation. Upon request, the bidder's claims must be accompanied by appropriate supporting documents (eg: diploma, certification of employment etc...)

Similarly, if experience quantified in hours is requested, the bidder must provide this information in the bid. For example, an amount of experience expressed in years or months cannot be taken into account because it is not up to the evaluation team to make assumptions regarding the number of hours actually worked during the period in question.

For evaluation purposes, experience will be considered up to and including the bid closing date.

The bid will be evaluated solely on the basis of its content. Unless otherwise stated, no changes will be accepted after the bid closing date and time.

1.2 Presentation of information – General

Bidders must submit the information according to the instructions in PART 3 of the bid solicitation. In addition, to facilitate bid evaluation, bidders are asked to:

- Address and present the topics in the order listed, using the same headings;
- Complete the column entitled "Bidder reference where the criterion is demonstrated or supported", indicating the page(s) of the bid that make reference to the requested elements;
- Keep the formatting simple (limit the number of fonts etc...);
- Include a table of contents and number all pages;
- Present the information in the table form, where appropriate, with supporting information clearly presented in appendices;
- Carefully read the entire evaluation grid

To demonstrate the number of previously worked hours, an eligible project must include the following information:

- Client contact information;

- Type of service;
- Contract start date;
- Contract end date;
- Number of security guards assigned to the contract;
- Number of hours worked during the contract terms; and
- The contract amount including taxes

Acceptable projects must have included the provision of guard services. To demonstrate this requirement, bidders are asked to complete Appendix H-1 *“Tool for providing a detailed description of previous contracts”*

1.3 Resume

The bidder must provide resumes for each personnel to be staffed in all management and supervisory positions of this Contract: The On-Site Operational Manager, the Assistant Operational Manager, and the Shift Supervisors. The bidder must indicate on the resumes the position it intends to staff. The bidder may propose alternate individuals for each position but for evaluation purposes, the alternate personnel's resumes will not be evaluated. Bidders are to clearly identify who the prime personnel and who are the alternate personnel are.

- Resume for the the primary On-site Operational Manager;
- Resume for the primary Assistant Operational Manager; and
- Resumes for the primary seven Shift Supervisors, quantity seven resumes.

At a minimum resumes must include the following information: education with dates, level of schooling, and work experience with dates and locations of work.

Post secondary Diplomas listed on resumes must have been obtained from one of the recognized organizations found on the Canadian Information Center for International Credentials website (www.cicic.ca)

Section 2 – Mandatory Criteria

#	Mandatory Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only Met / Not Met
M1	<p>Bidder must submit a Business Plan that demonstrates appropriate management plans for the following:</p> <ul style="list-style-type: none"> a) Contract management and client relationship management b) Ongoing capacity management and maintenance of staff. This includes recruitment and staffing of key positions c) Training and ongoing development of staff d) Vehicle Fleet management e) Risk and Issue Management processes and procedures f) Business and operating practices, which include company manuals, protocols, policies, rules and regulations, code of 		

#	Mandatory Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only Met / Not Met
	conduct and values and ethics proposition. g) Transition plan h) Incident management protocols and internal conduct review processes.		
M2	Bidder demonstrates a minimum of three (3) years of experience in the provision of guard services.		
M3	Bidder demonstrates an ability to provide services within British Columbia and Yukon as provided through appropriate licensing.		
M4	The Bidder must submit resumes for each of the management personnel (On-site Operational Management, Assistant Operational Manager and Shift Supervisors) proposed under this Contract. All management must meet the minimum experience requirements as defined below and further specified within "Annex A, Statement of Work, Part 6, articles 6.13 - X". <i>Operational Manager (x1 position)</i> <ul style="list-style-type: none"> • Must possess license in accordance with Security Services Act (2008) and Security Services Regulations (2008) • Must be in possession of a fully graduated valid BC class 5 driver's license • Must be a Canadian citizen or Permanent resident • Must be in good physical and mental health as evidenced through a licensed physician's certificate attesting to the good health and the absence of physical or mental limiting factors which could interfere with a security guard's performance of duties. • Must possess a Post-Secondary diploma, or a high school diploma and two (2) years' experience in supervising employees • Must have a minimum of three (3) years management/contract management experience (within the last 5 years); • Must have a minimum of five (5) years recent (within the last 7 years) experience in a field directly related to security, or security related to service with the Canadian Armed Forces, RCMP, CBSA, CSC or Police Force. • Must have a minimum of three (3) years' experience (within the last 5 years) supervising through subordinates, a full staff 		

#	Mandatory Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only Met / Not Met
	<p>complement of at least 30 people.</p> <ul style="list-style-type: none"> • Must be qualified in the Shift Supervisor position; <p><i>Assistant Operational Manager (x1 position)</i></p> <ul style="list-style-type: none"> • Must possess license in accordance with Security Services Act (2008) and Security Services Regulations (2008) • Must be in possession of a fully graduated valid BC class 5 driver's license • Must be a Canadian citizen or Permanent resident • Must be in good physical and mental health as evidenced through a licensed physician's certificate attesting to the good health and the absence of physical or mental limiting factors which could interfere with a security guard's performance of duties. • Must have successfully completed Secondary School or equivalent • Must possess a Post-Secondary diploma and one (1) years' experience (within the last 3 years) supervising employees , or a high school diploma and one (2) years' experience (within the last three (3) years) in supervising employees • Must have a minimum of two (2) years recent (within the last 3 years) experience in a field directly related to security, or security related to service with the Canadian Armed Forces, RCMP, CBSA, CSC or Police Force. • Must be qualified in the Shift Supervisor position; <p><i>Shift Supervisor (x7 positions)</i></p> <ul style="list-style-type: none"> • Must possess license in accordance with Security Services Act (2008) and Security Services Regulations (2008) • Must be in possession of a fully graduated valid BC class 5 driver's license • Must be a Canadian citizen or Permanent resident • Must be in good physical and mental health as evidenced through a licensed physician's certificate attesting to the good health and the absence of physical or mental limiting factors which could interfere with a security 		

#	Mandatory Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only Met / Not Met
	<p>guard's performance of duties.</p> <ul style="list-style-type: none"> • Must have successfully completed Secondary School or equivalent • Must have a minimum of one (1) year recent (within the last three (3) years) experience in management of employees and business operations; • Must have a minimum of one (1) year recent (within the last three (3) years) experience in a field directly related to security, or service with the Canadian Forces, RCMP, CBSA, CSC or Police Force; • Must have all training and skills relevant to the Security Guard position • Must meet the following additional competencies, as provided for by the Public Service Commission: <ul style="list-style-type: none"> ○ Initiative ○ People Management 		
M5	<p>The Bidder must submit two (2) former or present contracts for which their firm has provided security services. Each contract must have been provided within the last five (5) years with a breadth of at least fifty (50) security guards, where each contract lasted a minimum of one (1) year. The following must be provided for each reference:</p> <ul style="list-style-type: none"> • Name of firm and address • Contact Name and information of senior management • Location where services were provided 		

Section 3 – Point Rated Criteria

In addition to assessing the ability to meet all the mandatory criteria, bids will be evaluated on their capacity to exceed the minimum required specifications and standards in each of the areas detailed below. Bidders are advised to provide enough content on each of these areas in their Technical Proposal to satisfy the **minimum requirement of a 70% cumulative overall rating (437/625)**.

The expression of “guard services” used in the grid can be defined as “ensuring the physical security of property, locations, buildings and people.”

Points will be awarded for each criterion as outlined within the rating chart unless otherwise specified. For points related to R7 – R15 the following evaluation matrix will be used to assess a mark:

0 Does not meet	2 Inferior	4 Weak	6 Average	7 Meets	8 Surpasses	10 Excellent
Subject is not addressed	Does not understand content or subject Addresses almost no primary or secondary criteria as defined Demonstrates clear deficiencies and gaps The deficiencies and gaps observed could greatly influence service delivery Little of the response is appropriate Generally inferior submission: inappropriate; incorrect; elementary; weak; ill informed	Demonstrates deficiencies and gaps in numerous primary and secondary criteria The deficiencies and gaps observed could influence a portion of service delivery Non pertinent, inappropriate, inferior, frequent errors, lacks confidence Understands very little of the subject Omits large numbers of important information Illogical flow and submission	Demonstrates deficiencies and gaps in at least one primary criteria The deficiencies and gaps observed could influence certain aspects of service delivery Some errors identified Understands a bit of the subject matter but not sufficiently to ensure service delivery to the expected level Addresses some key elements, however omits secondary criteria where certain elements would be essential in the service delivery	Demonstrates only a few deficiencies and gaps, but nothing that would be of great importance Sufficient, competent, appropriate, efficient, well founded, correct submission Understands the subject matter well Most of the primary and secondary points are well addressed in a logical manner	Very competent, consistent, qualified, efficient, strong, rigorous and solidly founded submission Above average understanding of the subject matter All primary and secondary elements are very well addressed and in a very logical manner	No deficiencies or gaps exist. Solid, high quality, remarkable, error free, well documented, informed and exact submission Exceptional understanding of the subject matter All primary and secondary elements are exceptionally addressed and in an above average logical flow.

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
Evaluation of the bidder's experience and capabilities as an organization (maximum 240 points)				
R1	Years of Service: Demonstrate the number of years of experience the bidder has as a security agency (guard service) at the bid closing date.		3 years to 5 years less a day = 30 points 5 years to 7 years less a day = 40 points 7 years to 10 years less a day = 50 points 10 years or more = 60 points	/ 60
R2	Total number of hours of guard service: Indicate in writing the total number of hours of guard service (ie: entire complement of hours worked by personnel of the company) performed by the bidder in Canada in the 12 month period preceding the bid closing date (rounded down, if applicable). See Appendix J -1 <i>"Tool for providing a detailed description of previous contracts"</i> <u>Example: Hours are calculated as follows:</u> 50 security guards * 8 hrs per day * 5 days per week * 52 weeks = 104,000 hrs over 1 year period for 50 guards		300,000 hours to 599,999 hours = 40 points 600,000 hours to 899,999 hours = 50 points 900,000 hours = 60 points	/ 60
R3	Bidder's Experience: Indicate in writing the number of hours of guard service performed by the bidder (total complement of hours worked by personnel of the company) for each of the following activities, in Canada and/or the United States, in the 24 months preceding the bid closing date (rounded down, if applicable). See Appendix H -1 <i>"Tool for providing a detailed description of previous contracts"</i> <u>Example: Hours are calculated as follows:</u> 50 security guards * 8 hrs per day * 5 days per week * 52 weeks * 2 years = 208,000 hrs over 2 year period for 50 guards			
	a) Guarding individuals in lawful detention		1,000,000 to 1,499,999 hours = 15 points 1,500,000 to 1,999,999 hours = 20 points 2,000,000 hours or more	/ 30

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
			=30 points	
	b) Contract involving the physical use of restraints, such as handcuffs and leg irons, in a lawful detention context.		1,000,000 to 1,499,999 hours = 15 points 1,500,000 to 1,999,999 hours = 20 points 2,000,000 hours or more = 30 points	/ 30
	c) Contract involving the transport of detainees		1,000,000 to 1,499,999 hours = 15 points 1,500,000 to 1,999,999 hours = 20 points 2,000,000 hours or more = 30 points	/ 30
	d) Guarding buildings and controlling access		1,000,000 to 1,499,999 hours = 5 points 1,500,000 to 1,999,999 hours = 7 points 2,000,000 hours or more = 10 points	/ 30
Requirements for Management Positions – Evaluation of the experience and training of the Contractor's management staff who will be assigned to the Contract (Maximum points 125 points)				
R4	On-Site Operational Manager (Maximum 50 points) (Reference Annex A, Section X, article X)			
	Provide the resume of the Operational Manager who will be assigned to the Contract			
	In order for points to be awarded the following must be included in the resume:			
	a) Diploma: The highest diploma obtained will be considered in the evaluation		College Diploma = 2 points University Certificate = 3 points University Degree = 5 points	/ 5
	b) Experience in the security field		5 - 6 years less a day of experience = 7 points 6 – 8 years less a day of experience = 8 points 8 years and more, of experience = 10 points	/ 10
	c) Experience in law enforcement and / or corrections		3 - 6 years less day of experience = 5 points	/ 15

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
			6 – 8 years less a day of experience = 7 points 8 – 10 years less a day of experience = 10 points 10 years and over, of experience = 15 points	
	d) Experience in supervising personnel		3 - 6 years less a day, of experience = 5 points 6 – 8 years less a day of experience = 7 points 8 – 10 years less a day of experience = 8 points 10 years and over, of experience = 10 points	/ 10
	e) Experience in managing through subordinate managers		3 - 6 years less a day, of experience = 5 points 6 – 8 years less a day of experience = 7 points 8 – 10 years less a day of experience = 8 points 10 years and over, of experience = 10 points	/ 10
R5	Assistant Operational Manager (Maximum 40 points) (Reference Annex A, Section X, article X) Provide a resume for the Assistant Operational Manager who will be assigned to the Contract. In order for points to be awarded, the following elements must be included in the resume:			
	a) Diploma: The highest diploma obtained will be considered in the evaluation		College diploma = 2 points University certificate = 3 points University Degree = 5 points	/ 5
	b) Experience in the security field		2 - 4 years less a day, of experience = 7 points	/ 10

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
			4 – 5 years less a day, of experience = 8 points 5 years and over, of experience = 10 points	
	c) Experience in law enforcement and/or corrections		2 - 4 years less a day, of experience = 7 points 4 – 5 years less a day, of experience = 10 points 5 years and over, of experience = 15 points	/ 15
	d) Experience in supervising personnel		1 - 3 years less a day of experience = 5 points 3 – 5 years less a day of experience = 7 points 5 years and over, of experience = 10 points	/ 10
R6	<p>Shift Supervisors (Maximum 35 points) (Reference: Annex A, Section X, article X)</p> <p>Provide a resume for each of the 7 Shift Supervisors included in the Contract. A score will be given for each resume. The points for all resumes will be added together and divided by 7 for the average total points to be awarded for the category out of a maximum 35.</p> <p>In order for points to be awarded the following elements must be included in the resume:</p>			
	a) Experience in the security field		1 - 3 years less a day of experience = 5 points 3 – 5 years less a day of experience = 7 points 5 years and over, of experience = 10 points	/ 10
	b) Experience in law enforcement and / or corrections		1 - 3 years less a day of experience = 5 points 3 – 5 years less a day of experience = 10 points 5 years and over, of experience = 15 points	/ 15

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
	c) Experience in supervising personnel		1 - 3 years less a day of experience = 5 points 3 – 5 years less a day of experience = 7 points 5 years and over, of experience = 10 points	/ 10
Business Process Plans (Maximum 230 points)				
R7	<p>Points will be awarded to bids based on their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Contract Management and Client Relationship Management.</p> <p>Bidders are asked to articulate how they will manage this Contract from award through to contract completion and how they will ensure continuity in service, ensure effective and open communications with the client, how they will manage contract issues etc...</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			/ 30
R8	<p>Points will be awarded to bids based on their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Ongoing Capacity management and maintenance.</p> <p>Bidders are asked to articulate how they will manage staffing levels, recruitment of qualified personnel, personnel turn-over, maintenance of minimum personnel requirements, management of incremental increases and/or decreases to personnel requirements etc...</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			/ 30
R9	Points will be awarded to bids based on			/ 30

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
	<p>their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Training and Development.</p> <p>Bidders are asked to articulate how they will manage training at contract initiation ensuring that all personnel have the required training before starting their post, ongoing training and development requirements, training of new and replacement personnel, leadership development of new management replacements etc...</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			
R10	<p>Points will be awarded to bids based on their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Vehicle Fleet Management.</p> <p>Bidders are asked to articulate how they will meet the minimum vehicle fleet requirements, how they manage the constant upkeep of vehicles to CBSA standards and requirements, how they will ensure the safety and security of CBSA clients while in vehicles, how they will manage repairs and contingencies for emergency breakdowns etc...</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			/ 30
R11	<p>Points will be awarded to bids based on their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Risk and Issue Management Strategy.</p> <p>Bidders are asked to articulate how they will address risks and manage issues from</p>			/ 30

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
	<p>contract award through to contract close out. This includes escalation of issues and risks to CBSA management for intervention decision, management of risks as a result of not being able to meet staffing complements, fleet requirements, training requirements etc...</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			
R12	<p>Points will be awarded to bids based on their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Business and Operating Practices.</p> <p>Bidders are asked to provide company manuals, protocols, policies, rules and regulations, code of conduct and values and ethics proposition, related to the provision of guard services and activities.</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 2.</p>			/ 20
R13	<p>Points will be awarded to bids based on their ability to demonstrate and provide a detailed Business Process Plan that includes a section dedicated to Transition Plan.</p> <p>Bidders are asked to articulate how they will manage the transition period from contract award to contract commencement date. This involves the possible transition of experience and workload from the current incumbent vendor if required.</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			/ 30
R14	<p>Points will be awarded to bids based on their ability to demonstrate and provide a</p>			/ 30

#	Rated Criteria	Bidder reference where criterion demonstrated or supported	CBSA Use Only	
			Maximum Score: Overall and Per Element	Total Mark received
	<p>detailed Business Process Plan that includes a section dedicated to <i>Incident Management and Review Process.</i></p> <p>Bidders are asked to articulate how they will identify and respond to daily security issues (troubleshooting) and what protocols will be established to ensure that they are brought to the attention of the CBSA immediately. What measures will be taken to correct security deficiencies? In the case of an incident occurring on-site, the Bidder is asked to describe the escalation procedures that it currently uses to ensure streamlined communications and minimal disruption to operations. Additionally, the Bidder is asked to articulate its internal incident review process where incidents involve possible personnel misconduct.</p> <p>Up to 10 points will be awarded according to the matrix and multiplied by a factor of 3.</p>			
References (Maximum 30 points)				
R15	<p>Points will be awarded based on references provided by the Bidder at the time of Bid submission. References are requested by the CBSA in relation to the following sections of the Business Process Plan.</p> <p>Bidders are asked to submit references in accordance with the template in Appendix K-2 "<i>Reference Submission</i>"</p> <p>Up to 10 points will be awarded according to the matrix for each criterion above.</p>			
	a) Contract Management and Client Relationship Management			/ 10
	b) Ongoing capacity management and maintenance			/ 10
	c) Incident Management & Review Process			/10

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File No. - N° du dossier
VAN-4-37210

CCC No./N° CCC - FMS No/ N° VME

Appendix I-1 "Tool for providing a detailed description of previous contracts"

Client Information	Type of Service	Start Date of Contract	End Date of Contract	Number of Security guards assigned to Contract	Number of hours performed during the period of the Contract	Contract Amount (\$) including taxes
Example: XYZ Corporation 1234 Airport Road Vancouver, BC (604) 333-3333 Contact: Jane Doe	Example : Guarding individuals in lawful detention	Example: 2011/12/01	Example: 2012/01/31	Example: 10 guards	Example: 20,000 hours	Example: \$12,000.00
	Example: Use of physical restraints such as handcuffs or leg irons					
	Example: Transporting detainees					
	Example: Guarding buildings or controlled access					

Appendix I-2 "Reference Submission"

The Bidder should submit one (1) reference for each question stated below. The references provided may be the same references provided in Mandatory Rated criteria M5, or additional references. It is not sufficient to simply provide the references contact information, but rather Bidders should have their reference complete the attached template and quantify and confirm their response. The reference is asked to provide an evaluation of the Bidder for each rated section based on the matrix below. The CBSA reserves the right to alter this evaluation based on the submission and its details. References are requested to be specific and sufficiently detailed to justify the mark assigned. The CBSA may choose to contact any reference to substantiate the information provided as it sees fit.

0 Does not meet	2 Inferior	4 Weak	6 Average	7 Meets	8 Surpasses	10 Excellent
Subject is not addressed	Does not understand content or subject Addresses almost no primary or secondary criteria as defined Demonstrates clear deficiencies and gaps The deficiencies and gaps observed could greatly influence service delivery Little of the response is appropriate Generally inferior submission: inappropriate; incorrect; elementary; weak; ill informed	Demonstrates deficiencies and gaps in numerous primary and secondary criteria The deficiencies and gaps observed could influence a portion of service delivery Non pertinent, inappropriate, inferior, frequent errors, lacks confidence Understands very little of the subject Omits large numbers of important information Illogical flow and submission	Demonstrates deficiencies and gaps in at least one primary criteria The deficiencies and gaps observed could influence certain aspects of service delivery Some errors identified Understands a bit of the subject matter but not sufficiently to ensure service delivery to the expected level Addresses some key elements, however omits secondary criteria where certain elements would be essential in the service delivery	Demonstrates only a few deficiencies and gaps, but nothing that would be of great importance Sufficient, competent, appropriate, efficient, well founded, correct submission Understands the subject matter well Most of the primary and secondary points are well addressed in a logical manner	Very competent, consistent, qualified, efficient, strong, rigorous and solidly founded submission Above average understanding of the subject matter All primary and secondary elements are very well addressed and in a very logical manner	No deficiencies or gaps exist. Solid, high quality, remarkable, error free, well documented, informed and exact submission Exceptional understanding of the subject matter All primary and secondary elements are exceptionally addressed and in an above average logical flow.

A - Contract Management and Client Relationship Management –Maximum 10 points

Reference Name and contact information:

Company Name and Address:

Services rendered by Bidder:

Time period of Contract:

1. Please briefly describe the services provided to your company by the proposed Bidder.
2. Please describe how the proposed Bidder managed the Contract for services with your company, and if any issues were encountered in its administration.
3. Please describe the relationship you had with the proposed Bidder and how that relationship was managed throughout the term of the contract. Please identify any issues that were encountered if any.
4. If no issues were encountered, explain how the proposed Bidder was able to proactively manage situations to resolve issues.
5. Out of a scale of 0-10 (as per the above matrix) please rate the proposed Bidders ability to manage Contracts and Client Relationships.

B – Ongoing Capacity Management and Maintenance Management – Maximum 10 points

Reference Name and contact information:

Company Name and Address:

Services rendered by Bidder:

Time period of Contract:

1. Please briefly describe the services provided to your company by the proposed Bidder.
2. Please describe how the proposed Bidder managed the staffing and supply of qualified personnel under your Contract and how that staffing was maintained throughout the Contract period. Please identify any issues in the proposed Bidder meeting your minimum personnel requirements and how they were addressed, if relevant.
3. Please describe how the proposed Bidder dealt with changing requirements to staffing and personnel requirements, and if any issues were encountered through the Contract period.
4. If no issues were encountered, explain how the proposed Bidder was able to proactively manage situations to resolve issues.
5. Out of a scale of 0-10 (as per the above matrix) please rate the proposed Bidders ability to provide qualified personnel and manage the ongoing personnel requirements under your Contract.

C – Incident Management and Review Process – Maximum 10 points

Reference Name and contact information:

Company Name and Address:

Services rendered by Bidder:

Time period of Contract:

1. Please briefly describe the services provided to your company by the proposed Bidder.
2. Please describe how the proposed Bidder managed any on-site incidents that occurred throughout the Contract period, and how those issues were identified to you. Please describe any deficiencies in the incident management and escalation process, if relevant.
3. Please describe how the proposed Bidder dealt with internal personnel conduct issues ie: performance issues, misconduct issues etc....Please describe any issues in this process, if relevant.
4. If no issues were encountered, explain how the proposed Bidder was able to proactively manage situations to resolve issues.
5. Out of a scale of 0-10 (as per the above matrix) please rate the proposed Bidders ability to deal with incident management and internal personnel conduct review under your Contract.

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Appendix "A" to Appendix "BB" to Annex "A"

Standing Orders

See Attached.

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NOTE TO BIDDERS: Please use ONE of the two mailing labels below and affix it securely to the outside of the envelope or package containing your bid submitted by mail or courier. For bids submitted by facsimile (Bid receiving fax (604) 775-7526), use this sheet as the cover sheet. Always ensure your company name, return address, open bidding solicitation number and closing date appear legibly on the outside of your bid submission.

AVIS AUX FOURNISSEURS: Pour le retour par la poste ou par messenger, veuillez utiliser UNE des étiquettes d'envoi ci-dessous et apposez-la à l'extérieur de votre enveloppe ou du colis contenant votre offre. Pour les offres soumises par télécopieur (n° du télécopieur pour la réception des offres: (604) 775-7526), utilisez cette page comme bordereau de télécopie. Assurez-vous que le nom de votre compagnie, l'adresse de retour, le numéro de l'invitation ouverte à soumissionner et la date de clôture soient lisibles à l'extérieur de votre offre.

Bid Receiving
Public Works & Government Services Canada
219 - 800 BURRARD STREET
VANCOUVER BC V6Z 0B9

Solicitation No. : 47890-157202/A

Solicitation Closes at: 2:00 PM PT
On January 30, 2015

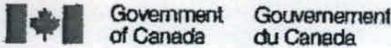
Réception des soumissions
Travaux publics et services gouvernementaux Canada
800 rue Burrard, 219
Vancouver (C.-B) V6Z 0B9

N° de l'invitation : 47890-157202/A

La réception des soumissions prend fin le: 30 janvier 2015
à: 14:00 PT

#14/15-049

Revision #01



Contract Number / Numéro du contrat 47890-157202
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SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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



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PART A (continued) / PARTIE A (suite)

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? No / Non Yes / Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document :

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

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

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

Special comments:
Commentaires spéciaux : Contractor will require access to both Protected information and Restricted spaces.

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / renseignements / biens																
Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Government of Canada / Gouvernement du Canada

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PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Christian LANE	Title - Titre Manager, Regional Programs	Signature 	
Telephone No. - N° de téléphone 804.866.9016	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel christian.lane@cbsa-safr.gc.ca	Date 2014.11.04
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Laxleen Dhalwal	Title - Titre manager, security	Signature 	
Telephone No. - N° de téléphone 604.666.9847	Facsimile No. - N° de télécopieur 604.666.4438	E-mail address - Adresse courriel laxleen.dhalwal@cbsa-safr.gc.ca	Date 04 NOV 2014
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
			<input type="checkbox"/> No / <input type="checkbox"/> Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Alan Takasaki	Title - Titre Supply Specialist	Signature 	
Telephone No. - N° de téléphone 604-715-7605	Facsimile No. - N° de télécopieur 604-715-7526	E-mail address - Adresse courriel a.takasaki@pwgsc.gc.ca	Date Nov 4/2014
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées) Anna Kulycka Contract Security Officer, Contract Security Division Anna.Kulycka@tpsgc-pwgsc.gc.ca	Signature 		Date Nov 7, 2014
Telephone No. - N° de téléphone 613-954-1258	Facsimile No. - N° de télécopieur 613-954-4171	E-mail address - Adresse courriel	Date

Task Authorization Autorisation de tâche

Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization
(Use form DND 626 for contracts for the Department of National Defence)

Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche
(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)

Contract Number

Enter the PWGSC contract number.

Numéro du contrat

Inscrire le numéro du contrat de TPSGC.

Contractor's Name and Address

Enter the applicable information

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Security Requirements

Enter the applicable requirements

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

Total estimated cost of Task (GST/HST extra)

Enter the amount

Coût total estimatif de la tâche (TPS/TVH en sus)

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT

Inscrire le numéro de révision de la tâche, s'il y a lieu.

Total Estimated Cost of Task (GST/HST Extra) before the revision

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

Increase or Decrease (GST/HST Extra), as applicable

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (GST/HST Extra) before the revision.

Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision.

1. Required Work: Complete sections A, B, C, and D, as required.

1. Travaux requis : Remplir les sections A, B, C et D, au besoin.

A. Task Description of the Work required:

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

A. Description de tâche des travaux requis :

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:**(a) Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (GST/HST extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (GST/HST extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

(b) Insert GST/HST as a separate item under the Basis of Payment**D. Method of Payment**

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :**(a) Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (TPS/TVH en sus) Insérer les éléments applicables du coût de la tâche établis conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (TPS/TVH en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

(b) Insérer la TPS/TVH comme élément distinct sous la Base de paiement**D. Méthode de paiement**

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Authorization(s):

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

2. Autorisation(s) :

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat. Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.



Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus) \$

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

No - Non Yes - Oui If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision \$	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu \$
--	---	--

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date

BC IMMIGRATION HOLDING CENTRE STANDING ORDERS

APPENDICES

- Appendix A – Order for Detention, BSF304
- Appendix B – Standing Orders Checklist
- Appendix C – Daily Occurrence Log
- Appendix D – Visitor Log
- Appendix E – Detainee Register
- Appendix F – Daily Routine
- Appendix G – BCIHC Admittance Procedures
- Appendix H – Detainee Status Report and Profile
- Appendix I – Detainee Admission Report
- Appendix J – Detainee Medical Form, BSF674
- Appendix K – Detainee Admissions and File Completion Checklist
- Appendix L – BCIHC Meal Log
- Appendix M – BCIHC Medication Log
- Appendix N – BCIHC Request Log
- Appendix O – BCIHC Record of Cash Transaction
- Appendix P – BCIHC Property Receipt
- Appendix Q – Authority to Release from Detention, BSF566
- Appendix R – BCIHC Rules for Detainees

BC IMMIGRATION HOLDING CENTRE STANDING ORDERS

Appendix S – IED Safe and Money Handling Policy

Appendix T – BCIHC Storage Room Inventory List

Appendix U – IFH Letter

Appendix V – The Role we all play in Preventing Suicide

Appendix W – BCIHC Room Checks Log

Appendix X – Emergency Evacuation and Fire Procedures

Appendix Y – Personal Linen and Hygiene log

Appendix Z – CBSA Security Incident Report, BSF152

Appendix AA – Detainee Immediate Needs Form and Procedures



ORDER FOR DETENTION ORDONNANCE DE DÉTENTION

The information collected on this form is under the authority of *Immigration and Refugee Protection Act*. It is protected and may be disclosed to internal or external bodies as a consistent use, or pursuant to other provisions listed under section 8(2) of the *Privacy Act* <http://laws.justice.gc.ca/en/P-21/index.html>. The information is held in Canada Border Services Agency Bank Immigration Enforcement CBSA ENF 008. Further explanations about the information contained in this Bank may be found in the Info Source guide located in public libraries, or online at www.infosource.gc.ca

Les renseignements recueillis dans ce formulaire sont sous l'autorité de la *Loi sur l'immigration et la protection des réfugiés*. Les renseignements recueillis sont protégés et peuvent être divulgués aux organismes internes ou externes pour un usage compatible, ou conforme aux dispositions énumérées sous l'article 8(2) de la *Loi sur la protection des renseignements personnels* <http://lois.justice.gc.ca/fr/P-21/index.html>. Les renseignements recueillis sont conservés dans les fichiers de l'Agence des services frontaliers du Canada Exécution concernant l'immigration ASFC ENF 008. D'autres explications au sujet des renseignements contenus dans ces fichiers se trouvent dans la publication Info Source disponible dans les bibliothèques publiques, ou en ligne au www.infosource.gc.ca

FOSS no. - N° SSOBL

TO:
POUR :

In accordance with the provisions of section 55 of the *Immigration and Refugee Protection Act*.
Conformément aux dispositions de l'article 55 de la *Loi sur l'immigration et la protection des réfugiés*.

I hereby order that _____ be detained
J'ordonne, par les présentes, que _____ soit détenu(e)

forthwith for
immédiatement aux fins

- an examination
d'un contrôle
- an admissibility hearing
d'une enquête
- removal
d'un renvoi
- a proceeding that could lead to Minister's determination under A44(2)
d'une procédure pouvant mener à une détermination du ministre en vertu du L44(2)
- identity
d'identité
- suspected inadmissibility on grounds of security or for violating human or international rights
d'être soupçonné d'interdiction de territoire pour raison de sécurité ou pour atteinte aux droits humains ou internationaux

Criminality
Criminalité

- Yes / Oui No / Non

Dated at _____ this _____ day of _____ of the year _____
Fait à _____ ce _____ jour de _____ de l'an _____

Signature of officer - Signature de l'agent

THIS FORM HAS BEEN ESTABLISHED BY THE MINISTER OF PUBLIC SAFETY
FORMULAIRE ÉTABLI PAR LE MINISTRE DE LA SÉCURITÉ PUBLIQUE



Pacific Region Inland Enforcement Section
 700 – 300 West Georgia Street
 Vancouver, BC V6B 6C8

**Genesis Security Group Employee
 *Standing Orders Checklist***

SURNAME	GIVEN NAME	DOB	SECURITY LICENCE #

ITEM	INITIALS
I have read and understand the Standing Orders and appendices.	
I know where to locate a copy of the Standing Orders for reference.	
I have received a <i>BCIHC Crisis Management Protocol</i> emergency card.	
I have received, read and understand the pamphlet "The Role we all play in Preventing Suicide".	

Signature: _____

Date: _____

BCIHC VISITOR LOG

Page ____ of ____

Date: _____

Day: _____

Company	Print Name:	Signature	Time In	Time Out	Supervisor Signature
REASON:					
REASON:					
REASON:					
REASON:					
REASON:					



BC Immigration Holding Centre

Daily Routine

6:00 am – 7:00 am	Lights On, Rooms Open, Morning Count
6:30 am – 7:30 am	Breakfast
7:30 am – 12:00 pm	Leisure Time
12:00 pm – 1:00 pm	Lunch
1:00 pm – 5:00 pm	Leisure Time
5:00 pm – 6:00 pm	Dinner
6:00 pm – 11:00 pm	Leisure Time
10:00 pm	Snack
11:00 pm	Lights Out, Rooms Secure

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Admittance Procedures

BC Immigration Holding Centre

The following are a list of criteria and procedures for admittance to the BC Immigration Holding Centre (BCIHC), a 24-bed regional detention facility located at Vancouver International Airport and managed by the CBSA Enforcement & Intelligence Division, Inland Enforcement Section. Maximum term of detention at BCIHC is 72 hours.

NOTE: there are no visitors allowed into the IHC; government representative visits must be arranged at CBSA VIA or EID (as appropriate). Apart from detainees, the only personnel authorized to access the centre are:

- CBSA officers with uniform or identification for operational purposes, i.e. dropping off/picking up/interviewing detainees
- Inland Enforcement Section Managers
- Contractors (e.g. locksmiths, repairmen) with advance notice and authorization from Manager, Detention Operations, IES
- UNHCR with advance notice and authorization from Manager, Detention Operations, IES
- Canadian Society of the Red Cross does NOT require advance notice and authorization, but usually does arrange visits in advance.
- Counsel may access clients at the BCIHC; to be authorized by Manager, Detention Operations, IES
- Emergency responders as summoned by BCIHC staff, e.g. ambulance, police, fire

No tours, and no out-of-the-ordinary or unexpected visitors, are to be admitted without direct authorization from Manager, Detention Operations, IES, or Director. Where unexpected visitors show up, BCIHC supervisors are to request authorization by contacting the Manager, Detention Operations, IES.

Detainees from other Regions transiting (escorted or unescorted) through Vancouver can be admitted to the Centre. Arrangements for this must be made via email to PAC-Dist_CBSA_BCY_PREC_Departure_Verification_Requests (on email pick list).

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Canada Border
Services Agency

Agence des services
frontaliers du Canada

Canada

The Supervisor (Genesis Security) at the BC Immigration Holding Centre has the right of refusal to take a detainee and will provide a full written account for the refusal to Manager, Detention Operations, IES within 8 hours, if other than availability of bed space.

While detention of a minor should occur only in very exceptional and rare cases, should a minor be detained, they can be admitted to the BC Immigration Holding Centre. It is expected that detention for such an individual would be overnight only, unless there are extenuating circumstances such as a weekend. The Detainee Status Report and Profile form must clearly state the reason that the minor is required to be in detention and that the Ministry of Children and Family Development has been informed of detention. All such detentions will be reviewed by the Manager, Detention Operations, IES at the earliest opportunity.

1.1 Expectation of all arresting officers:

Arresting officers must:

- 1) transport your arrest to the BC Immigration Holding Centre directly;
- 2) transport to IES cells during working hours to turn over to Genesis;
- 3) contact the BC Immigration Holding Centre to arrange immediate pick-up of your arrest from a local police detachment; or
- 4) clearly indicate why your arrest is not BCIHC-suitable in your arrest e-mail.

1.2 The following persons will not be admitted to the BCIHC

Accompanied minors of any age where the parent/guardian is detained, unless the Ministry of Children and Family Development has refused to take the child(ren) and a written explanation is provided to BCIHC on the Detainee Status Report and Profile form as to the reason for minors detention or need to accompany parent/guardian in detention. Convenience of having Centre is not a reason for MCFD to refuse to take a non-detained minor.

Any person who (originally taken from EC 1):

- has a criminal record involving acts of violence (domestic assault excepted, as well as single, minor, and historical acts of violence – Manager, Detention Operations, IES, to be consulted if in doubt);
- is facing criminal charges in Canada involving acts of violence;
- is wanted in another country for criminal acts in which violence was involved;
- is known to have engaged in, or been a member of, a terrorist organization;
- has been diagnosed as, or is observed as potentially being, mentally unstable;
- has been prescribed a **narcotic** which he/she is currently taking;
- has exhibited violent/threatening behaviour towards staff or another detainee;

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- has escaped previously from lawful custody or has attempted to escape;
- is going through withdrawal due to a serious drug addiction;
- attempted suicide or has gone on a hunger strike while at another facility; or
- has been diagnosed with, or is suspected of having, a contagious respiratory disease (e.g. TB). Infectious diseases that are not respiratory in nature are acceptable at BCHC, e.g. blood-borne diseases such as Hepatitis C and HIV. Where there are symptoms or open wounds that require medical attention, persons will not be admitted to BCIHC. Persons in possession of medication to manage their conditions and that can self-administer that medication are acceptable at BCHC.

All other clients must be lodged at BCIHC unless approved by an EID Manager or VIA Superintendent. Arrest notification emails must indicate whether acceptable to place detainee at BCIHC and reasons if not and Genesis Security at BCIHC advised of any potential problems.

1.3 Procedure and paperwork required for admittance

BCIHC security must be contacted to ensure there is space available for your detainee. While intake can happen 24/7, admitting between the hours of 0600 and 2400 is preferred. You will need to let them know the sex of detainee and, if a minor, the date of birth. The phone number is (604) 666-4055 and is **not to be given** to Counsel, government representative or the public. The fax number at the Centre is (604) 666-3574.

You must indicate on the Detainee Status Report and Profile form the date and time Charter/Vienna rights given and if the detainee wants to contact counsel. You must provide detainee with phone number for Legal Services. There are phones available to the detainees for outgoing local and collect calls only between 0600 to 2300. Counsel and government representative may contact BCIHC to speak to detainee. The number for them to call is (604) 666-4040. A message will be taken and given to the detainee within five minutes of call if between 0600 to 2300 hours. If after 2300 hours, a message will be give to the detainee by no later than 0630 hours. No other persons are permitted to call the Centre. Counsel and Consular officials may meet with detainee either at CBSA VIA if one of their cases, or the IES office if one of theirs. In urgent circumstances arrangement can be made with CBSA VIA to allow for use of their premises for an IES case.

The following forms **must accompany each detainee** and are to be handed to the security staff:

Detainee Status Report and Profile Form;
Order for Detention (IMM 421) – with photo if available. The Centre does have the ability to photograph and fingerprint on request (i.e. new arrest from the street);
Vancouver Jail Arrest Report (in case detainee needs to be moved to Vancouver City Jail);

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Receipt for Property/Effects (the BCIHC will only complete for PREC arrests coming in from the street – all other offices must provide receipts for effects).



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G:\Detentions\IMM 0421.pdf

All detainees must have been searched (frisk) prior to being transported to the BCIHC. The Rules for Detainees must be interpreted to the detainee prior to admittance whenever possible and noted on the Detainee Status Report and Profile and the Detention Pamphlet given to detainee.

1.4 Use of Restraints

Each detainee must be handcuffed with hands behind the back or with a body belt when entering or leaving the Centre. If two detainees are daisy-chained, transporting officer must ensure that detainees are closely monitored until they have been placed into the holding cell at BCIHC. Please note when entering/leaving the Centre that fire regulations have required the placing of a fire pull station in the vestibule of BCIHC and this could easily be pulled. There are also fire panels in the same area.

1.5 Entry to the Immigration Holding Centre

Entry is via North Service Road to the Vancouver International Airport. Proceed to the loading dock by the Fairmont Hotel and call the Centre at (604) 666-4055 (internal number) to advise them of your arrival. Detainee is to be walked up the ramp/stairs to the service elevator and taken to the first floor (YVR RAIC passes are needed for this. If you have forgotten yours, call the Centre and they can retrieve you). In the hallway there is an intercom next to room C1989.0 (first door to the left after you turn into the main hall from the elevator). Face the camera and press the intercom button and release. Once you have identified yourself (you may need to present identification) the magnetic lock will be released allowing entry into the vestibule area.

Proceed into the vestibule with the detainee(s) and ensure the outer door closes. Once door is confirmed as closed the magnetic lock into the holding cell will be released. Detainee will enter the holding area while you remain in the vestibule and, once door is secured, you can push intercom button, release and you will be admitted into the IHC. **Before entering the Centre, armed officers must secure their firearm in the secure drawers provided in the vestibule.**

For access from the terminal, proceed to level 3 enter from the freight elevators located on the far side of the Fairmont Hotel (by cruise ship luggage pick-up).

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The security staff will take the paperwork, effects etc and once you have advised of detainee's demeanor, they will enter the holding cell and remove your handcuffs and return them to you. Luggage must be tagged with person's name, Client ID number and number of pieces of luggage (i.e. 1 of 2, 2 of 2) can be left in the vestibule against the wall with the fire panel. Security personnel will collect the luggage when they admit detainee.

NOTE: If you cannot transport detainees to the Centre yourself, you **must** contact Detention Operations at 604-666-5725 or the Manager, Detention Operations (604) 666-9016, to see if Genesis is available for pick-up. Between 1600 and midnight calls can be made to the Centre (604) 666-4055.

1.6 Release of Detainee – Permanent or Borrow Out

If a detainee is required for a temporary purpose, please call the Centre and fax over a release for a "borrow" and note if you require anything from the person's effects and time required. You can then return detainee to the Centre without new paperwork.

If a detainee is to be fully released into your custody, call the Centre and fax a release for "release into custody of Security Guard/Immigration Officer". The detainee and all effects/luggage will be released to you or your delegated officer. If you subsequently need to admit the detainee back into the Centre you will require new paperwork.

NOTE: detainees cannot be released directly from the Centre as we cannot leave persons to wander the halls to find their way out of the building.

Releases can be arranged 24/7 however it would be preferred to have release from 0630 hours to midnight only. Exceptions will always be made for removal purposes therefore for early morning unescorted detainees a guard will be available to confirm departure between midnight and 0800 hours.

Any questions or clarification of the above procedures should be directed to the Manager, Detention Operations, IES.



Detainee Status Report and Profile
BC Immigration Holding Centre

Responsibility Centre:		Phone Number:		FOSS Client ID Number:	
Family Name		Given Name		Alias	
Date of Birth		Place of Birth		Sex	
Height		Weight		Identifying Marks (e.g. scars, tattoos, other)	
Citizen of		Date of Arrival in Canada		FPS #	
Language(s) Spoken		English Skills		Poor <input type="checkbox"/> Fair <input type="checkbox"/> Good <input type="checkbox"/>	
Next of Kin/Friend in Canada and area code and phone number					
Medical History: (e.g. pregnant, recent treatment, other)					
Medical Condition: <input type="checkbox"/> NO <input type="checkbox"/> YES If yes explain:					
Medication Required: <input type="checkbox"/> NO <input type="checkbox"/> YES In Possession: <input type="checkbox"/> NO <input type="checkbox"/> YES (give details of type and dosage)					
(Must be in possession of required medication – if medication is a narcotic cannot be admitted to BCHC)					
RISK ASSESSMENT: Must ask re convictions/infectious/drug or alcohol dep.					
<input type="checkbox"/> Criminal Convictions (specify) _____ <input type="checkbox"/> Violent Behaviour/Suicidal Tendencies _____ <input type="checkbox"/> Infectious _____ <input type="checkbox"/> Escape Risk _____ <input type="checkbox"/> Protective Custody Required _____ <input type="checkbox"/> Weapon/Drug Concealed _____ <input type="checkbox"/> Juvenile Accompanied – Name of Parent/Guardian: _____ <input type="checkbox"/> Juvenile Unaccompanied _____ <input type="checkbox"/> Unpredictable Behaviour _____ <input type="checkbox"/> Drug or Alcohol abuse/dependency _____ <input type="checkbox"/> other _____					
Reason Ministry of Children and Family Development did not accept responsibility for juvenile:					
Charter/Vienna Given YES <input type="checkbox"/> NO <input type="checkbox"/> Time: _____ Date: _____ Wants to contact government representative YES <input type="checkbox"/> NO <input type="checkbox"/> Advised Legal Services Phone Number: YES <input type="checkbox"/> NO <input type="checkbox"/> Effects: <input type="checkbox"/> YES <input type="checkbox"/> NO Location of Effects (with client or where kept): _____ # pieces of luggage: _____ Moneys/Currencies taken from client: _____ Location of Moneys/Currencies: _____					
Officer Name (please print)		Officer Signature:		Date:	

Appendix H

DETAINEE MEDICAL FORM
RENSEIGNEMENTS MÉDICAUX SUR LE DÉTENU

The information on this form is collected under the authority of Sections A16 and A16 of the Immigration and Refugee Protection Act and Section R23 of the Immigration and Refugee Protection Regulations for the purpose of administering the Hearings and Detention Program. The personal information on this form is protected in accordance with the Privacy Act. The information may be disclosed for the following purposes: enforcement, inventory of medical history, reporting to other management, safety, security and evaluation. Medical and emergency contact information may be shared with Correctional Service Canada and with Provincial Correctional Facilities in Québec, Ontario, Alberta, British Columbia, Nova Scotia and New Brunswick.

You have the right to access and/or to correct your personal information under the Privacy Act - Section 12. The information collected is described under the Personal Information Bank: Hearings and Detention Program CBSA PPU 1107 which is detailed at www.infosoc.ca.

L'information sur ce formulaire est recueillie en vertu des paragraphes A16 et A16 de la Loi sur l'immigration et la protection des réfugiés et du paragraphe 23 des Règlement sur l'immigration et la protection des réfugiés afin d'administrer le programme d'audiences et de détention. Les renseignements personnels sur ce formulaire sont protégés en vertu de la Loi sur la protection des renseignements personnels. Les renseignements peuvent être divulgués aux fins suivantes: L'exécution de la loi, l'inventaire des antécédents médicaux, les rapports à la haute gestion, la sécurité et l'évaluation. L'information médicale et les contacts d'urgence peuvent être partagés avec le Service correctionnel du Canada et les établissements de détention des provinces du Québec, Ontario, Alberta, Colombie-Britannique, Nouvelle-Écosse et Nouveau-Brunswick.

Vous avez le droit d'accéder et d'apporter des corrections à vos renseignements personnels en vertu de l'article 12 de la Loi sur la protection des renseignements personnels. Les renseignements recueillis sont décrits dans le Fichier de renseignements personnels du programme d'audiences et de détention ASFC PPU 1107, qui est détaillé à www.infosoc.ca.

Surname / Nom de famille		Given name / Prénom		Other names / Autres noms	
FOSS ID - ID du SSOBL		Citizenship - Citoyenneté		Country of origin - Pays D'origine	
DOB - DN	POL - LN			Gender - Sexe <input type="checkbox"/> Male / Homme <input type="checkbox"/> Female / Femme	Marital Status - État matrimonial:
Height - Taille	Weight - Poids	Date/Time of admission - Date et heure de l'admission		Mother tongue - Langue maternelle	
Other languages Spoken - Autres langues parlées					

SECTION 1 : Subject Questionnaire - Questions à poser à l'individu

- Are you currently taking medication? - Prenez-vous des médicaments présentement? Yes - Oui No - Non
 Comments - Commentaires (Please list them - Veuillez préciser): _____
- Do you have a history of malaria or tuberculosis? - Avez-vous des antécédents de paludisme ou de tuberculose? Yes - Oui No - Non
 Do you have a history of diabetes, heart condition or high blood pressure? - Avez-vous des antécédents de diabète, de cardiopathie ou de haute pression? Yes - Oui No - Non
 Comments - Commentaires: _____
- Are you pregnant? If yes, how many weeks? - Êtes-vous enceinte? Dans l'affirmative, de combien de semaines? Yes - Oui No - Non
 Comments - Commentaires: _____
- Did you have any surgeries in the past year? - Avez-vous subi une chirurgie au cours de la dernière année? Yes - Oui No - Non
 Comments - Commentaires (Please list them - Veuillez préciser): _____
- Do you have a serious medical issue? - Avez-vous un problème de santé grave? (Including a history of seizures, heart attack, asthma - Y compris les antécédents d'attaque, d'infarctus, d'asthme) Yes - Oui No - Non
 Comments - Commentaires (Please specify - Veuillez préciser): _____
- Do you have any serious symptoms for which you have not yet seen a doctor or are under investigation or treatment by a Doctor? - Avez-vous des symptômes sérieux pour lesquels vous n'avez pas encore vu un médecin ou qui sont sous enquête ou sous traitement par un médecin? Yes - Oui No - Non
 Comments - Commentaires (Please specify - Veuillez préciser): _____
- Do you have allergies - Avez-vous des allergies (food, medicine or environmental - alimentaires, médicamenteuses ou environnementales)? Yes - Oui No - Non
 Comments - Commentaires (Please specify - Veuillez préciser): _____

SECTION 2 : Emergency Contact Information - Personnes à contacter en cas d'urgence

Name - Nom		Relationship to Client - Lien avec le client		Phone No. - Numéro de téléphone () ()		Alternate Phone No. - Deuxième numéro () ()		
Street No. - Numéro		Street name - Nom de rue				P.O. Box/RR # - Numéro de case postale/RR		Apt. - App.
City - Ville		Province/State - Province/État		Postal/Zip code - Code postal/ZIP		Country		
Name - Nom		Relationship to Client - Lien avec le client		Phone No. - Numéro de téléphone () ()		Alternate Phone No. - Deuxième numéro () ()		
Street No. - Numéro		Street name - Nom de rue				P.O. Box/RR # - Numéro de case postale/RR		Apt. - App.
City - Ville		Province/State - Province/État		Postal/Zip code - Code postal/ZIP		Country		

SECTION 3 : Officer/Guard Observations - Remarques de l'agent ou du gardien

1. Any distress or unusual behaviour?

Avez-vous remarqué un certain désarroi ou un comportement anormal?

Yes - Oui No - Non

Comments - Commentaires :

2. Medication in possession of the person? - L'individu a-t-il des médicaments en sa possession?

Yes - Oui No - Non

Comments - Commentaires

(Please specify - Veuillez préciser) :

3. Other observations - Autres remarques

SECTION 4 :

Health Care professional advised? - A-t-on notifié le professionnel des soins de la santé?

Yes - Oui No - Non

Details - Détails :

SECTION 5 : Transfer to Non-CBSA Facilities - Transfert vers un établissement ne relevant pas de l'ASFC

Name and Province of Non-CBSA Facility - Nom et province de l'établissement :

Medical information transferred? - A-t-on transféré les renseignements médicaux?

Yes - Oui Date : _____

No - Non

For further Medical Information required please contact - Pour obtenir plus de renseignements médicaux, veuillez communiquer avec

, at - au

(Phone number - Numéro de téléphone)

Refused to provide information - Refuse de fournir des renseignements

Unable to provide information - Incapable de fournir des renseignements

I - Je,

give permission for CBSA to contact the above-named individual(s) in case of an emergency and share my personal information if needed.
permet à l'ASFC de communiquer avec les personnes mentionnées ci-dessus en cas d'urgence et de partager mes renseignements personnels au besoin.

Please attach a supplemental form if more space is required to answer any of the above questions.
Veuillez annexer une page supplémentaire si vous manquez d'espace pour répondre aux questions.

Detainee's Signature/Date - Signature du détenu et date

Interpreter's Signature/Date - Signature de l'interprète et date
(if required - le cas échéant)

Officer's Name - Nom et numéro d'insigne de l'agent (Please print - En caractères d'imprimerie S.V.P.)

Officer's Signature/Date - Signature de l'agent et date

This is not a medical diagnosis. The information is collected ONLY for the purpose of assessing health and safety.
Ce document n'est pas un diagnostic médical. L'information est recueillie SEULEMENT pour les besoins d'évaluer la santé et la sécurité.



Detainee Admission/File Completion Checklist

Personal Particulars		
Detainee File Number	(Year/Month/Day/Admission #)	
FOSS Number	(as it appears on the Order of Detention)	
Cell Number	(as assigned)	
Personal Description	(completed during processing)	
On Admission (circle either "Yes" or "No" receipt of Luggage, Cash or Valuables)		
Itemize each entry individually on numbered line		
Luggage – description of each piece of luggage and where it is stored. Tags on luggage to indicate how many total pieces of luggage received (ie: "1 of 4"), Name Detainee and FOSS Number		
Valuables – description of each item – how it is sealed (ie: "envelope") and where it is stored		
Cash		
Enter total of cash by "CASH"		
Break down denominations and type of currency in the details box		
Seal the cash in an envelope, sign across the seal and have Detainee sign across seal		
Name of Officer who stored the items:		
Time and Date items stored:		
Signature Block		
Detainee Signature	(or "Refused" if Detainee refuses to sign)	
Officers' Signatures:	(1) Officer who completed paperwork and witnessed search	
	(2) Officer who completed the search	
Time and Date:	(when processing complete)	
"Admitted" Information		
Time:	(when Detainee dropped off at BCHC)	
Date:	(when Detainee was brought to BCHC)	
By:	(Admitting authority – "PREC" or "VIA")	
Reason:	(as per Order of Detention)	
File Completion Sheet Check List		
<input type="checkbox"/> Property Receipt	<input type="checkbox"/> Admission Form	<input type="checkbox"/> Medication Log
<input type="checkbox"/> Detention Order	<input type="checkbox"/> Request Log	(if required)
<input type="checkbox"/> Profile	<input type="checkbox"/> Meal Log	

Completed by _____ Searched by _____

Shift Supervisor _____



BCIHC PROPERTY RECEIPT

Detention Centre :	<input type="checkbox"/> NFPC	<input type="checkbox"/> SPT	<input type="checkbox"/> FRCC	<input type="checkbox"/> VCJ	<input checked="" type="checkbox"/> BCHC	DATE :		
	<input type="checkbox"/> Other: _____							
SURNAME :								
GIVEN NAME :								
ID RECEIPT # :								
CS # OR DOB :								
FOSS # :								
PERSONAL EFFECTS / LUGGAGE - (Description):								
Location Stored : <input type="checkbox"/> PREC <input type="checkbox"/> BCHC								
<input type="checkbox"/> BIN	<input type="checkbox"/> SHELF	<input type="checkbox"/> FLOOR	<input type="checkbox"/> P1	<input type="checkbox"/> SAFE			SECURITY TAG #	
<input type="checkbox"/> STORAGE ROOM		<input type="checkbox"/> OTHER :						
<input type="checkbox"/> Cellphone	<input type="checkbox"/> Medication	<input type="checkbox"/> Wallet	<input type="checkbox"/> Jewellery	<input type="checkbox"/> Legal Docs	<input type="checkbox"/> Music Player	<input type="checkbox"/> Misc Paper	<input type="checkbox"/> Keys	<input type="checkbox"/> Identification(s)
Property :								
Safe :								
CASH								
CURRENCY : CDN		CURRENCY : USD			REMARKS / OTHER CURRENCY :			
X 1.00 =	\$ -	X 1.00 =	\$ -					
X 2.00 =	\$ -	X 2.00 =	\$ -					
X 5.00 =	\$ -	X 5.00 =	\$ -					
X 10.00 =	\$ -	X 10.00 =	\$ -					
X 20.00 =	\$ -	X 20.00 =	\$ -					
X 50.00 =	\$ -	X 50.00 =	\$ -					
X 100.00 =	\$ -	X 100.00 =	\$ -					
Total Various Coins =		Total Various Coins =						
TOTAL =		TOTAL = \$	-					
OFFICER / GUARD (S)								
I certify that the above items have been received by me :								
_____			_____					
Day / Month / Year			Detainee's Signature					
_____			_____					
Officer / Guard Signature			Witness Officer / Guard Signature					
FOR TRANSPORTATION TO AND FROM INSTITUTION / BCHC								
TRANSPORTED TO : _____			TRANSPORTED BY: _____					
Institution			Print Name(s)					
RECEIVED BY : _____			_____					
Signature		Print Name		DD / MM / YY		Time		
PROPERTY RETURNED TO DETAINEE								
I certify that the above goods have been returned to me on :								
_____			_____					
Day / Month / Year			Detainee's Signature					

Appendix Q



Canada Border Services Agency / Agence des services frontaliers du Canada

FOSS no. - N° SSOBL

AUTHORITY TO RELEASE FROM DETENTION / AUTORISATION DE MISE EN LIBERTÉ

Full name of detainee / Nom au complet de la personne mise sous garde

D - J M Y - A

Date of birth - Date de naissance

Name of detention centre - Nom du lieu de garde

Pursuant to the Immigration and Refugee Protection Act, you are hereby authorized to release the above-named person from Immigration detention, if that person is detained by you for no other cause,

Si la personne susnommée n'est pas gardée pour d'autres motifs que ceux liés à l'immigration, vous êtes, par les présentes, autorisé(e), aux termes de la Loi sur l'immigration et la protection des réfugiés,

into the custody of the Canada Border Services Officer presenting this authority; []

à en confier la garde à l'agent des services frontaliers du Canada porteur de la présente autorisation.

into the custody of the police officer or security guard presenting this authority; []

à en confier la garde à l'agent de police ou à l'agent de sécurité porteur de la présente autorisation.

without condition. []

à la mettre en liberté sans condition.

D - J M Y - A

Date of release - Date de la mise en liberté

Time of release - Heure de la mise en liberté

Name of Canada Border Services Centre / Nom du centre des Services frontaliers du Canada

File no. - N° de dossier

Name and title of officer / Nom et titre de l'agent

D - J M Y - A

Date

Signature of officer - Signature de l'agent



RULES FOR DETAINEES BC IMMIGRATION HOLDING CENTRE

1. Upon arrival, you will be taken through the admission process in which you will be required to provide information to the guards. You will also be required to give your luggage, money, documents, medication and any valuables to the guard for proper safe keeping. The guard will give you a receipt for your property and money. You will have reasonable access to your possessions during your stay at the BCIHC. You may make a request for access to your possessions to a guard.
2. Only prescribed medication is dispensed by a guard based on instructions from a doctor or according to the instructions on the label. Medication not prescribed by a doctor is not allowed. Emergency medical treatment is available at all times. If you have a medical problem or require ongoing medication please advise the guard right away. The guards are trained in basic first aid.
3. You shall be granted liberal and generous access to a telephone between the hours of 6:00 am to 11:00 pm. The only exception to this is if you were arrested between the hours of 11:00 pm and 6:00 am would like to contact your counsel or consular official. The telephone shall be limited to local outgoing calls and operator-controlled collect calls. At your request and expense a calling card may be purchased to facilitate overseas and long distance calls.
4. Counsel and consular officials may contact BCIHC to speak to you. The number for them to call is (604) 666-4040. A message will be taken and given to you within five minutes of the call if between 6:00 am to 11:00 pm. Unless it is an emergency, if a call is received after 11:00 pm, the message will be given to you the following morning by no later than 6:30 am. No other persons are permitted to call the Centre.
5. No visits are permitted at the BCIHC. If your consular officials request to see you while you are at the BCIHC the Canada Border Services Agency (CBSA) shall arrange for suitable space elsewhere, and for transport to and from that location (normally the CBSA Vancouver International Airport office).
6. On site visits from counsel may be approved by the Manager, Detentions Operations.
7. Three meals and a bedtime snack are served each day. The guard will provide you with a limited menu to order from. If you have special dietary requirements including allergies please advise the guard upon your admission to the BCIHC. Tea, coffee and hot water are available from the security officer between 6:00 am and 11:00 pm. Food is served in the common area and you are expected to eat at the table provided. Food is not permitted in your room.
8. You are expected to keep your assigned room neat and clean.
9. Shower facilities are available from 6:00 am to 11:00 pm each day and towels are available upon request.
10. Smoking is not permitted at any time.



11. Television volume controls must be kept at a low setting in the interest of those who prefer peace and quiet. Guards will control the television channel and volume.
12. You must be in your room between the hours of 11:00 pm and 6:00 am. You must ensure that your lights are turned off by 11:30 pm. If you need help while in your room at night please turn on the light. This will alert the guards who will come to your room.
13. Any questions that you may have about your immigration case or your detention need to be directed to the CBSA officer in charge of your case or to the Detainee Liaison Officer (DLO) whose phone number is posted above the phone in the common room.
14. If you wish to make any complaint while at the BCIBC please direct your complaint to the shift supervisor who will make every effort to address your complaint informally. Formal complaints should be written and submitted to the shift supervisor who will ensure it is received by the appropriate CBSA officials. All complaints are recorded, reviewed and if need be thoroughly investigated. The results of an investigation into your complaint will be made known to you.
15. It is our intention to make your stay at the BCIBC safe and as comfortable as possible. These rules are designed for the safety, security and comfort of all persons in the Centre. Disruptive behaviour, including damage of property, will not be tolerated. Such behaviour may lead to your transfer to a more secure detention facility such as a municipal or provincial jail.



RÈGLES POUR LES PERSONNES DÉTENUES AU CENTRE DE SURVEILLANCE DE COLOMBIE-BRITANNIQUE

1. Dès votre arrivée, vous devez remettre vos bagages, votre argent, vos documents, vos médicaments et tout objet précieux à l'agent de sécurité pour qu'il les place en lieu sûr. L'agent de sécurité vous remettra un reçu pour vos biens et votre argent. Durant votre séjour au Centre, vous aurez un accès raisonnable à vos biens, en le demandant à un agent de sécurité.
2. Seuls les médicaments prescrits sont dispensés par un agent de sécurité, conformément aux directives d'un médecin ou aux instructions inscrites sur l'étiquette. Les médicaments non prescrits par un médecin sont interdits. Les soins médicaux d'urgence sont prodigués en tout temps. Si vous avez un problème médical, ou si vous devez prendre des médicaments régulièrement, veuillez en informer immédiatement l'agent de sécurité. Les agents de sécurité ont reçu une formation en premiers soins élémentaires.
3. Des téléphones sont disponibles pour les appels locaux et interurbains, ces derniers à frais virés, entre 6 h 30 et 23 h. Aucun appel ne peut être reçu au Centre, à l'exception des appels de votre avocat ou représentant du gouvernement. Votre avocat ou représentant peut communiquer en tout temps avec le Centre, au 604-666-1783, et laisser un message auprès du personnel de sécurité. Si l'appel survient après 23 h 30, vous recevrez le message à 6 h 30. Aucune autre personne N'EST AUTORISÉE à vous appeler. Si vous n'avez pas d'avocat, vous pouvez appeler les Services juridiques au 9-604-601-6320 entre 9 h et 16 h, du lundi au vendredi.
4. Aucune visite n'est permise au Centre. Si votre avocat ou représentant souhaite vous rencontrer, veuillez en informer l'agent de sécurité; des dispositions seront alors prises pour vous transporter au Centre d'Immigration Canada dès que possible.
5. Tous les jours, trois repas sont servis, de même une collation avant le coucher. Vous pourrez faire vos choix à partir d'un court menu que l'agent de sécurité vous présentera. Si vous avez des restrictions sur le plan alimentaire, veuillez en informer l'agent de sécurité dès votre arrivée au Centre. Vous pouvez obtenir du thé, du café et de l'eau chaude de l'agent de sécurité, entre 7 h et 23 h 30. La nourriture est servie dans la salle commune et vous devez vous asseoir à la table réservée. Il est interdit d'apporter de la nourriture dans votre chambre.
6. Vous devez garder la chambre qui vous est assignée propre et en bon ordre. Les douches sont accessibles chaque jour de 6 h à 23 h. **Il est interdit de fumer en tout temps.**
7. Le volume du téléviseur doit être réglé assez bas, de manière à ne pas déranger ceux qui préfèrent le silence et la paix. Le personnel de sécurité contrôle le canal de télévision et le volume.
8. Vous devez retourner dans votre chambre et éteindre les lumières au plus tard à 23 h 30. Les lumières s'allument chaque jour à 6 h. Si vous avez besoin d'aide durant la nuit, veuillez allumer la lumière. Le personnel de sécurité sera ainsi alerté et quelqu'un viendra à votre chambre.
9. Si vous voulez parler à un agent d'immigration au sujet de votre cas ou de votre détention, vous devez d'abord en faire la demande à l'agent de sécurité.
10. Si vous voulez déposer une plainte durant votre séjour au Centre, vous pouvez la remettre en tout temps au superviseur de la sécurité. Toutes les plaintes sont notées et font l'objet d'une enquête rigoureuse. Vous serez informé des résultats de l'enquête concernant votre plainte.



11. Nous voulons que vous vous sentiez aussi à l'aise que possible durant votre séjour au Centre. Ces règles sont conçues pour assurer la sécurité et le confort des personnes au Centre. Vous devez les respecter. Le comportement perturbateur, incluant le dommage aux biens, ne sera pas toléré. Un tel comportement pourrait entraîner votre transfert dans un établissement de détention à sécurité plus forte, comme une prison municipale ou provinciale.



MONEY/SAFE POLICY

To effectively control and provide accurate accounting of all financial transactions (cash), the following guidelines must be followed by all Genesis security guards who are working at the CBSA's Inland Enforcement Division (IED) and BCIHC.

SAFE POLICY:

- Only Supervisors or Account Manager are permitted to open the safe to remove or place valuables in the safe.
- The safe can only be opened with 2 persons present; no exceptions. First person has to be supervisor or account manager and second person can be a guard or CBSA officer. No lone security guard is permitted to open the safe.
- The second person must always be close and alert enough to observe first person's handling of the envelopes.

MONEY PROCESS:

1. Detainee Admission for IED and BCIHC

At the start of every admission of a detained subject or when the detained subject isn't present where cash or other forms of currency shall be collected, the following process must take place:

- Money must be double counted under camera IED (*control area, interview rooms 1, 2, 3*), BCIHC (*search/process room only*) with two guards and detainee present.
- Once all amounts are verified, money should be sorted by denominations. Bills should be placed all facing same direction and placed in a money envelope sealed and signed by both guards and detainee.
- Money envelope is to be placed in the safe by an on shift site supervisor or Account manager at all times. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager.
- Money envelope(s) that are to be placed in the safe will be noted on the safe log; Time / Date / name of subject / FOSS # / Name and Initials of supervisor or Account Manager that placed envelope in the safe
- A detailed property receipt must be made with all detainee info and photo along with a detailed inventory of detainee's valuables and property. Once receipt is completed it will be saved on hard drive (G: / Security Guards / PREC Folders / PREC REGULAR FOLDERS/ PREC P.R or G: / Security Guards / BCHC FOLDER / PROPERTY RECIEPTS FOLDER) and one copy printed. The detainee must sign along with the supervisor and a witness on all appropriate lines. The printed copy will be placed in the "Detained Property Receipt Binder".

2. Pre Sealed Envelope

- Open envelope under camera with two guards, double-count monies under camera IED (*control area, interview rooms 1, 2, 3*), BCIHC (*search/process room only*) with two guards and detainee present. *with detainee if possible.
- Money must be double-counted under camera with two guards.
- Once all amounts are verified, money should be sorted by denominations. Bills should be placed all facing same direction and placed in the new money envelope along with the old money envelope. Seal new envelope then both guards sign on seal and on required lines.
- Money envelope must be given to the Supervisor/ Account Manager to be placed in the safe and noted on the safe log; Time / Date / name of subject / FOSS # / and initials of supervisor or site manager that placed envelope in the safe.. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager.



- A detailed property receipt must be made with all detainee info and photo along with a detail inventory of detainee's valuables and property.

3. Cash Withdrawal for Detainees

If cash has to be withdrawn from a detainee's money envelope at anytime for any reason, the guards counting and the transport guard receiving the cash must follow these steps:

- Money envelope can ONLY be removed from the safe by the supervisor or Account Manager. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager
- Money must be double counted under camera IED (*control area, interview rooms 1, 2, 3*), BCIHC (*search/process room only*) with two guards and detainee present. *with detainee if possible.
- Once all amounts are verified for both envelopes, money should be sorted by denominations. Bills should be placed all facing same direction and placed in money envelopes then sealed and signed by both guards and detainee.
- Place the money removed in a new money envelope, place the remaining money and old money envelope in a new money envelope. On both envelopes do the following: Record the amounts / Time / Date / Name and Signature from the guards who counted and the detainee. Seal the envelopes. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager.
- Document on the revised property receipt the date / time the amount of money that was withdrawn along with the remaining amount of money left in the safe. Both guards and detainee must sign the new property receipt.
- Sealed money envelope will be given to the transport guard(s) just before transport leaves to the institution with detainees.
- (For IED Only) If detainees want to take monies for phone cards or canteen to the institutions they are being held at, they must take the complete balance of funds that are being held in the IED safe.

SAFE POLICY SUPERVISORS

In order to effectively control and provide accurate accounting of all financial transactions (cash.), the following guidelines shall be followed by all staff working at IED and BCIHC.

SAFE POLICY:

- Only supervisors or the Account Manager are permitted to open the safe to remove or place valuables in the safe. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager.
- Each time the safe is opened by the supervisor or Account Manager the safe log MUST be filled out; Time open and closed / Date / name of subject / FOSS # / Name and Initials of on shift Supervisor or Account Manager that opened the safe. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager.
- The IED safe key must stay in the possession of the supervisor or Account manager at all times during operational hours of IED, then be secured in a locked drawer of the Manager's/supervisor's cabinet.
- The IED back-up safe key will be secured in the 7th-floor gun room safe, accessible only by IED managers. This key is to be used only in an emergency where the first key is unavailable and each use will be documented on the safe log.
- In exceptional cases a BCIHC guard may be instructed by Account Manager to retrieve money from the PREC safe for a detainee after hours for detained removal. Same procedures stated above must be followed by the guard. All info has to be logged by the on duty supervisor on the daily BCIHC shift report log; Detainee's Name/ FOSS/ Amount of Monies/ Name of guard that picked up the valuables. There MUST be 2 persons present when safe is opened.

Approved May 20, 2011 by Colby Brose, CBSA Detentions Manager.

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- 3 -

- The combination for the BCIHC safe will be shared by the Account Manager with supervisors only. This combination will NOT be written down. When opening the BCIHC safe, the supervisor will ensure that the second person present does not observe them as they spin the combination.
- Every morning the supervisor must inventory all money envelopes in the safe by checking off the safe inventory list. There MUST be two persons present when safe is opened; one person has to be the supervisor or account manager.
- If an envelope is unaccounted for after inventory count the supervisor must inform Account Manager immediately, who must inform CBSA Detention Operations Manager Immediately.
- Once every week the IED safe inventory must be done with a CBSA Manager or CBSA Det Ops staff member. The BCIHC safe inventory will be done at intervals chosen by the CBSA Manager.
- Quarterly, an inventory/audit will be performed by the CBSA Detention Operations Manager, using an auditing worksheet such as the OCCS Worksheet (O.C.C.S.3) located at: <http://atlas/forms-formulaires/istb-dgist/occs3.pdf>
- The combination for the safes at both Library Square and at the BCIHC will be changed annually by the CBSA Detention Operations Manager.

Approved May 20, 2011 by Colby Brose, CBSA Detentions Manager.

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Canada Border Services Agency
 Agence des services frontaliers du Canada

Appendix U

Pacific Region Enforcement Centre
 700 – 300 West Georgia Street
 Vancouver, BC V6B 6C8

Your file Votre référence

Our file Notre référence
 5139-

**Confirmation of Detention
 (for Medical Services under the Interim Federal Health Program)**

This will confirm that _____ is being detained by the Canada Border Services Agency under the *Immigration and Refugee Protection Act* and is entitled to medical/dental coverage under the Interim Federal Health Program as per the attached benefits list. For payment, please fax billing **and** a copy of this form to:

Diane Sigouin
 Interim Federal Health Program

Telephone: (613) 954-8209
 Fax: 1-800-362-7456

A copy of the Provincial Fee Code, the reason for visit, the diagnosis and the date of service must be included with your billing.

Prior approval from the above must be obtained for other than emergency services or those outlined on the attached form.

 Authorized OIC Signature

 Date



The Role we all play in Preventing Suicide

Appendix V

There is help and hope when guard staff and CBSA employees join forces to prevent suicide. Because you interact with detainees daily and often serve as first responder you play a key role in preventing detainee self-harm and suicide in CBSA detention facilities.

A detainee may become suicidal at any time during detention. Suicide prevention involves continuous risk assessment, starting at the time of the arrest and continuing throughout the individual's detention.

Why are detainees at high risk for suicide?

The immigration enforcement process could be considered a traumatic event which can lead to mental health concern and an increased risk of self-harm and suicide. A traumatic event is anything that is overwhelming, shocking, terrifying or devastating that results in upsetting feelings such as terror, shame or helplessness.

Arrest and /or detention can contribute to risk.

Detainees may experience:

- Guilt and shame
- Loss of family, financial, and/or community support

Other risk factors include:

- Mental illness
- Abuse of alcohol or drugs
- Chronic or serious medical conditions
- Prior suicide attempt

The environment of prison, jails and holding centres can increase the risk for suicide.

When detainees lose their privacy and control over their lives and futures, or if they fear for their personal safety, this can result in an increased risk for suicide or self-harm. In addition, these facilities (especially the smaller ones) do not have 24-7 on-site support for mental health needs.

When are detainees at highest risk for suicide?

Times of greatest risk include:

- Within two days before or after a hearing
- After getting bad news from a hearing, e.g., denial of appeal, impending removal etc.
- When placed in a special housing unit, e.g., holding centre vs. an institution

Warning signs of immediate risk for suicide

Some behaviors may indicate that a person is at immediate risk for suicide. These three should prompt you to take action right away:

- Talking about wanting to die or to kill oneself
- Looking for a way to kill oneself
- Talking about feeling hopeless or having no reason to live

Other behaviors may also indicate a serious risk, especially if the behavior is new or has increased. The most important ones are listed below. Be alert for these signs among the detainees in your facility:

- Talking about feeling trapped or in unbearable pain

- Talking about being a burden to others
- Acting anxious or agitated; behaving recklessly
- Sleeping too little or too much
- Withdrawing or feeling isolated
- Showing rage or talking about seeking revenge
- Displaying extreme mood swings
- Anything unusual that in your opinion may require follow-up by the DLO

Remember the acronym – IS PATH WARM

I	<i>Ideation</i>	Threatening to hurt or kill self, looking for ways to die
S	<i>Substance Abuse</i>	Increased or excessive substance (alcohol or drug) use
P	<i>Purposelessness</i>	No reason for living; no sense of purpose in life
A	<i>Anxiety</i>	Anxiety, agitation, unable to sleep or sleeping all the time
T	<i>Trapped</i>	Feeling trapped – like there's no way out; resistant to help
H	<i>Hopelessness</i>	Hopelessness of the future
W	<i>Withdrawal</i>	Withdrawing from friends, family and society
A	<i>Anger</i>	Rage, uncontrolled anger, seeking revenge
R	<i>Recklessness</i>	Acting recklessly or engaging in risky activities, seemingly without thinking
M	<i>Mood Changes</i>	Dramatic mood changes

We encourage you to pay close attention if any of these symptoms are present as the change in behaviour can be very subtle.

If you notice a change in behaviour or these symptoms are present you are urged to seek support from your fellow colleagues, notify a supervisor and follow the necessary policies and procedures.

For more information on suicide/self-harm prevention, please visit the Canadian Mental Health Association website at:
<http://www.cmha.ca/>



Emergency Evacuation and Fire Procedures

BC Immigration Holding Centre

NOTE: The OIC is to remain in the control room (unless that is where the fire is) until all detainees and staff evacuated. YVR monitors all smoke alarms and pull stations. **The annunciator panel in either the control room or the vestibule is not/not to be touched unless instructed to do so by YVR Operations.**

Extreme and Immediate Threat

A fire emergency in the BCIIHC poses an extreme and immediate threat to all contract security and detainees present in the Centre. This is particularly true in the situation of detainees whose safety in the event of a fire will depend on the assistance, direction and professionalism of contract security officers.

Priorities in a Fire Emergency

Save lives

Maintain security

Minimize property loss

Fire Drills

Fire drills must be conducted at least once per shift per month, including evacuation of detainees and staff to designated areas of the institution. When a fire alarm is activated (or simulated) for a fire drill the following will apply:

All detainees will be instructed to gather and prepare for evacuation;

Staff will take a body count of all detainees in their charge area and document same in log book;

All closed doors will be unlocked with the key and re-locked; and

OIC is to time fire drill and enter in log.

Fire Detected – No Alarm Sounding

If a fire is detected and the fire alarm is not sounding, activate the nearest manual pull station, and proceed with the instructions below. The OIC will immediately call the location of the fire into the YVR Operations Centre control room. They will initiate contact with fire department.

You may attempt to combat a small fire with a fire extinguisher while the other guards lead the detainees to safety.

G:\Detentions\Inquest Preparation Task Force\Documents with Action Items\Contract.SOW.SO\Standing Orders\Appendices\Appendix X - Emergency Evacuation and Fire Procedures.doc



Canada Border
Services Agency

Agence des services
frontaliers du Canada

Canada

At the Sound of Alert (Intermittent) Fire Alarm (first stage alert)

Ready the detainees for evacuation by gathering them in the two common areas and wait for confirmation (YVR Operations via central speaker) as to fire location. The OIC will advise whether handcuffing is necessary depending on potential location of fire (i.e. if in International Terminal).

At the Sound of Alarm (continuous – second stage alert)

Instructions will be given by YVR Operations as to whether evacuation is required by the fire department. When in doubt, evacuate all detainees as safety is paramount. If the OIC decides to evacuate the Centre without an evacuation order, the OIC is required to remain in the control room for further instructions from YVR Operations/fire department.

Fire Instructions – Single Smoke Detectors

When a single smoke detector alarm is activated, investigate the room immediately for any sign of fire. This alarm will sound on the annunciator and show BCIHC as location.

If the fire is detected, immediately activate the nearest manual pull station and proceed according to the General Fire Instructions (#5 above).

If no fire is detected, call in status report to OIC via the intercom. The alarm should cease as smoke or heat in the room clears. The OIC is responsible for contacting YVR Operations immediately as an alert/alarm is generated from BCIHC even though it will show on their control panel. It is important for the OIC to remain in the control room as YVR Operations will call us immediately an alarm is detected from BCIHC.

Post-Evacuation for Fire or other Emergency

Once detainees are safely out of the building, the OIC is to liaise with the YVR Operations and Manager, Detentions to determine next course of action. If the emergency does not involve CBSA VIA facilities, detainees should be walked to the CBSA facility to be housed in their detention cells until it is known how long the evacuation may last. Once it is determined that it will not be safe to return to BCIHC for more than 6 hours, detainees will be taken to appropriate facility (Surrey Pre-Trial for women and Vancouver City Jail or North Fraser Pretrial Centre for men). The Ministry of Children and Family Development (MCFD) will be informed by the Director, PREC or Delegate to come and pick up any accompanied minors. Unaccompanied minors aged 13 and above will be transported to Burnaby Youth Services Centre if it is determined that continued detention is warranted; this decision will be made by the Director, PREC or Delegate. There is no capacity to relocate detained minors under the age of 13, and such detained minors must be released into the care of MCFD.

PART C – PARTIE C | INJURIES – BLESSURES

Was anyone injured? Quelqu'un a-t-il été blessé?	<input type="checkbox"/> Yes Oul	<input type="checkbox"/> No Non
If an employee, has a Worker's Compensation Form been completed? Si c'est un employé qui a été blessé, un formulaire d'indemnisation des accidents du travail a-t-il été rempli?	<input type="checkbox"/> Yes Oul	<input type="checkbox"/> No Non
If this is a disabling injury to an employee, has an HRDC LAB 1070 "Hazardous Occurrence Investigation Report been completed? Si l'employé a subi des blessures invalidantes, le rapport DRHC LAB1070 (Rapport d'enquête de situation comportant des risques) a-t-il été rempli?	<input type="checkbox"/> Yes Oul	<input type="checkbox"/> No Non
Was injury in relation to Officer Power duties? La blessure était-elle liée aux pouvoirs conférés aux agents?	<input type="checkbox"/> Yes Oul	<input type="checkbox"/> No Non
If yes, was the appropriate CBSA Report completed? Si oui, le rapport approprié de l'ASFC a-t-il été rempli?	<input type="checkbox"/> Yes Oul	<input type="checkbox"/> No Non
Has the local Workplace Health and Safety Committee been informed? A-t-on informé le comité local de santé et de sécurité au travail?	<input type="checkbox"/> Yes Oul	<input type="checkbox"/> No Non
If any injuries, provide details – S'il y a eu des blessures, veuillez préciser.		

PART D – PARTIE D | PERSON REPORTING INCIDENT – PERSONNE QUI SIGNE L'INCIDENT

Name (Print) – Nom (Lettres moulées)	Signature	Telephone number – Numéro de téléphone
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PART E – PARTIE E | LOCAL MANAGER'S FOLLOW UP – SUIVI DU GESTIONNAIRE LOCAL

Corrective measures taken/to be implemented – Mesures correctives qui ont été prises ou qui seront mises en œuvre

PART F – PARTIE F | LOCAL SECURITY OFFICIAL ASSESSMENT – ÉVALUATION DU RESPONSABLE LOCAL DE LA SÉCURITÉ

Serial/Model number of damaged/lost asset(s) Numéro de série ou de modèle des biens endommagés ou perdus	Repair/replacement cost Frais liés aux réparations ou au remplacement	
Does the incident involve information? L'incident met-il en jeu des renseignements?	<input type="checkbox"/> Protected Protégés	<input type="checkbox"/> Classified Classifiés
Police Agency the incident was reported to: Service de police auquel l'incident a été rapporté :	Police Occurr. Report Number Numéro du constat de police	
Name (Print) – Nom (Lettres moulées)	Signature	Telephone number – Numéro de téléphone

PART G – PARTIE G | DIRECTOR'S FOLLOW UP (continued) – SUIVI DU DIRECTEUR (suite)

Was the local OSH Committee advised?
A-t-on informé le CSST local?

Yes
Oui No
Non

Name of Human Resource Contact – Nom de la personne-ressource aux Ressources humaines

Telephone number – Numéro de téléphone

Investigation concluded?
L'enquête est-elle terminée?

Yes
Oui No
Non

Comments – Commentaires

Name (Print) – Nom (Lettres moulées)

Title – Titre

Signature

INSTRUCTIONS FOR COMPLETION OF SECURITY INCIDENT REPORT
DIRECTIVES À SUIVRE POUR REMPLIR LE RAPPORT D'INCIDENT RELATIF À LA SÉCURITÉ

PART A to D (Inclusive) PARTIE A à D (Inclusivement)	To be completed by the person reporting the incident and/or the Security Specialist. Doit être remplie par la personne qui signale l'incident ou par un agent de la sécurité.
PART E PARTIE E	To be completed by the Local Manager or his/her authorized representative. Doit être remplie par le gestionnaire local ou son représentant.
PART F PARTIE F	To be completed by the Regional Security Officer. Doit être remplie par un spécialiste de la sécurité.
PART G PARTIE G	To be completed by the Director or his/her authorized representative. Doit être remplie par le Directeur ou son représentant autorisé.

ADDITIONAL DETAILS TO BE PROVIDED – RENSEIGNEMENTS SUPPLÉMENTAIRES

PART A – PARTIE A	Refer to CBSA Policy, Security Volume, Chapter 15, Reporting of Security Incidents. Veuillez vous reporter au Manuel des finances et de l'administration, volume de la sécurité, chapitre 15, Rapport des incidents de sécurité.
PART B – PARTIE B	Please provide specific details when reporting incident. If any additional space is required, please use a separate sheet of paper. Veuillez fournir des renseignements précis lorsque vous signalez un incident. Si vous avez besoin de plus d'espace, veuillez utiliser une autre feuille. If any witnesses were private citizens, record name, address and telephone number and ensure they fill out a signed deposition before leaving. Si des témoins sont de simples citoyens, veuillez noter leur nom, leur adresse et leur numéro de téléphone, et veiller à ce qu'ils remplissent une déposition signée avant de partir. If an arrest was performed, indicate date and time of arrest and the Criminal Code Section the subject was arrested for and the offence committed. Si on a procédé à une arrestation, veuillez indiquer la date et l'heure de l'arrestation, l'article du Code criminel qui a été violé et la nature de l'infraction.
PART C – PARTIE C	Indicate number of people injured, their name and role in the procedure/incident, if medical attention was required, nature of injury. Please ensure these forms are completed and submitted as per local reporting requirements. Veuillez indiquer le nombre de personnes blessées, leur nom et leur rôle dans le processus ou dans l'incident. S'il a fallu avoir recours à des soins médicaux, veuillez préciser la nature de la blessure. Veillez à ce que ces formulaires soient remplis et soumis conformément aux exigences locales en matière de rapport.

Once page one is completed this form is Protected B and PKI must be used to send via e-mail.
 Une fois que la page 1 est complétée, ce formulaire est Protégé B et l'ICP doit être utilisé pour l'acheminer par courriel.

The information you provide in this document is collected under the authority of *Financial Administration Act* and the *Public Service Employment Act* for the purposes of investigating and responding to security incidents. The information may be disclosed internally to Security; Information Technology; Human Resources; Legal; and Access to Information and Privacy Offices, as well as the Privy Council Office, Canadian Security Intelligence Service, Public Safety Canada, Health and Safety Committee, Treasury Board of Canada Secretariat, Office of the Privacy Commissioner and other law enforcement authorities for the purposes of further investigating certain incidents as Subject Matter Experts.

Individuals have the right of access to and/or can make corrections of their personal information under the *Privacy Act - Section 12*. The information collected is described under the *Personal Information Bank PSU 939 - Security Incidents*, which is detailed at <http://www.cbsa-asfc.gc.ca>.

Les renseignements que vous fournissez dans le présent document sont recueillis en vertu de la *Loi sur la gestion des finances publiques* et de la *Loi sur l'emploi dans la fonction publique* pour des fins d'enquête et d'intervention en cas d'incident de sécurité. Les renseignements peuvent être divulgués aux bureaux de la Sécurité; de la Technologie de l'information; des Ressources humaines; des Services juridiques et de l'Accès à l'information et protection des renseignements personnels, ainsi qu'au Bureau du Conseil privé; au Service canadien du renseignement de sécurité; à Sécurité publique Canada; au Comité de santé et de sécurité; au Secrétariat du Conseil du Trésor du Canada; au Commissariat à la protection de la vie privée du Canada et à d'autres organismes chargés de l'application de la loi pour des fins d'enquêtes additionnelles sur certains incidents à titre d'experts en la matière.

Les personnes ont le droit d'accéder à leurs renseignements personnels et d'y apporter des corrections en vertu de l'*article 12* de la *Loi sur la protection des renseignements personnels*. Les renseignements recueillis sont décrits sous le *POU 939 - Incidents de sécurité de l'index des fichiers de renseignements personnels*, au lien suivant : <http://www.cbsa-asfc.gc.ca>.

DETAINEE IMMEDIATE NEEDS FORM
 Enforcement & Intelligence Division, Pacific Region
INSTRUCTIONS FOR COMPLETING THE FORM

About the Form:

The Detainee Immediate Needs Form is a screening tool designed to assist both CBSA staff and security guards in identifying which detainees are BCHC suitable or require transfer to a provincial institution. It is designed to help non-clinical CBSA staff and contract security guards to identify detainees who may be at risk for suicide or self-harm.

This form can be completed by contracted guard staff or CBSA Officers at any time there is a concern that a detainee might be at risk of self-harm or suicide.

The form consists of five sections:

- A. Detainee Information
- B. Reason for Assessment
- C. Mental Health/Suicidal or Self Harm
- D. BCHC Suitability
- E. Comments

Each section is to be completed based on the detainee's responses to the questions and the behaviours observed by the person completing the form

Completing the Form:

- Complete section A of the form pertaining to the detainee and the date, start and end time and name of person completing the form.
- Complete the section on Reason for Assessment.

*** Read instructions carefully before completing Section C – Mental Health Status ***

Section C - Mental Health Status:

- These eleven (11) questions are designed to determine if the detainee has any mental health, suicidal or self-harm concerns that may make them no longer suitable for the BCHC. They are also designed to provide CBSA staff and contract security guards future indicators that might require the detainee to be transferred from the BCHC to a provincial institution at a later date.

- All eleven (11) questions are to be asked in order indicating the detainee's response by checking the appropriate box next to each question – "Yes" / "No" / "No Response" / "Not Applicable".

- These eleven (11) questions are of an extremely sensitive nature and should be asked in a non-judgemental way. It is recommended that when asking these questions you use a friendly

DETAINEE IMMEDIATE NEEDS FORM
Enforcement & Intelligence Division, Pacific Region



Client ID:	Gender:
Surname:	Given Name:
Time Started:	Time Completed:
Date Completed:	Completed By:

A - DETAINEE INFORMATION

<input type="checkbox"/>	Transfer to BCHIC	Name of other facility:
<input type="checkbox"/>	Transfer from BCHIC	Name of other facility:
<input type="checkbox"/>	Significant Event (i.e. Decision Rendered, Removal Date, etc.)	Type of event:
<input type="checkbox"/>	Return from Immigration Proceeding	Type of Proceeding:
<input type="checkbox"/>	Other	Brief Details:

B - REASON FOR ASSESSMENT

On a scale of 1 to 10, with 1 being "not very well" and 10 being "I am okay", how are you coping with what is happening right now? <i>Circle appropriate response.</i> Response Details: 1 2 3 4 5 6 7 8 9 10	1	Has a Doctor ever diagnosed you with a mental health condition, such as anxiety, depression, schizophrenia, etc.	Yes <input type="checkbox"/>	No <input type="checkbox"/>	No Response <input type="checkbox"/>	If NO, go to Q 5; If YES provide further details:				
	2	Have you or are you currently being treated for an emotional or mental health condition?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	No Response <input type="checkbox"/>		If YES, provide further details:			
	3	Have you ever had to be hospitalized because of this condition?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	No Response <input type="checkbox"/>			If YES, provide further details:		
	4	Does the detainee appear to be disoriented or out of touch with reality? <i>(Opinion of Officer/Guard)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	No Response <input type="checkbox"/>				If YES, provide further details:	
	5	Have you had thoughts about hurting yourself?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	No Response <input type="checkbox"/>					If YES, provide further details:
	6									

C - MENTAL HEALTH STATUS

E - ADDITIONAL COMMENTS / ACTION TAKEN

Is the client BCJHC suitable?	<input type="checkbox"/>	<input type="checkbox"/>	If NO, contact DLO or Manager for further direction.
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D - BCJHC SUITABILITY

11	Have you ever attempted suicide before?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Response No <input type="checkbox"/>	N/A <input type="checkbox"/>	If YES, provide further details:
10	Have you thought about how you would hurt yourself or commit suicide?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Response No <input type="checkbox"/>	N/A <input type="checkbox"/>	If YES, provide further details:
9	Are you thinking about suicide?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Response No <input type="checkbox"/>	N/A <input type="checkbox"/>	If YES, provide further details:
8	Are you thinking about dying?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Response No <input type="checkbox"/>	N/A <input type="checkbox"/>	If NO, go to next section.
7	Are you currently having thoughts about hurting yourself?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Response No <input type="checkbox"/>	N/A <input type="checkbox"/>	If NO, go to next section, if YES provide further details.

	PHOTO DATE/AREA	COMMENTS
	17-14020401	Graffiti on bench
	17-14020402	Graffiti on bench
	17-14020403	Graffiti on bench
	17-14020404	Graffiti on wall
	17-14020405	Screw missing on bench leg
	17-14020406	Screw missing on bench leg
	MALEC-14020402	Graffiti on wall
	MALEW-14020401	Mold on ceiling
	MALEW-14020402	Screw missing in vent
	MALEW-14020403	Screw missing in vent
	MALEW-14020403	Screw missing in vent
	MALEW-14020404	Drain cover missing in shower
	MALEW-14020405	Graffiti on wall
	MALEW-14020406	Graffiti on wall
	MALEW-14020407	Toilet a bit loose
	FEMALEW-14031401	LIGHTING OUT IN WASHROOM - FIXED
	FEMALEW-	