



**RETURN BIDS TO : - RETOURNER LES SOUMISSION À:**

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

**Proposal to: Canada Revenue Agency**

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

**Proposition à : l'Agence du revenu du Canada**

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

**Bidder's Legal Name and Address (ensure the Bidder's complete legal name is properly set out)**

**Raison sociale et adresse du Soumissionnaire (s'assurer que le nom légal au complet du soumissionnaire est correctement indiqué)**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
Name /Nom

\_\_\_\_\_  
Title/Titre

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
Telephone No. – No de téléphone  
( )

\_\_\_\_\_  
Fax No. – No de télécopieur

\_\_\_\_\_  
E-mail address – Adresse de courriel

**REQUEST FOR PROPOSAL / DEMANDE DE PROPOSITION**

<b>Title – Sujet</b> <i>Health Assessment and Accomodation Services</i>	
<b>Solicitation No. – No de l'invitation</b> <b>1000321252</b>	<b>Date</b> <b>December 24, 2014</b>
<b>Solicitation closes – L'invitation prend fin</b> <b>on – le 2015-02-02</b> <b>at – à 2:00 P.M. / 14 h</b>	<b>Time zone – Fuseau horaire</b> EST /HNE Eastern Standard Time/ Heure Normale de l'Est
<b>Contracting Authority – Autorité contractante</b>	
Name – Nom Henrique Carrera	
Address – Adresse - See herein / Voir dans ce document	
E-mail address – Adresse de courriel - See herein / Voir dans ce document	
<b>Telephone No. – No de téléphone</b> (613) 946-8178	
<b>Fax No. – No de télécopieur</b> (613) 948-2459	
<b>Destination - Destination</b> See herein / Voir dans ce document	
<b>THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT./ LE PRÉSENT DOCUMENT COMPORTE UNE EXIGENCE EN MATIÈRE DE SÉCURITÉ.</b>	



## TABLE OF CONTENTS

### PART 1 GENERAL INFORMATION

- 1.1 INTRODUCTION
- 1.2 SUMMARY
- 1.3 GLOSSARY OF TERMS
- 1.4 DEBRIEFINGS

### PART 2 BIDDER INSTRUCTIONS

- 2.1 MANDATORY REQUIREMENTS
- 2.2 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS
  - 2.2.1 REVISIONS TO STANDARD INSTRUCTIONS 2003
- 2.3 SUBMISSION OF PROPOSALS
- 2.4 COMMUNICATIONS - SOLICITATION PERIOD
- 2.5 CONTRACTING AUTHORITY
- 2.6 AMENDMENTS TO BIDDER'S PROPOSAL
- 2.7 APPLICABLE LAWS

### PART 3 PROPOSAL PREPARATION INSTRUCTIONS

- 3.1 NUMBER OF COPIES
- 3.2 BID FORMAT
- 3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

### PART 4 EVALUATION AND SELECTION

- 4.1 GENERAL
- 4.2 STEPS IN THE EVALUATION PROCESS

### PART 5 CERTIFICATIONS

### PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

- 6.1 HEALTH PRACTITIONER CREDENTIALS
- 6.2 SECURITY REQUIREMENTS
- 6.3 INSURANCE REQUIREMENTS
- 6.4 LIST OF PROPOSED SUBCONTRACTORS

### PART 7 MODEL CONTRACT

- 7.1 AGENCY RESTRUCTURING
- 7.2 REQUIREMENT
- 7.3 PERIOD OF CONTRACT
- 7.4 OPTIONS
  - 7.4.1 OPTION TO EXTEND THE CONTRACT



- 7.4.2 OPTION TO ADD, REMOVE OR MODIFY SERVICES AND LOCATIONS
- 7.5 SECURITY REQUIREMENTS
  - 7.5.1 SECURITY REQUIREMENTS – CANADIAN CONTRACTORS
  - 7.5.2 SECURITY REQUIREMENTS – NON-CANADIAN CONTRACTORS
- 7.6 AUTHORITIES
  - 7.6.1 CONTRACTING AUTHORITY
  - 7.6.2 PROJECT AUTHORITY
  - 7.6.3 CONTRACTOR'S REPRESENTATIVE
- 7.7 CONTRACT FOR WORK ON AN "AS AND WHEN REQUESTED" BASIS
- 7.8 STANDARD ACQUISITION CLAUSES AND CONDITIONS (SACC)
  - 7.8.1 GENERAL CONDITIONS
- 7.9 HANDLING OF PERSONAL INFORMATION
- 7.10 PROTECTION AND SECURITY OF DATA STORED IN DATABASES
- 7.11 BASIS OF PAYMENT
- 7.12 LIMITATION OF EXPENDITURE
- 7.13 TERMS OF PAYMENT
  - 7.13.1 MULTIPLE PAYMENTS
- 7.14 METHOD OF PAYMENT
  - 7.14.1 PAYMENT BY DIRECT DEPOSIT
  - 7.14.2 PAYMENT BY CREDIT CARD
  - 7.14.3 PAYMENT BY CHEQUE
- 7.15 DISCRETIONARY AUDIT
- 7.16 TRAVEL AND LIVING EXPENSES
- 7.17 TAXES – FOREIGN BASED CONTRACTOR TAXES
- 7.18 INVOICING INSTRUCTIONS
- 7.19 INVOICING – SYNERGY ORDERS
- 7.20 CERTIFICATIONS
- 7.21 JOINT VENTURE
- 7.22 APPLICABLE LAWS
- 7.23 APPLICABLE LEGISLATION, REGULATIONS, AND POLICIES
- 7.24 PRIORITY OF DOCUMENTS
- 7.25 TRAINING AND FAMILIARIZATION OF CONTRACTOR PERSONNEL
- 7.26 FOREIGN NATIONALS
  - 7.26.1 FOREIGN NATIONALS (CANADIAN CONTRACTOR)
  - 7.26.2 FOREIGN NATIONALS (FOREIGN CONTRACTOR)



- 7.27 INSURANCE REQUIREMENTS
- 7.28 ALTERNATIVE DISPUTE RESOLUTION
  - 7.28.1 PROCUREMENT OMBUDSMAN
- 7.29 CONTRACT ADMINISTRATION
- 7.30 ANNEXES

**List of Attachments**

Attachment 1: Mandatory Criteria

Attachment 2: Point Rated Criteria

Attachment 3: Financial Proposal

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

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

**List of Annexes**

Annex A: Statement of Work

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SRCL)

Annex D: Insurance Requirements

Annex E: Fitness to Work Evaluation and Special Exams Progressive Payment Process



## REQUEST FOR PROPOSAL (RFP)

**Title:** Health Assessment and Accommodation Services.

### **PART 1 GENERAL INFORMATION**

#### **1.1 INTRODUCTION**

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

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

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

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

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

Part 5 Certifications: includes the certifications to be provided by bidders;

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

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

The Attachments include:

Attachment 1: Mandatory Criteria

Attachment 2: Point Rated Criteria

Attachment 3: Financial Proposal

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

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

The Annexes include:

Annex A: Statement of Work

Annex B: Basis of Payment

Annex C: Security Requirements Check List (SRCL)

Annex D: Insurance Requirements

Annex E: Fitness to Work Evaluation and Special Exams Progressive Payment Process



**1.2 SUMMARY**

The Canada Revenue Agency (CRA) requires the services of a single private sector health provider to provide health-related services to CRA employees across Canada, in the following three (3) major health categories on an “as and when requested” basis:

- Fitness to Work Evaluations (FTWE);
- Consultative Services;
- Guidance related to Workers’ Compensation Board (WCB) files.

The anticipated period of the contract will be for two (2) years from date of contract award, plus three (3) option periods of up to twelve (12) months.

**ARIBA SUPPLIER NETWORK (ASN) MEMBERSHIP REQUIREMENT**

The Canada Revenue Agency’s (CRA) e-commerce solution for ordering, receiving and reconciling goods and services is an Ariba tool which has been branded internally as “Synergy”. Synergy is being used in this requirement in order to expedite the ordering process under any resulting contract.

The highest-ranked Bidder must become a member of the ASN prior to Contract award, and maintain membership in the ASN throughout the period of any resulting Contract. All costs associated with this membership shall be borne by the Bidder.

**1.3 GLOSSARY OF TERMS**

TERM	DEFINITION
<b>"Canada", "Crown", "Her Majesty" or "the Government"</b>	Refers to Her Majesty the Queen in right of Canada as represented by the Canada Revenue Agency (CRA).
<b>Contract or This Contract</b>	The Articles of Agreement, the specified general conditions, any supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.
<b>CRA</b>	Canada Revenue Agency
<b>Day/Month/Year</b>	For purposes of technical evaluation, one (1) month shall equal a minimum of 16.67 billable days (a day equals 7.5 hours) and one (1) year equals a minimum of 200 billable days. Any additional billable days within the same year will not increase the experience gained for the purposes of evaluation.
<b>DDP</b>	Delivered Duty Paid
<b>EDT</b>	Eastern Daylight Time
<b>Environmentally Preferable</b>	Products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. The comparison may consider raw materiel acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service.
<b>EST</b>	Eastern Standard Time
<b>Green Procurement</b>	The procurement of products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the



TERM	DEFINITION
	same purpose. The comparison may consider raw material acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service. Green procurement means purchasing goods and services that minimize the use of non-renewable natural resources and toxic materials and the emission of wastes and pollutants over the life cycle of a product or service.
<b>Green Product</b>	<p>A product that is less harmful to the environment throughout its lifecycle than the next best alternative, having characteristics including, but not limited to the following:</p> <ul style="list-style-type: none"> <li>• Recyclable - local facilities exist that are capable of recycling the product at the end of its useful life;</li> <li>• Biodegradable - will not take a long time to decompose in landfill;</li> <li>• Contains recycled material (post-consumer recycled content preferred);</li> <li>• Minimal packaging (take-back and reuse/recycling by the supplier preferred);</li> <li>• Reusable and/or contains reusable parts;</li> <li>• Contains no or minimal hazardous substances;</li> <li>• Produces fewer and/or less polluting by-products during manufacture, distribution, use and disposal;</li> <li>• Produces the minimal amount of hazardous substances during production; use and disposal;</li> <li>• Makes efficient use of resources - a product that uses energy, fuel or water more efficiently or that uses less paper, ink or other resources; and/or</li> <li>• Durable - has a long economically useful life and/or can be economically repaired or upgraded.</li> </ul>
<b>Green Service</b>	A service acquired from a supplier who has a green operational policy and whose internal practices promote sustainability.
<b>Legal Name</b>	means the name of the company, corporation or other entity constituted as a legal person under which this person exercises its rights and performs its obligations.
<b>Operating Name</b>	means the name that is legally protected and used in the course of its business by a company, corporation or other entity legally constituted as a legal person, or by the individual.
<b>Post-Consumer Waste (PCW)</b>	Materials in a recycled product that are derived from businesses or consumers after having served their original intended use, and which have been separated or diverted from solid waste for the purpose of collection, recycling and disposition.
<b>Project</b>	A set of activities required to produce certain defined outputs, or to accomplish specific goals or objectives, within a defined schedule and resource budget. A project exists only for the duration of time required to complete its stated objectives.
<b>Proposal</b>	A solicited submission by one party to supply certain goods or services. The word "proposal" is used interchangeably with "bid".
<b>RFP</b>	Request for Proposal



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

#### 1.4 DEBRIEFINGS

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





## PART 2 BIDDER INSTRUCTIONS

### 2.1 MANDATORY REQUIREMENTS

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

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

### 2.2 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

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

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

#### 2.2.1 REVISIONS TO STANDARD INSTRUCTIONS 2003

The 2003 (2014-03-01) Standard Instructions - Goods or Services – Competitive Requirements as revised herein, are incorporated by reference into and form part of the solicitation.

Section 01 titled “Integrity Provisions – Bid”, is revised as follows:

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

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

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

Section 02 titled “Procurement Business Number”, is hereby deleted in its entirety and replaced with:

Suppliers should obtain a Business Number (BN) before contract award. Suppliers may register for a BN online at <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>.

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

Section 05 titled “Submission of Bids”, paragraph 2 (d) is deleted in its entirety and replaced with the following: “(d) send its bid only to the Canada Revenue Agency Bid Receiving Unit or to the address specified in the solicitation in Section 2.3.”

Section 05 titled “Submission of Bids” paragraph 4, delete sixty (60) days and replace with one hundred and eighty (180) days.

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

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



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

Section 11 titled "Rights of Canada", add the following:

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

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

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

#### 17 Joint Venture

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



Authority shall result in elimination of the bid or if such change occurs after contract award shall be deemed to be default under the Contract.

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

**2.3 SUBMISSION OF PROPOSALS**

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

BIDDERS ARE TO SUBMIT PROPOSALS TO:

Canada Revenue Agency  
Bid Receiving Unit  
Ottawa Technology Centre  
Receiving Dock  
875 Heron Road, Room D-95  
Ottawa, ON K1A 1A2

Telephone No: (613) 941-1618

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

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

**2.4 COMMUNICATIONS - SOLICITATION PERIOD**

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

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

All enquiries regarding the RFP must be submitted in writing to the Contracting Authority named below as early as possible within the solicitation period to allow sufficient time to provide a response. The following schedule applies to this RFP:

RFP 1000321252 released:	<i>December 24, 2014</i>
First deadline for questions on RFP: (at Noon EST)	<i>January 9, 2015</i>
RFP Amendment (Q&A) released (estimated)	<i>January 14, 2015</i>
Second deadline for questions on RFP: (at Noon EST)	<i>January 20, 2015</i>
RFP Amendment (Q&A) released (estimated)	<i>January 23, 2015</i>
RFP closing date:	<i>February 2, 2015</i>



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

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

## **2.5 CONTRACTING AUTHORITY**

The Contracting Authority is:

Name: Henrique Carrera  
Telephone Number: (613)946-8178  
Fax Number: (613) 948-2459  
E-mail address: [Henrique.Carrera@cra-arc.gc.ca](mailto:Henrique.Carrera@cra-arc.gc.ca)

## **2.6 AMENDMENTS TO BIDDER'S PROPOSAL**

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

## **2.7 APPLICABLE LAWS**

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

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



### PART 3 PROPOSAL PREPARATION INSTRUCTIONS

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

#### Section I Technical Proposal

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

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

**The Bidder must complete and sign the front page (page 1) of the RFP and return it with their submitted proposal. The Bidder’s complete legal name must be properly set out on the front page.**

#### Section II Financial Proposal

The Bidder shall provide prices for the services requested in the Statement of Work, using the format outlined in Attachment 3: Financial Proposal. The total amount of Applicable Taxes must be shown separately, if applicable.

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

#### *Exchange Rate Fluctuation Risk Mitigation*

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

#### Section III Certifications

Please refer to Part 5 “Certifications” of this document for more details on the certifications that are required for this solicitation.

### 3.1 NUMBER OF COPIES

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

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

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

- Microsoft Office 2010
- Supporting information and certifications can be provided in Adobe PDF format.



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

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

### 3.2 BID FORMAT

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

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

#### **Sustainable Development**

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

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

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

It is the policy of the CRA to:

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

Contractors are encouraged to identify the way that their products and/or services benefit the environment and align with the CRA Sustainable Development Strategy which can be found at <http://www.cra-arc.gc.ca/gncy/sstnbl/menu-eng.html>



### 3.3 PRIORITY OF DOCUMENTS FOR REQUEST FOR PROPOSAL

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

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

- a) This Request for Proposal and Attachments 1-5, and any amendments; excluding Part 7 Model Contract and Annexes A to E;
- b) Standard Instructions 2003, (2014-03-01) Goods or Services – Competitive Requirements as amended in # this RFP;
- c) Part 7 – Model Contract;
- d) General Conditions 2035, Higher Complexity - Services (2014-03-01) as amended in the Model Contract in Section 7 of the RFP;
- e) Annex A – Statement of Work and any attachments;
- f) Annex B – Basis of Payment
- g) Annex C – Security Requirements Check List (SRCL);
- h) Annex D – Insurance Requirements;
- i) Annex E: – Fitness to Work Evaluation and Special Exams Progressive Payment Process



## **PART 4 EVALUATION AND SELECTION**

### **4.1 GENERAL**

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

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

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

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

### **4.2 STEPS IN THE EVALUATION PROCESS**

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

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

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

#### **STEP 1 – EVALUATION AGAINST MANDATORY CRITERIA**

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

#### **STEP 2 – EVALUATION AGAINST POINT-RATED CRITERIA**

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

#### **STEP 3 – EVALUATION OF FINANCIAL PROPOSALS**

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





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

Bidders must provide a price, percentage, or weight, as applicable, for each item identified in the format specified in Attachment 3: Financial Proposal. Ranges (e.g., \$10-\$13) are not acceptable.

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

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

1. The CRA Contracting Authority will notify the Bidder of any omission(s) in its financial proposal and give it the opportunity to withdraw its bid, or agree to the following process:
  - If the Bidder does not wish to withdraw its bid, the CRA will insert a price, a percentage or a weight, of \$0.00, 0.00%, or 0.0000 lbs., as applicable for evaluation purposes, for all cells in which financial information is omitted. The corresponding price, percentage, or weight of \$0.00, 0.00%, or 0.0000 lbs., as applicable would also be reflected in any resulting contract and the Bidder would be obliged to honour those prices for the period of the contract, including any option period, as applicable.
  - The Bidder must advise the Contracting Authority of its decision to withdraw the bid or agree to the process described above in writing, within two **(2) business days** of notification. If the Bidder does not respond within the two (2) business days, CRA will render the bid non-responsive and the bid will receive no further consideration.

#### **STEP 4 – BASIS OF SELECTION**

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

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the solicitation; and
  - b. meet all mandatory criteria; and
  - c. obtain the required minimum of **65%** points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 388 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
3. The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained divided by the maximum number of points available multiplied by the ratio of 70%.
5. To establish the pricing score, the overall price score for each responsive bid will be determined as follows: lowest evaluated Bidder's price divided by each responsive Bidder's price, multiplied by the ratio of 30%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.



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

Bidder	Technical Points out of 388	Technical Merit Score (70%)	Bid Price	Price Score (Y) (30%)	Total Combined Rating (X+Y)
1	252	$252/388 \times 70 = 45.46$	<b>\$500,000*</b>	$500,000/500,000 \times 30 = 30$	75.46
2	270	$270/388 \times 70 = 48.71$	\$540,000	$500,000/540,000 \times 30 = 27.78$	76.49
3	279	$279/388 \times 70 = 50.34$	\$580,000	$500,000/580,000 \times 30 = 25.86$	76.20
4	<b>316</b>	<b><math>316/388 \times 70 = 57.01</math></b>	<b>\$700,000</b>	<b><math>500,000/700,000 \times 30 = 21.43</math></b>	<b>78.44***</b>
5	<b>372**</b>	$372/388 \times 70 = 67.11$	\$2,000,000	$500,000/2,000,000 \times 30 = 7.50$	74.61

\*Lowest priced technically compliant proposal (Bidder 1)

\*\*Highest scoring technically compliant proposal (Bidder 5)

\*\*\*Winning proposal (Bidder 4)

The Bidder, having passed the requirements for this step, will proceed to Step 5.

**STEP 5 –SELECTION**

The Bidder with the highest ranked responsive bid and having passed all of the Step 4 requirements as described above will be considered the successful Bidder for this requirement and will be recommended for award of a contract.

**STEP 6 – CONDITIONS PRECEDENT TO CONTRACT AWARD**

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

**STEP 7 – CONTRACT ENTRY**

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



## **PART 5 CERTIFICATIONS**

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

Canada will declare a bid non-responsive if:

- Certifications are completed incorrectly; or
- Legal name is not provided; or
- Required signatures are missing; or
- Certifications are not submitted as requested.

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.

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

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

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



## **PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 HEALTH PRACTITIONER CREDENTIALS**

The Bidder must provide a copy of the applicable credentials (license, certification, years of experience) for each proposed health practitioner identified in Attachment 2, Table R2.1 within ten (10) working days written request from the Contracting Authority.

### **6.2 SECURITY REQUIREMENTS**

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

1. Before award of a contract, the following conditions must be met:
  - a) the Bidder must hold a valid Designated Organizational Screening (DOS) granted by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada as indicated in Part 7- Model Contract.
  - b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Model Contract.
  - c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. It is the responsibility of the Bidder, to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the sole discretion of the Contracting Authority.

### **INSTRUCTIONS FOR BIDDERS WHO REQUIRE SECURITY CLEARANCES**

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

### **6.3 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 solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

### **6.4 LIST OF PROPOSED SUBCONTRACTORS**

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



## **PART 7 MODEL CONTRACT**

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

### **7.1 AGENCY RESTRUCTURING**

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

### **7.2 REQUIREMENT**

To provide Health Assessment and Accommodation Services in accordance with Annex A Statement of Work (SOW) attached hereto and forming part of this Contract, and the Contractor's proposal dated (yyyy-mm-dd).

### **7.3 PERIOD OF CONTRACT**

The period of the Contract is from date of Contract award to two (2) years from date of Contract award inclusive.

### **7.4 OPTIONS**

#### **7.4.1 OPTION TO EXTEND THE CONTRACT**

The Contractor hereby grants to Canada Revenue Agency an irrevocable option to extend the Contract period for up to three (3) additional periods in one year increments, under the same terms and conditions, and prices/rates detailed in the Basis of Payment herein.

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

#### **7.4.2 OPTION TO ADD, REMOVE OR MODIFY SERVICES AND LOCATIONS**

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

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

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

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

### **7.5 SECURITY REQUIREMENTS**

Contractor personnel will be subject to the local CRA office access control procedures during core business hours. The CRA core business hours are between 8:00 a.m. to 5:00 p.m. (local time), Monday-Friday excluding statutory holidays, unless otherwise stated in Annex A: Statement of Work.

#### **7.5.1 Security Requirements – Canadian Contractors**

##### **Document Safeguarding and/or Production Capabilities – with Computer Systems**

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site(s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must not remove any Protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.



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

#### 7.5.2 Security Requirements – non-Canadian Contractors

##### **Document Safeguarding and / or Production Capabilities – with Computer Systems**

1. The Contractor personnel and/or subcontractor personnel requiring access to Protected information, assets or sensitive work site (s) must each hold a valid Reliability screening, granted by the Security and Internal Affairs Directorate (SIAD) of the Canada Revenue Agency (CRA) or granted/approved by the Canadian Industrial Security Directorate (CIISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor must, at all times during the performance of the Contract, hold an approved facility clearance for Document Safeguarding at the Protected B level issued or granted by CIISD or a letter issued by the SIAD confirming that the facility is approved and meets the CRA security requirements.
3. Subcontracts during the performance of the Contract must include the security requirements for an approved Document Safeguarding at the level of Protected B as issued or granted by CIISD or be a facility approved by the SIAD of the CRA. Before performing any work, the Contractor must ensure that the sub-contractor holds an approved Facility for Document Safeguarding at the Protected B level issued or granted by the CIISD or a letter issued by the SRMIAD confirming that the facility is approved and meets the CRA security requirements.
4. The Contractor must not remove any protected information or assets from the identified and approved work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
5. Processing of material only at the Protected B level is permitted under this contract. The work must be done either on a separate stand-alone computer system at the Contractor's site or on a restricted directory that is only accessible to Contractor personnel who have the need-to-know for the performance of the Contract.
6. Notwithstanding paragraph 1, Subcontracts which contain security requirements are not to be awarded without the prior written permission of CRA.
7. The Contractor must comply with the provisions of the:
  - Security Requirement Check List (SRCL), attached as Annex C of the Contract; and
  - Security Requirements for Protection of Sensitive Information (July 24, 2013) issued by CRA, Security and Internal Affairs Directorate and found at the following link <http://www.cra-arc.gc.ca/gncy/prcrmnt/menu-eng.html>

## 7.6 AUTHORITIES

### 7.6.1 CONTRACTING AUTHORITY

The Contracting Authority for the Contract is:

Name: Henrique Carrera

Telephone Number: (613) 946-8178



Fax Number: (613) 948-2459

E-mail address: [Henrique.carrera@cra-arc.gc.ca](mailto:Henrique.carrera@cra-arc.gc.ca)

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

7.6.2 PROJECT AUTHORITY

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

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

The Project Authority will be responsible for:

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

*To be completed at the time of Contract award.*

Name: \_\_\_\_\_

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

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

7.6.3 CONTRACTOR'S REPRESENTATIVE

*To be completed at the time of Contract award.*

Name: \_\_\_\_\_

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

Telephone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Contractor's representative for the contract.



## 7.7 CONTRACT FOR WORK ON AN “AS AND WHEN REQUESTED” BASIS

- a) Under the terms of the Contract, the Contractor shall provide to the CRA the Work described in the Contract as and when requested by the CRA during the period of the Contract.
- b) The CRA’s obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at the CRA’s option, to pay the Contractor in accordance with the following provisions at the end of the Contract. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the work described in the Contract.
- c) The CRA’s maximum liability for Work performed under the Contract shall not exceed the Minimum Contract Value, unless an increase is authorized in writing by the CRA.
- d) In the event that the CRA does not request Work in the amount of the Minimum Contract Value during the period of the Contract, the CRA shall pay to the Contractor the difference between the Minimum Contract Value and the cost of the Work requested during the Contract.
- e) The CRA shall have no obligation under this clause in the event that the CRA terminates the Contract in whole or in part for default.
- f) The CRA shall have no obligation under this clause in the event that the Contractor declines to accept work more than three times during the period of the Contract.
- g) "Minimum Contract Value" means **\$120,000.00** for the Contract period, including any option periods.

## 7.8 STANDARD ACQUISITION CLAUSES AND CONDITIONS (SACC)

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

### 7.8.1 GENERAL CONDITIONS

2035 (2014-03-01), General Conditions – Higher Complexity - Services, apply to and form part of the Contract.

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

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

Section 16 titled “Payment Period” will not apply to payment made by credit cards.

Section 17 titled “Interest on Overdue Accounts” will not apply to payment made by credit cards.

Section 22 titled “Confidentiality”,

- Subsection 5 is hereby amended to delete:

Public Works and Government Services (PWGSC) and insert Canada Revenue Agency (CRA).

- Subsection 6 is hereby amended to delete: “PWGSC *Industrial Security Manual* and its supplements”, and insert: “Security Requirements for the Protection of Sensitive Information” issued by the CRA, Security and Internal Affairs Directorate (SIAD). The remainder of Section 22 remains unchanged.

Section 41 titled “Integrity Provisions - Contract”, subsection 1 is hereby deleted in its entirety and replaced with:

1. The Contractor must also comply with the terms set out in these Integrity Provisions.





## **7.9 HANDLING OF PERSONAL INFORMATION**

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

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

## **7.10 PROTECTION AND SECURITY OF DATA STORED IN DATABASES**

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada.
2. The Contractor must ensure that all data relating to the Contract is processed only in Canada.
3. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada.
4. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

## **7.11 BASIS OF PAYMENT**

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

## **7.12 LIMITATION OF PRICE**

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



## 7.13 TERMS OF PAYMENT

Payment by CRA to the Contractor for the Work shall be made by:

### 7.13.1 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work delivered has been accepted by Canada.

## 7.14 METHOD OF PAYMENT

At Canada's discretion the Contractor will be paid using either direct deposit, credit card or cheque. All communications regarding the specific method of payment, including changes thereto, will be in writing via email as it's not Canada's desire to formally amend this Contract if the payment method is changed.

At its sole discretion Canada may change the method of payment at any time during the period of the Contract, including any extension thereto, to one of the other two payment methods stated above.

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

### 7.14.1 Payment by Direct Deposit

The Contractor shall accept Direct Deposit for payment of the goods and/or services described herein. Payments by direct deposit will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-03-01) forming part of this Contract.

To complete or amend a direct deposit registration, the Contractor must complete the Vendor Electronic Payment Registration form accessible at: <http://www.cra-arc.gc.ca/E/pbg/tf/rc231/rc231-14e.pdf>.

It is the sole responsibility of the Contractor to ensure that the information and account number submitted to Canada via their Vendor Electronic Payment Registration form is up to date. Should the Contractor's information within the Vendor Electronic Payment Registration form not be accurate or up to date, the provisions identified herein under Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-03-01) forming part of this Contract will not apply, until the Contractor corrects the matter.

### 7.14.2 Payment by Credit Card

The Contractor shall accept Government of Canada Acquisition Cards (credit cards) for payment of the goods and/or services described herein. Payments by credit card will not be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-03-01) forming part of this Contract.

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

### 7.14.3 Payment by Cheque

The Contractor shall accept Government of Canada cheques for the payment of goods and/or services described herein. Payments by cheque will be subject to Article 16 – Payment Period and Article 17 - Interest on Overdue Accounts, set out in 2035 General Conditions (2014-03-01) forming part of this Contract.



## 7.15 DISCRETIONARY AUDIT

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

## 7.16 TRAVEL AND LIVING EXPENSES

The CRA will not cover any travel and living expenses except for requirements in the context of files related to Workers' Compensation Board (WCB) as specified herein.

In the context of files related to WCB, the Canada Revenue Agency will reimburse the Contractor should the Health Practitioner be asked to travel in providing services on a file in an area outside of their local area, and/or outside the three (3) hour radius in accordance with Annex A Statement of Work (SOW). This could occur when an expert witness is summoned to testify in front of a tribunal. In such situations, the Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices B, C and D of the CRA's Travel and Living Guidelines for Contractors (<http://www.cra-arc.gc.ca/gncy/prcrmnt/trvl-eng.html>), 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.

## 7.17 TAXES – FOREIGN BASED CONTRACTOR TAXES

Unless specified otherwise in the Contract, the price includes no amount for any federal excise tax, state or local sales or use tax, or any other tax of a similar nature, or any Canadian tax whatsoever. The price, however, includes all other taxes. If the Work is normally subject to federal excise tax, Canada will, upon request, provide the Contractor a certificate of exemption from such federal excise tax in the form prescribed by the federal regulations.

Canada will provide the Contractor evidence of export that may be requested by the tax authorities. If, as a result of Canada's failure to do so, the Contractor has to pay federal excise tax, Canada will reimburse the Contractor if the Contractor takes such steps as Canada may require to recover any payment made by the Contractor. The Contractor must refund to Canada any amount so recovered.

## 7.18 INVOICING INSTRUCTIONS

Each invoice must be supported by:



- a) a copy of time sheets to support the time claimed;
- b) a copy of the release document and any other documents as specified in the Contract;
- c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses; (where applicable)
- d) a copy of the monthly progress report.
- e) contractor's business name and contact information
- f) invoice issued to: CRA & Requesting Manager's name
- g) invoice number
- h) confirmation number (tracking number from the CRA Service Request form)
- i) type of service delivered (e.g. fitness to work evaluation, psychoeducational assessment, etc.)
- j) date of service
- k) description of the service provided, including the breakdown between administrative costs and professional costs
- l) fees (firm rate or hourly rate)
- m) HST
- n) Tax number
- o) Total costs

1. Invoices must be distributed as follows:

- a) The original and one (1) copy must be forwarded to the Project Authority of the Contract, identified under the section entitled "Authorities", for certification and payment.
- b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 7.19 INVOICING – SYNERGY ORDERS

### Task Authorizations and External Purchases:

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.
2. Invoices must be distributed as follows:
  - a) The original and one (1) copy must be forwarded to the Project/Technical Authority of the Contract identified under the section entitled "Authorities" 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 (The person to whom goods are shipped).

## 7.20 CERTIFICATIONS

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 it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.



#### 7.20.1 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.

#### 7.21 JOINT VENTURE

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

In the case of a contractual joint venture, no dispute, claim or action for damages, whether based in contract, or in tort, or any other theory of law, howsoever arising from the Request for Proposal, Contract, or any other related or subsequently issued documents including without limitation Task Authorizations, Contract Amendments, may be commenced, or brought against the CRA, including without limitation any of its officers, employees or agents unless each member of the joint venture is a party to such dispute, claim, or action (as the case may be).

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

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

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

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

#### 7.22 APPLICABLE LAWS

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

#### 7.23 APPLICABLE LEGISLATION, REGULATIONS, AND POLICIES

The following Acts and Policies apply to this requirement:

- *Privacy Act;*
- *Personal Information Protection and Electronic Documents Act;*
- *Canada Labour Code Part II;*
- *CRA Occupational Health and Safety Policy;*
- *CRA Security Policy; and*
- *CRA Injury and Illness Policy.*

The statutes are available from the following website: <http://laws.justice.gc.ca/>



## 7.24 PRIORITY OF DOCUMENTS

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

- a) The Articles of Agreement including all Annexes:
  - Annex A: Statement of Work and Attachments;
  - Annex B: Basis of Payment;
  - Annex C: Security Requirements Check List;
  - Annex D: Insurance Requirements;
  - Annex E: Fitness to Work Evaluation and Special Exams Progressive Payment Process.
- b) The Purchase Card Order (PCO) using the Synergy ordering system or an External Purchase outside the Synergy ordering system;
- c) The General Conditions 2035 Higher Complexity - Services (2014-03-01);
- d) The Solicitation No. 1000321252 dated *December 24, 2014* including any amendments thereto;
- e) The Contractor's proposal dated *(insert date of bid)*, *(If the bid was clarified, insert) as clarified on \_\_\_\_\_ (and insert date(s) of clarification(s)).*

## 7.25 TRAINING AND FAMILIARIZATION OF CONTRACTOR PERSONNEL

### Training of Contractor Personnel

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

### Familiarization Period

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

## 7.26 FOREIGN NATIONALS

### 7.26.1 Foreign Nationals (Canadian Contractor)

The Contractor must comply with Canadian immigration requirements applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Service Canada regional office to enquire about Citizenship and Immigration Canada's requirements to issue a temporary work permit to a foreign national. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

### 7.26.2 Foreign Nationals (Foreign Contractor)

The Contractor must comply with Canadian immigration legislation applicable to foreign nationals entering Canada to work temporarily in fulfillment of the Contract. If the Contractor wishes to hire a foreign national to work in Canada to fulfill the Contract, the Contractor should immediately contact the nearest Canadian Embassy, Consulate or High Commission in the Contractor's country to obtain instructions, information on Citizenship and



Immigration Canada's requirements and any required documents. The Contractor is responsible to ensure that foreign nationals have the required information, documents and authorizations before performing any work under the Contract in Canada. The Contractor is responsible for all costs incurred as a result of non-compliance with immigration requirements.

#### **7.27 INSURANCE REQUIREMENTS**

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

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

The Contractor must forward to the Contracting Authority within ten (10) business days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. 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.

#### **7.28 ALTERNATIVE DISPUTE RESOLUTION**

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

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

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

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

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

##### **7.28.1 Procurement Ombudsman**

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the Department of Public Works and Government Services Act will, on request and consent of the parties, participate in these meetings to resolve any such dispute, and subject to their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).

#### **7.29 CONTRACT ADMINISTRATION**

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (I) of the *Department of Public Works and Government Services Act* will review a complaint filed by *[the supplier or the contractor or the name the entity awarded this contract]* respecting administration of this contract if the requirements of Subsection 22.2(1) of the *Department of Public Works and Government Services Act* and Sections 15 and 16 of the *Procurement Ombudsman Regulations* have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of



the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at [boa.opo@boa.opo.gc.ca](mailto:boa.opo@boa.opo.gc.ca).

### **7.30 ANNEXES**

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

- ANNEX A: STATEMENT OF WORK
- ANNEX B: BASIS OF PAYMENT
- ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)
- ANNEX D: INSURANCE REQUIREMENTS
- ANNEX E: FITNESS TO WORK EVALUATION AND SPECIAL EXAMS PROGRESSIVE PAYMENT PROCESS





## ATTACHMENT 1: MANDATORY CRITERIA

### 1. EVALUATION PROCEDURES

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

### 2. MANDATORY TECHNICAL CRITERIA

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

Criteria	Mandatory Technical Criteria	Bid Preparation Instructions
<b>M1</b>	The Bidder must have provided Health Assessment and Accommodation Services as described in the Statement of work (SoW), one (1) of which must be Fitness to work evaluation/medical assessments either directly, or indirectly through subcontractor(s) or joint venture arrangements, to at least three (3) client organizations, in the past five (5) years from the date of bid closing. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.	To demonstrate compliance with this criteria the Bidder must provide the following information for each public or private sector organization cited: <ul style="list-style-type: none"> <li>• Overview of services provided.</li> <li>• Start and end dates for the provision for the services.</li> <li>• Name of client organization.</li> <li>• Names, titles, telephone numbers, and email addresses of the primary and secondary client contacts, who can confirm the information provided.</li> </ul>



Criteria	Mandatory Technical Criteria	Bid Preparation Instructions
<p><b>M2</b></p>	<p>The Bidder must have provided Health Assessment and Accommodation Services, as described in the Statement of Work (SOW), either directly or indirectly through subcontractor(s) or joint venture arrangements, within the past five (5) years from the date of bid closing, in a minimum of three (3) different regions* as defined by the CRA at Annex A: Statement of Work, and must include the province of Quebec. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>To be compliant with this criterion the Bidder must demonstrate that the three (3) following Health Assessment and Accommodation Services were provided in each region:</p> <ul style="list-style-type: none"> <li>• Fitness to Work Evaluations and</li> <li>• Psychoeducational Assessments, and,</li> <li>• Guidance relating to files subject to Workers' Compensation Board Claims (WCB) including at the appeal level in some of the regions, one of which must be Quebec.</li> </ul> <p>* National Capital Region, Atlantic Region, Ontario Region, Pacific Region, Prairie Region, Québec Region.</p>	<p>To demonstrate compliance with this criteria the Bidder must provide the following information:</p> <ul style="list-style-type: none"> <li>• Each region where the Bidder provided Health Assessment and Accommodation Services as described in the Statement of Work (SOW).</li> <li>• Overview of the services provided.</li> <li>• Name of client organization(s) in each region, as required.</li> <li>• Names, titles, telephone numbers, and email addresses of the primary and secondary client contacts, who can confirm the region and the service provided.</li> </ul>
<p><b>M3</b></p>	<p>At least one (1) of the client organizations cited in response to Mandatory Criterion M1 must have a minimum of 500 employees.</p>	<p>The Bidder must identify which of the client organizations cited in Mandatory Criterion M1 has a minimum of 500 employees.</p>
<p><b>M4</b></p>	<p>The Bidder's Health Assessment and Accommodation Services must be managed by a dedicated Administrator with a minimum of three (3) years of experience within the last five (5) years (from date of bid closing) in managing Health Assessment and Accommodation Services.</p> <p>The Administrator's role includes: coordinating the office administration and provision of occupational health services as described at Annex A: SOW, in partnership with the Medical Director.</p>	<p>The Bidder must provide a Curriculum Vitae (CV) of the proposed dedicated Administrator. The CV must clearly demonstrate that the dedicated Administrator meets the experience requirements.</p>



Criteria	Mandatory Technical Criteria	Bid Preparation Instructions
<b>M5</b>	<p>Quality assurance of the Bidder's Health Assessment and Accommodation Services must be provided by a licensed Physician with two (2) years of experience in providing quality assurance, which includes, but is not limited to, the following activities:</p> <ul style="list-style-type: none"> <li>• Review (random and upon request) of medical files and reports;</li> <li>• Identify issues and provide clarification when required; and</li> <li>• Implement corrective actions to ensure that all Health Assessment and Accommodation Services meet medical best practices and client requirements.</li> </ul>	<p>The Bidder must provide the Curriculum Vitae (CV) of the proposed licensed Physician, along with proof of license to practice medicine. The CV must clearly demonstrate that the licensed Physician meets the experience requirements.</p>
<b>M6</b>	<p>The Bidder must certify that the bidder is able to provide Health Assessment and Accommodation Services, in both official languages to either a CRA representative, or to an employee as required.</p>	<p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Attachment 4.</p>
<b>M7</b>	<p>The Bidder must certify that, when an employee will attend an appointment in person, the sites where Health Assessment and Accommodation Services will be performed are wheelchair accessible.</p>	<p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Attachment 4.1.</p>
<b>M8</b>	<p>The Bidder must certify that the Bidder will accommodate the needs of the deaf, hard of hearing, and visually impaired CRA employees, when requested by the CRA.</p>	<p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Attachment 4.1.</p>
<b>M9</b>	<p>The Bidder must certify that the sites where Health Assessment and Accommodation Services will be performed comply in appearance with the professional standards in terms of relation to their regulated health care profession's standards and guidelines (e.g., College of Physicians &amp; Surgeons, College of Nurses etc.).</p>	<p>To demonstrate compliance, the Bidder must sign the relevant certification document found in Attachment 4.</p>



## ATTACHMENT 2: POINT RATED CRITERIA

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

Rated Criteria No.	Evaluation Subject	Points Available
<b>R1</b>	<b>Current Corporate Capability</b>	<b>210</b>
R1.1	Experience Providing Health Assessment and Accommodation Services	36
R1.2	Experience Providing Multiple Health Assessment and Accommodation Services Described in the SOW	36
R1.3	Experience in providing guidance related to Workers Compensation Board (WCB) and la Commission de la santé et de la sécurité du travail (CSST) files	36
R1.4	Geographic Capacity	72
R1.5	Size of Client Organizations	30
<b>R2</b>	<b>Strategy to Meet CRA's Needs</b>	<b>60</b>
R2.1	Geographic Capacity for Health Assessment and Accommodation Services	40
R2.2	Experience of the Dedicated Administrator	10
R2.3	Experience of Licensed Physician	10
<b>R3</b>	<b>Service Delivery</b>	<b>113</b>
R3.1	Service Standards	53
R3.2	Practice Management Software	16
R3.3	Credentials Management Process	16
R3.4	Procedures for Measuring Client Satisfaction	16
R3.5	Statistical Capability	12
<b>R4</b>	<b>Sustainable Development</b>	<b>5</b>
R4.1	Environmental Strategy	5
<b>Total</b>		<b>388</b>
<b>Mandatory Minimum Score Total 65%</b>		<b>252</b>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R1</b>	<b>Corporate Capability</b>		
<b>R1.1</b>	<p><b>Experience providing Health Assessment and Accommodation Services</b></p> <p>This criterion will evaluate the <b>number of consecutive years of experience</b>, up to the date of bid closing, the Bidder has in providing Health Assessment and Accommodation Services, either directly, or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>The Bidder's proposal should specify the number of consecutive years the Bidder has provided Health Assessment and Accommodation Services, and should provide the following information:</p> <ul style="list-style-type: none"> <li>• A client history for the consecutive years of experience specified. This can be more than one client, but the years of experience must be consecutive.</li> <li>• The start and end dates for the provision of services for each client cited.</li> </ul>	36	<p>To obtain points for this criterion, the Bidder's proposal should specify the period of time (duration in years) for which it has been consecutively providing Health Assessment and Accommodation Services, either directly, or indirectly through subcontractor(s) or joint venture arrangements.</p> <p>The points will be awarded as follows:</p> <p><b>0 Points</b> – less than 1 year</p> <p><b>24 Points</b> – 1 year to less than 3 years</p> <p><b>30 Points</b> - 3 years to less than 7 years</p> <p><b>36 Points</b> - 7 years or more</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<p><b>R1.2</b></p>	<p><b>Experience Providing Multiple Health Assessment and Accommodation Services Described in the SOW</b></p> <p>This criterion will evaluate the experience the Bidder has in providing multiple Health Assessment and Accommodation Services as described in the SOW, either directly, or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>The Bidder should identify up to three (3) client organizations for which the Bidder provided Health Assessment and Accommodation Services, which must include Fitness to work evaluations for a minimum of one (1) year, either directly or through subcontractor(s) or joint venture arrangements.</p> <p>For each client organization cited the Bidder should provide the following information:</p> <ul style="list-style-type: none"> <li>• Overview of services provided.</li> <li>• Start and end dates for the provision of services.</li> <li>• Name of client organization.</li> <li>• Names, titles, telephone numbers, and email addresses of the primary and secondary client contacts, who can confirm the information provided.</li> </ul>	<p>36</p>	<p>For each of the three (3) client organizations cited, the following points will be awarded based on the types of services the Bidder has provided, directly or indirectly through subcontractor(s) or joint venture arrangements.</p> <p><b>8 Points</b> – four (4) types of Health Assessment and Accommodation Services that include all of the following:</p> <ul style="list-style-type: none"> <li>• Fitness to work evaluations;</li> <li>• Psychoeducational assessments;</li> <li>• Providing guidance pertaining to Workers Compensation Board (WCB) related files at the provincial level; and,</li> <li>• Consultative Services.</li> </ul> <p><b>12 Points</b> – five (5) or more types of Health Assessment and Accommodation Services that include all of the following and others:</p> <ul style="list-style-type: none"> <li>• Fitness to work evaluations;</li> <li>• Psychoeducational assessments;</li> <li>• Providing guidance pertaining to Workers Compensation Board (WCB) related files at the provincial level; and</li> <li>• Consultative Services.</li> </ul> <p>Each client organization will be scored separately.</p> <p>A maximum of 12 points are available for each client organization. Each client organization will be scored separately.</p> <p>A maximum of 12 points are available for each client organization.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R1.3</b>	<p>Experience in providing guidance related to Workers Compensation Board (WCB) and la Commission de la santé et de la sécurité du travail (CSST) files, either directly or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>The Bidder should identify up to three (3) client organizations for which the Bidder provided guidance related to Workers Compensation Board (WCB) and la Commission de la santé et de la sécurité du travail (CSST) within the last five (5) years, either directly or through subcontractor(s) or joint venture arrangements.</p> <p>For each client organization cited the Bidder should provide the following information:</p> <ul style="list-style-type: none"><li>• Overview of services provided.</li><li>• Start and end dates for the provision of services.</li><li>• Name of client organization.</li><li>• Names, titles, telephone numbers, and email addresses of the primary and secondary client contacts, who can confirm the information provided.</li></ul>	36	<p>Has provided guidance on WCB files for</p> <p><b>0 Points</b> – less than 1 year.</p> <p><b>24 Points</b> – 1 year to less than 3 years.</p> <p><b>30 Points</b> - 3 years to less than 7 years.</p> <p><b>36 Points</b> - 7 years or more.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<p><b>R1.4</b></p>	<p><b>Geographic Capacity</b></p> <p>This criterion will evaluate the number of Regions in which the Bidder has provided Health Assessment and Accommodation Services as described in the SOW, either directly or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>The Bidder should indicate the CRA regions*, as defined by the CRA at Annex A: Statement of Work in which the Bidder has provided Health Assessment and Accommodation Services to at least three (3) client organizations, within the past five (5) years from the date of bid closing. For each region, the Bidder should provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of client organization(s)</li> <li>• Overview of services provided for each client organization.</li> <li>• Start and end dates of the provision of services.</li> <li>• Names, titles, telephone numbers, and email addresses of the primary and secondary client contacts, who can confirm the information provided.</li> </ul> <p>* National Capital Region, Atlantic Region, Ontario Region, Pacific Region, Prairie Region, Québec Region.</p>	<p>72</p>	<p>Points will be awarded based on the number of regions where health evaluations as described in the SOW were provided, as follows:</p> <p>Points will only be awarded where health evaluations, as described in the SOW, were provided to at least three (3) client organizations, within the past five (5) years from the date of bid closing.</p> <p><b>0 Points</b> – less than three (3) regions;</p> <p><b>8 Points</b> – four (4) regions;</p> <p><b>16 Points</b> – five (5) regions;</p> <p><b>24 Points</b> – six (6) regions.</p> <p>Each client organization will be scored separately.</p> <p>A maximum of 24 points are available for each client organization.</p>





Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R1.5</b>	<p><b>Size of Client Organizations</b></p> <p>This criterion will evaluate the size of the client organization for which the Bidder has provided Health Assessment and Accommodation Services as described in the SOW, either directly or indirectly through subcontractor(s) or joint venture arrangements. For more certainty, services provided through subcontractor(s) will be deemed acceptable only if the Bidder was the primary Contractor for these services.</p> <p>The Bidder should provide the name of up to two (2) client organizations for which the Bidder has provided Health Assessment and Accommodation Services and for each client organization cited provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of client organization(s)</li> <li>• Overview of the types of services provided, including Fitness to Work Evaluations.</li> <li>• The number of employees of the client organization at the time the provision of services commenced.</li> <li>• Names, titles telephone numbers and email addresses of the primary and secondary client contacts who can confirm the information provided.</li> </ul>	30	<p>For each client organization cited, the following points will be awarded based on the number of employees at the time the provision of services commenced.</p> <p>The points will be awarded as follows:</p> <p><b>0 Points</b> – The client organization has 500 employees or less.</p> <p><b>6 Points</b> – The client organization has between 501 and 1,500 employees.</p> <p><b>9 Points</b> – The client organization has between 1,501 and 3,000 employees.</p> <p><b>12 Points</b> – The client organization has between 3,001 and 5,000 employees.</p> <p><b>15 Points</b> – The client organization has more than 5,000 employees.</p> <p>Each client organization will be scored separately.</p> <p>A maximum of 15 points are available for each client organization.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R2</b>	<b>Strategy to Meet CRA's needs</b>		
<b>R2.1</b>	<p><b>Geographic Capacity for Health Assessment and Accommodation Services</b></p> <p>This criterion will evaluate the Bidder's ability to provide health evaluations, as described in the SOW, within a three (3) hour travel time by private vehicle from each CRA office listed at Annex A of the SOW.</p> <p>The Bidder should identify all the CRA offices for which the Bidder will be able to provide health evaluations and provide the following information for each office identified:</p> <ul style="list-style-type: none"> <li>The municipal address of at least one (1) physician that will provide health evaluations to the identified CRA office.</li> </ul> <p>The Bidder may provide one (1) physician for multiple CRA offices, as long as the physician's location meets the three (3) hours travel time by private vehicle stipulation.</p> <p>When responding to this criterion, the Bidder is to complete and submit Table R2.1</p> <p>The CRA will verify the information provided by the Bidder using MapQuest, Google Maps or Yahoo Canada Maps, etc.</p>	40	<p>The following points will be awarded based on the information provided in the Bidder's proposal regarding the Bidder's ability to provide health evaluations to CRA offices listed at Annex A of the SOW.</p> <p><b>0 Points</b> - The Bidder's proposal does not contain any information on its ability to provide health evaluations to CRA offices or demonstrates ability to provide health evaluations to <b>less than 50% (58) of the CRA offices</b>, within a three (3) hour travel time by private vehicle.</p> <p><b>10 points</b> – The Bidder's proposal demonstrates its ability to provide health evaluations to at least <b>50% (58) but less than 80% (92) of the CRA offices</b>, within a three (3) hour travel time by private vehicle.</p> <p><b>20 points</b> – The Bidder's proposal demonstrates its ability to provide health evaluations to at least <b>80% (92) but less than 95% (109) of the CRA offices</b>, within a three (3) hour travel time by private vehicle.</p> <p><b>25 points</b> – The Bidder's proposal demonstrates its ability to provide health evaluations to at least <b>95% (109) but not all 115 of CRA offices</b>, within a three (3) hour travel time by private vehicle.</p> <p><b>40 points</b> – The Bidder's proposal demonstrates its ability to provide health evaluations <b>to all 115 CRA locations</b>, within a three (3) hour travel time by private vehicle.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R2.2</b>	<p><b>Experience of the Dedicated Administrator</b></p> <p>This criterion will evaluate the number of years of experience of the proposed Administrator in managing Health Assessment and Accommodation Services.</p> <p>To obtain points for this criterion, the Curriculum Vitae provided for the proposed Administrator must clearly outline the number of years of experience in managing Health Assessment and Accommodation Services.</p>	10	<p>The following points will be awarded based on the number of years of experience of the proposed Administrator, as demonstrated in the Curriculum Vitae provided.</p> <p>The points will be awarded as follows:</p> <p><b>0 Points</b> – Less than four (4) years of experience in managing Health Assessment and Accommodation Services.</p> <p><b>5 Points</b> - four (4) years of experience in managing Health Assessment and Accommodation Services.</p> <p><b>7 Points</b> - Five (5) to six (6) years of experience in managing Health Assessment and Accommodation Services.</p> <p><b>10 Points</b> - Seven (7) years or more of experience in managing Health Assessment and Accommodation Services.</p>
<b>R2.3</b>	<p><b>Experience of Licensed Physician in Providing Oversight and Quality Assurance.</b></p> <p>This criterion will evaluate the number of years of experience of the proposed licensed Physician, in providing oversight, and quality assurance for Health Assessment and Accommodation Services.</p> <p>To obtain points for this criterion, the Curriculum Vitae provided for the proposed Physician must clearly outline the number of years of experience in this role.</p>	10	<p>The following points will be awarded based on the number of years of experience of the proposed licensed Physician's, as demonstrated in the Curriculum Vitae provided.</p> <p><b>0 Points</b> - less than one (1) year of experience in providing oversight, and quality assurance for Health Assessment and Accommodation Services.</p> <p><b>5 Points</b> - Three (3) to four (4) years of experience in providing oversight, and quality assurance for Health Assessment and Accommodation Services.</p> <p><b>10 Points</b> - Five (5) or more years of experience in providing oversight, and quality assurance for Health Assessment and Accommodation Services.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R3</b>	<b>Service Delivery</b>		
<b>R3.1</b>	<p><b>Service Standards</b></p> <p>This criterion will evaluate the Bidder's established and published service standards or proposed service standards to ensure the delivery of the services within set timeframes.</p> <p>The Bidder should provide a copy (hard copy or website link) of its <b>current</b> published service standards or proposed service standards for the following services:</p> <ol style="list-style-type: none"> <li>1) Fitness to work evaluations;</li> <li>2) Psychoeducational assessments;</li> <li>3) Guidance pertaining to WCB files;</li> <li>4) Consultative services, various.</li> </ol>	53	<p>The following points will be awarded based on the information provided regarding the Bidder's current or proposed service standards:</p> <p><b>0 Points</b> - The Bidder's proposal does not provide any information on its service standards or its service standards do not meet CRA's standards.</p> <p><b>1) <u>Fitness to work Evaluation</u></b></p> <p><b><u>Scheduling an appointment:</u></b></p> <p><b>4 Points</b> – if the standard for scheduling an appointment is five (5) or less business days from receipt of Service Request.</p> <p><b><u>Completing the fitness to work evaluation:</u></b></p> <p><b>3 Points</b> – if the standard for completing the work is four (4) weeks from acknowledgement of a Service Request;</p> <p><b>5 Points</b> – if the standard for completing the work is less than four (4) weeks from acknowledgement of a Service Request.</p> <p><b><u>Submitting the final report:</u></b></p> <p><b>5 Points</b> – if the standard for submitting the final report is ten (10) or less business days from the date the evaluation was completed.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
			<p><b>2) <u>Psychoeducational assessments</u></b></p> <p><b><u>Scheduling an appointment:</u></b></p> <p><b>4 Points</b> – if the standard for scheduling an appointment is five (5) or less business days from receipt of Service Request.</p> <p><b><u>Completing the assessment:</u></b></p> <p><b>3 Points</b> – if the standard for completing the work is four (4) weeks from acknowledgement of a Service Request.</p> <p><b>5 Points</b> – if the standard for completing the work is less than four (4) weeks from acknowledgement of a Service Request.</p> <p><b><u>Submit the completed template to CRA:</u></b></p> <p><b>5 Points</b> – if the standard for submitting the completed template is ten (10) or less business days from the date the assessment was completed.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
			<p><b>3) <u>Providing guidance pertaining to WCB related files:</u></b></p> <p><b><u>File review:</u></b></p> <p><b>5 Points</b> - if the standard for providing comments following a file review is less than two (2) business days from receipt of a Service Request.</p> <p><b><u>Completing the assessment of an employee:</u></b></p> <p><b>5 Points</b> – if the standard for completing the work is less than ten (10) business days from receipt of a Service Request.</p> <p><b><u>Submitting the preliminary report:</u></b></p> <p><b>5 Points</b> – if the standard for submitting the preliminary report is within forty eight (48) hours from the date the evaluation was completed.</p> <p><b><u>Specialist expertise report:</u></b></p> <p><b>5 Points</b> - if the standard for submitting the specialist report is less than ten (10) business days from the date the employee was assessed.</p> <p><b><u>Expert Witness Report:</u></b></p> <p><b>3 Points</b> - if the service standard for submitting expert witness report is exactly fifteen (15) business days before the hearing date;</p> <p><b>5 Points</b> - if the service standard for submitting expert witness report is a minimum of fifteen (15) business days before the hearing date.</p>
			<p><b>4) <u>Consultative Services - Various:</u></b></p> <p><b>5 Points</b> - if the service standard for providing the service is less than five (5) business days from receipt of Service Request.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
R3.2	<p><b>Use of a Practice Management Software Suite</b></p> <p>This criterion will evaluate the Practice Management Software suite utilized by the Bidder.</p> <p>The Bidder should describe the Practice Management Software it currently utilizes to manage its Health Assessment and Accommodation Services provision, and demonstrate that it includes the following functionalities:</p> <ul style="list-style-type: none"><li>• appointment schedule management</li><li>• service follow-up</li><li>• automated billing</li></ul>	16	<p>The following points will be awarded based on the information provided in the Bidder's proposal regarding the Bidder's Practice Management Software.</p> <p><b>0 Points</b> - The Bidder's proposal does not demonstrate that the Bidder utilizes a Management Software suite.</p> <p><b>7 Points</b> - The Bidder's proposal demonstrates that the Bidder uses a Management Software suite, but it does not include any of the listed functionalities.</p> <p><b>10 Points</b> The Bidder's proposal demonstrates that the Bidder uses a Management Software suite which includes <b>1</b> of the listed functionalities.</p> <p><b>13 Points</b> - The Bidder's proposal demonstrates that the Bidder uses a Management Software suite which includes <b>2</b> of the listed functionalities.</p> <p><b>16 Points</b> - The Bidder's proposal demonstrates that the Bidder uses a Management Software suite which includes <b>3</b> of the listed functionalities.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<p><b>R3.3</b></p>	<p><b>Credentials Verification Process</b></p> <p>This criterion will evaluate the rigour of Credential Verification Processes in terms of providing on-going assurance that credentials are valid and that professionals are in good standing throughout the lifetime of a contract.</p> <p>The Bidder should describe the processes it employs to conduct credential checks for employees, subcontractors or joint venture partners, and identify the following:</p> <ol style="list-style-type: none"> <li>1. The screening tools or solution used to ensure that its professionals, whether employees or subcontractors:               <ol style="list-style-type: none"> <li>a. Are licensed, registered, or certified, in accordance with applicable provincial regulations.</li> <li>b. Are not under investigation.</li> <li>c. Have no criminal record.</li> <li>d. Carry the appropriate professional liability insurance.</li> </ol> </li> <li>2. The established schedule for conducting credential checks.</li> </ol>	<p>16</p>	<p>The following points will be awarded based on the information provided in the Bidder's proposal regarding its Credential Verification Processes.</p> <p><b>0 Points</b> - The Bidder's proposal does not provide any information on its credential verification processes, or does not provide specifics, or the Bidder's credential verification process does not cover all of the four (4) items listed under 1. (a, b, c, and d).</p> <p><b>12 Points</b> – The Bidder's proposal demonstrates that the Bidder conducts credential checks to ensure that its professionals, whether employees, subcontractors, or joint venture partners:</p> <ol style="list-style-type: none"> <li>a. Are licensed, registered, or certified, in accordance with applicable provincial regulations.</li> <li>b. Are not under investigation.</li> <li>c. Have no criminal record.</li> <li>d. Carry the appropriate professional liability insurance.</li> </ol> <p><b>4 Points</b> – Four additional points will be awarded if the description of the process provides information to demonstrate that the credential checks are scheduled to coincide with the expiration of the license or certification (as applicable), or are performed on an ad-hoc basis several times per year. These additional points will <u>not</u> be awarded if point number 1 is not addressed completely.</p>





Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
R3.4	<p><b>Procedure for Measuring Client Satisfaction and Complaint Resolution Process</b></p> <p>This criterion will evaluate the effectiveness of the Bidder's procedures for measuring client satisfaction and client complaint resolution process.</p> <p>The Bidder should describe its processes for measuring client satisfaction and how it determines the appropriate course of action to address issues or problems reported. These may include, but not be limited to, the following:</p> <ul style="list-style-type: none"> <li>• Policy or Directives on client satisfaction;</li> <li>• Measurement tools used such as surveys, interviews, evaluations, focus groups, or client advisory groups, etc.;</li> <li>• Actions taken as a result of a feedback received from the interviews, evaluations or other measurement tools;</li> <li>• Description of the approach taken to resolve problems or client concerns;</li> <li>• Statistical information on client satisfaction;</li> <li>• Training material or information on how to handle client's concerns;</li> <li>• Examples of problems solved;</li> <li>• Examples of remedial action(s) such as redoing health assessments, documentation reviews, etc., at no charge.</li> </ul>	16	<p>The following points will be awarded based on the information provided in the Bidder's proposal regarding the Bidder's procedures for measuring client satisfaction and complaint resolution process when issues are identified.</p> <p><b>0 Points</b> - The Bidder's proposal does not contain any information on its procedures for measuring client satisfaction and taking remedial action when issues are identified.</p> <p><b>5 points</b> – The Bidder's proposal in response to this criterion includes 1-2 of the listed items.</p> <p><b>11 points</b> – The Bidder's proposal in response to this criterion includes 3-5 of the listed items.</p> <p><b>16 points</b> – The Bidder's proposal in response to this criterion includes more than 5 of the listed items.</p> <p>The CRA may award points for items which are not listed herein yet are deemed by the CRA to be valid responses which address the criteria.</p>



Criteria	Point-Rated Technical Criteria	Points Available	Allocation of Points
<b>R3.5</b>	<p><b>Statistical Capability</b></p> <p>This criterion will evaluate the capability of the Bidder to provide statistical information.</p> <p>The Bidder should demonstrate its <b>current</b> capability to provide statistical information in line with the CRA’s reporting requirements (Refer to Annex A: SOW, 7.17 Statistical reporting requirements and quality assurance.</p> <p>To obtain points for this criterion the Bidder should provide a copy (current template) of a statistical report that clearly identifies the statistical information provided. If the Bidder’s statistical information exceeds the CRA’s requirement, the Bidder should outline how it may be beneficial to the CRA.</p>	12	<p>The following points will be awarded based on the information provided in the Bidder’s proposal regarding the Bidder’s capability to provide statistical information.</p> <p><b>0 Points</b> - The Bidder’s proposal demonstrates that the statistical information it is currently able to provide does not meet the CRA’s reporting requirements.</p> <p><b>7 Points</b> - The Bidder’s proposal demonstrates that the statistical information it is currently able to provide meets the CRA’s reporting requirements.</p> <p><b>12 Points</b> - The Bidder’s proposal demonstrates that the statistical information that it is currently able to provide exceeds the CRA’s statistical requirements and demonstrates further benefits to the CRA.</p>
<b>R4</b>	<b>Sustainable Development</b>		
<b>R4.1</b>	<p><b>Environmental strategy</b></p> <p>The Bidder should provide details on its environmental policy in place to manage its environmental commitment for sustainability.</p> <p>The Bidder should describe its environmental strategy and demonstrate the ways in which its products, services, and operations reduce negative impacts on the environment.</p> <p>The Bidder should provide details on its waste reduction strategies, operational best practices and other initiatives that the Bidder is involved in that either eliminate or reduce negative impacts on the environment.</p>	5	<p><b>0 Points</b> – The Bidder does not address its environmental strategy.</p> <p><b>1 Point</b> – The Bidder describes its environmental strategy but does not identify ways in which its products, services, and operations reduce negative impacts on the environment.</p> <p><b>3 Points</b> – The Bidder describes its environmental strategy and identifies ways in which its products, services, and operations reduce negative impacts on the environment.</p> <p><b>5 Points</b> – The Bidder describes its environmental strategy and identifies ways in which its products, services, and operations reduce negative impacts on the environment, including operational best practices and other initiatives that the Bidder is involved in that either eliminate or reduce negative impacts on the environment.</p>



**Table R2.1**

In Accordance with Part 4: Evaluation and Selection, Step 6: Conditions Precedent to Contract Award; and Part 6: Security, Financial and Other requirements, clause 6.1 Health Practitioner Credentials, the proposed health practitioners' credentials and security clearances will be verified by the CRA prior to contract award.

	REGION	ADDRESS, POSTAL CODE	CITY	PROVINCE	Fitness to Work Evaluations (FTWE) The municipal address and name of at least one (1) physician that will provide Fitness to Work Evaluations to the identified CRA office.	Consultative Services The municipal address and name of at least one (1) resource that will provide Consultative Services to the identified CRA office.	Guidance related to Workers' Compensation Board (WCB) files The municipal address and name of at least one (1) Designated Doctor that will provide Consultative Services to the identified CRA office.	Psycho-educational Assessments The municipal address and name of at least one (1) resource that will provide Psycho-educational Assessments to the identified CRA office.
1	ATL	201 St. George Street, E2A 4L8	Bathurst	NB				
2	ATL	217-770 Main St, E1C 1E7	Moncton	NB				
3	ATL	126 Prince William Street, E2L 2B6	Saint John	NB				
4	ATL	555 McAllister Drive, E2J 2S8	Saint John	NB				
5	ATL	1 Regent Square, A2H 7K6	Corner Brook	NF				
6	ATL	28C Cromer Avenue, A2A 1X2	Grand Falls-Windsor	NF				
7	ATL	132 Glencoe Drive, A1N 4R5	Mount Pearl	NF				
8	ATL	165 Duckworth Street, A1C 1G4	St. John's	NF				
9	ATL	290 Empire Avenue, A1B 3Z1	St. John's	NF				
10	ATL	1969 Upper Water Street, B3J 2T5	Halifax	NS				
11	ATL	1557 Hollis Street, B3J 3V4	Halifax	NS				
12	ATL	47 Dorchester Street, B1P 5Z2	Sydney	NS				
13	ATL	1-30 Brackley Point Road, PO Box 8500, C1A 8L3	Charlottetown	PE				
14	ATL	275 Pope Road, C1N 6A2	Summerside	PE				
15	HQ	20 Fitzgerald Road, K2H 8R6	Nepean	ON				
16	HQ	21 Fitzgerald Road, K2H 9J4	Nepean	ON				



	REGION	ADDRESS, POSTAL CODE	CITY	PROVINCE	Fitness to Work Evaluations (FTWE) The municipal address and name of at least one (1) physician that will provide Fitness to Work Evaluations to the identified CRA office.	Consultative Services The municipal address and name of at least one (1) resource that will provide Consultative Services to the identified CRA office.	Guidance related to Workers' Compensation Board (WCB) files The municipal address and name of at least one (1) Designated Doctor that will provide Consultative Services to the identified CRA office.	Psycho-educational Assessments The municipal address and name of at least one (1) resource that will provide Psycho-educational Assessments to the identified CRA office.
17	HQ	25 Fitzgerald Road, K2H 1C3	Nepean	ON				
18	HQ	35 Fitzgerald Road, K2H 1E6	Nepean	ON				
19	HQ	250 Albert Street, K1P 6M1	Ottawa	ON				
20	HQ	47 Clarence Street, K1N 9K1	Ottawa	ON				
21	HQ	750 Heron Road, K1V 1A7	Ottawa	ON				
22	HQ	112 Kent Street, K1P 5P2	Ottawa	ON				
23	HQ	200 Laurier Avenue West, K1P 6M7	Ottawa	ON				
24	HQ	410 Laurier Avenue West, K1R 1B7	Ottawa	ON				
25	HQ	427 Laurier Avenue West, K1R 7Y2	Ottawa	ON				
26	HQ	555 Mackenzie Avenue, K1A 0L5	Ottawa	ON				
27	HQ	99 Metcalfe Street, K1P 6L7	Ottawa	ON				
28	HQ	150 Slater Street, K1P 5M8	Ottawa	ON				
29	HQ	320 Queen Street, K1R 5A3	Ottawa	ON				
30	HQ	2323 Riverside Drive, K1H 8L5	Ottawa	ON				
31	HQ	1730 St. Laurent Boulevard, K1G 5L1	Ottawa	ON				
32	HQ	2465 St. Laurent Boulevard, K1G 6G8	Ottawa	ON				
33	HQ	180 Kent Street, K1A 0L9	Ottawa	ON				
34	HQ	344 Slater Street, K1R 7Y3	Ottawa	ON				
35	HQ	395 Terminal Avenue, K1A 0L5	Ottawa	ON				
36	ONT	81 Mulcaster Street, L4M 6J5	Barrie	ON				
37	ONT	11 Station Street, K8N 2S2	Belleville	ON				



	REGION	ADDRESS, POSTAL CODE	CITY	PROVINCE	Fitness to Work Evaluations (FTWE) The municipal address and name of at least one (1) physician that will provide Fitness to Work Evaluations to the identified CRA office.	Consultative Services The municipal address and name of at least one (1) resource that will provide Consultative Services to the identified CRA office.	Guidance related to Workers' Compensation Board (WCB) files The municipal address and name of at least one (1) Designated Doctor that will provide Consultative Services to the identified CRA office.	Psycho-educational Assessments The municipal address and name of at least one (1) resource that will provide Psycho-educational Assessments to the identified CRA office.
38	ONT	80 National Street, P3E 5P9	Sudbury	ON				
39	ONT	1050 Notre Dame Avenue, P3A 4Z2	Sudbury	ON				
40	ONT	55 Bay Street North, L8R 3P7	Hamilton	ON				
41	ONT	120 King Street West, L8N 1B2	Hamilton	ON				
42	ONT	31 Hyperion Court, K7L 5P3	Kingston	ON				
43	ONT	166 Frederick Street, N2H 2M4	Kitchener	ON				
44	ONT	50 Queen Street, N2H 6P4	Kitchener	ON				
45	ONT	451 Talbot Street, N6A 5C9	London	ON				
46	ONT	383 Richmond Street, N6A 5E5	London	ON				
47	ONT	5800 Hurontario Street, L5R 3T6	Mississauga	ON				
48	ONT	180 Sheriff Avenue, P1B 7K9	North Bay	ON				
49	ONT	5001 Yonge Street, M2N 6R9	North York	ON				
50	ONT	55 Athol St. E., L1H 1J8	Oshawa	ON				
51	ONT	2215 Gladwin Crescent, K1B 4X9	Ottawa	ON				
52	ONT	875 Heron Road, Building 1, K1A 1B1	Ottawa	ON				
53	ONT	333 Laurier Avenue West, K1P 1C1	Ottawa	ON				
54	ONT	2204 Walkley Road, K1A 1L8	Ottawa	ON				
55	ONT	1161 Crawford Dr, K9J 6X6	Peterborough	ON				
56	ONT	22 Bay Street, P6A 5S2	Sault Ste. Marie	ON				
57	ONT	55 Town Centre Court, M1P 4X4	Scarborough	ON				
58	ONT	200 Town Centre Court, M1P 4Y3	Scarborough	ON				



	REGION	ADDRESS, POSTAL CODE	CITY	PROVINCE	Fitness to Work Evaluations (FTWE) The municipal address and name of at least one (1) physician that will provide Fitness to Work Evaluations to the identified CRA office.	Consultative Services The municipal address and name of at least one (1) resource that will provide Consultative Services to the identified CRA office.	Guidance related to Workers' Compensation Board (WCB) files The municipal address and name of at least one (1) Designated Doctor that will provide Consultative Services to the identified CRA office.	Psycho-educational Assessments The municipal address and name of at least one (1) resource that will provide Psycho-educational Assessments to the identified CRA office.
59	ONT	32 Church Street, St., L2R 3B0	St. Catherines	ON				
60	ONT	130 South Syndicate Avenue, P7E 1C7	Thunder Bay	ON				
61	ONT	655 Bay Street, M5G 2K4	Toronto	ON				
62	ONT	1 Front Street West, M5J 2X6	Toronto	ON				
63	ONT	25 Sheppard Avenue West, M2N 6S6	Toronto	ON				
64	ONT	1555 Wentworth St., L1N 9T6	Whitby	ON				
65	ONT	441 University Ave, N9A 5R2	Windsor	ON				
66	ONT	185 Ouellette Avenue, N9A 4H7	Windsor	ON				
67	PAC	1620 Dickson Avenue, V1Y 9Y2	Kelowna	BC				
68	PAC	187 Nanaimo Avenue, V2A 1N4	Penticton	BC				
69	PAC	277 Winnipeg Street, V2A 1N6	Penticton	BC				
70	PAC	280 Victoria Street, V2L 4X3	Prince George	BC				
71	PAC	299 Victoria Street, V2L 5B8	Prince George	BC				
72	PAC	13450-102nd Avenue, V3T 5X3	Surrey	BC				
73	PAC	9737 King George Boulevard, V3T 5W6	Surrey	BC				
74	PAC	9755 King George Boulevard, V3T 5E1	Surrey	BC				
75	PAC	1188 West Georgia Street, V6E 4A2	Vancouver	BC				
76	PAC	300 West Georgia Street, V6B 4P4	Vancouver	BC				
77	PAC	757 Hastings Street West, V6C 1A1	Vancouver	BC				
78	PAC	1166 West Pender Street, V6E 3H8	Vancouver	BC				



	REGION	ADDRESS, POSTAL CODE	CITY	PROVINCE	Fitness to Work Evaluations (FTWE) The municipal address and name of at least one (1) physician that will provide Fitness to Work Evaluations to the identified CRA office.	Consultative Services The municipal address and name of at least one (1) resource that will provide Consultative Services to the identified CRA office.	Guidance related to Workers' Compensation Board (WCB) files The municipal address and name of at least one (1) Designated Doctor that will provide Consultative Services to the identified CRA office.	Psycho-educational Assessments The municipal address and name of at least one (1) resource that will provide Psycho-educational Assessments to the identified CRA office.
79	PAC	1010 Seymour Street, V6B 4Y4	Vancouver	BC				
80	PAC	1260 Government Street, V8W 3M4	Victoria	BC				
81	PAC	1415 Vancouver Street, V8V 3W4	Victoria	BC				
82	PRA	1601 Airport Road North East, T2E 8W3	Calgary	AB				
83	PRA	220- 4th Avenue South East, T2G 4X3	Calgary	AB				
84	PRA	10-9700 Jasper Avenue, T5J 4C8	Edmonton	AB				
85	PRA	200 – 419 7th Street South, T1J 0N8	Lethbridge	AB				
86	PRA	4996- 49th Avenue, T4N 6X2	Red Deer	AB				
87	PRA	1039 Princess Avenue, R7A 4J5	Brandon	MB				
88	PRA	360 Main Street, R3C 3Z3	Winnipeg	MB				
89	PRA	66 Stapon Road, R3C 3M2	Winnipeg	MB				
90	PRA	201 Weston Street, R3C 3H4	Winnipeg	MB				
91	PRA	325 Broadway Ave., R3C 4T4	Winnipeg	MB				
92	PRA	1783 Hamilton Street, S4P 2B6	Regina	SK				
93	PRA	1955 Smith Street, S4P 2N8	Regina	SK				
94	PRA	340-3rd Avenue North, S7K 0A8	Saskatoon	SK				
95	QC	3250 Lapinière Boulevard, J4Z 3T8	Brossard	QC				
96	QC	100 Lafontaine Street, G7M 6X2	Chicoutimi	QC				
97	QC	85 Chemin de La Savane, K1A 1L4	Gatineau	QC				
98	QC	2251 René-Lévesque Boulevard, G7X 6K0	Jonquiere	QC				



	REGION	ADDRESS, POSTAL CODE	CITY	PROVINCE	Fitness to Work Evaluations (FTWE) The municipal address and name of at least one (1) physician that will provide Fitness to Work Evaluations to the identified CRA office.	Consultative Services The municipal address and name of at least one (1) resource that will provide Consultative Services to the identified CRA office.	Guidance related to Workers' Compensation Board (WCB) files The municipal address and name of at least one (1) Designated Doctor that will provide Consultative Services to the identified CRA office.	Psycho-educational Assessments The municipal address and name of at least one (1) resource that will provide Psycho-educational Assessments to the identified CRA office.
99	QC	3400 Jean-Béraud Avenue, H7T 2Z2	Laval	QC				
100	QC	305 René Lévesque Boulevard West, H2Z 1A6	Montreal	QC				
101	QC	400 Place d'Youville, H2Y 3N4	Montreal	QC				
102	QC	155 de la Pointe-aux-Lièvres Street South, G1K 5Y8	Quebec	QC				
103	QC	165 de la Pointe-aux-Lièvres Street South, G1K 5Y8	Quebec	QC				
104	QC	180 de la Cathédrale Avenue, G5L 5H9	Rimouski	QC				
105	QC	44 Avenue du Lac, J9X 4N3	Rouyn-Noranda	QC				
106	QC	4695-12th Avenue, G9N 7V9	Shawinigan-Sud	QC				
107	QC	50 Place de la Cité, J1H 4G9	Sherbrooke	QC				
108	QC	2250 St-Olivier Street, G9A 4E9	Trois-Rivieres	QC				





## ATTACHMENT 3: FINANCIAL PROPOSAL

Bidders must quote firm all-inclusive hourly rates and firm all-inclusive unit rates in Canadian funds, GST or HST extra as applicable, for the provision of services outlined in Appendix A “Statement of Work”.

### ACRONYMS UTILIZED IN ATTACHMENT 3:

- CYR1** – Contract Year 1
- CYR2** – Contract Year 2
- OYR1** – Option Year 1
- OYR2** – Option Year 2
- OYR3** – Option Year 3
- FTWE – Fitness to Work Evaluation
- AF – Administrative Fee
- PA – Psychoeducational Assessments
- COF – Completion of forms, and transfer of information
- WBC – Services in the context of Workers’ Compensation Board Claims and appeals
- CS – Consultative Services

### CYR1 - CONTRACT YEAR ONE (1)

#### General Medical Assessments and Psychoeducational Assessments Services

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

#### Fitness to Work Evaluations

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee’s medical assessment; completion of the OFAF including an evaluation of the employee’s work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee’s manager’s questions in the covering letter.

**Fitness to Work Evaluations Bid Price Contract Year 1 (FTWE CYR1) = Total (A) + Total (B)**



**Administrative Fees for processing medical tests and special exams**

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTALS</b>		\$

**Administrative Fees Bid Price Contract Year 1 (AF CYR1) = Total (A)**

**Psychoeducational Assessments**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be no fee for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Psychoeducational Assessments Bid Price Contract Year 1 (PA CYR1) = Total (A) + Total (B)**

**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form, and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Completion of forms Bid Price Contract Year 1 (COF CYR1) = Total (A) + Total (B)**



**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$
<b>TOTALS</b>		\$	\$

**Services in the context of administering WBC files Bid Price Contract Year 1 (WCB CYR1) = Total (A) + Total (B)**

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTAL</b>		\$

**Consultative Services Bid Price Contract Year 1 (CS CYR1) = Total A**

**BID EVALUATION PRICE CONTRACT YEAR 1 =**

**(FTWE CYR1) + (AF CYR1) + (PA CYR 1) + (COF CYR1) + (WBC CYR1) + (CS CYR1)**



**CYR2 - CONTRACT YEAR TWO (2)**

**General Medical Assessments and Psychoeducational Assessments Services**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

**Fitness to Work Evaluations**

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

**Fitness to Work Evaluations Bid Price Contract Year 2 (FTWE CYR2) = Total (A) + Total (B)**

**Administrative Fees for processing medical tests and special exams**

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTALS</b>		\$

**Administrative Fees Bid Price Contract Year 2 (AF CYR2) = Total (A)**



**Psychoeducational Assessments**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Psychoeducational Assessments Bid Price Contract Year 2 (PA CYR2) = Total (A) + Total (B)**

**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Completion of forms Bid Price Contract Year 2 (COF CYR2) = Total (A) + Total (B)**



**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$
<b>TOTALS</b>		\$	\$

**Services in the context of administering WBC files Bid Price Contract Year 2 (WCB CYR2) = Total (A) + Total (B)**

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTAL</b>		\$

**Consultative Services Bid Price Contract Year 2 (CS CYR2) = Total A**

**BID EVALUATION PRICE CONTRACT YEAR 2 =**

**(FTWE CYR2) + (AF CYR2) + (PA CYR2) + (COF CYR2) + (WBC CYR2) + (CS CYR2)**



**OYR1 - OPTION YEAR ONE (1)**

**General Medical Assessments and Psychoeducational Assessments Services**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

**Fitness to Work Evaluations**

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

**Fitness to Work Evaluations Bid Price Option Year 1 (FTWE OYR1) = Total (A) + Total (B)**

**Administrative Fees for processing medical tests and special exams**

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTALS</b>		\$

**Administrative Fees Bid Price Option Year 1 (AF OYR1) = Total (A)**



**Psychoeducational Assessments**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Psychoeducational Assessments Bid Price Option Year 1 (PA OYR1) = Total (A) + Total (B)**

**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Completion of forms Bid Price Option Year 1 (COF OYR1) = Total (A) + Total (B)**





**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$
<b>TOTALS</b>		\$	\$

**Services in the context of administering WBC files Bid Price Option Year 1 (WCB OYR1) = Total (A) + Total (B)**

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTAL</b>		\$

**Consultative Services Bid Price Option Year 1 (CS OYR1) = Total A**

**BID EVALUATION PRICE OPTION YEAR 1 =**

**(FTWE OYR1) + (AF OYR1) + (PA OYR1) + (COF OYR1) + (WBC OYR1) + (CS OYR1)**



**OYR2 - OPTION YEAR TWO (2)**

**General Medical Assessments and Psychoeducational Assessments Services**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

**Fitness to Work Evaluations**

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

**Fitness to Work Evaluations Bid Price Option Year 2 (FTWE OYR2) = Total (A) + Total (B)**

**Administrative Fees for processing medical tests and special exams**

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTALS</b>		\$

**Administrative Fees Bid Price Option Year 2 (AF OYR2) = Total (A)**



**Psychoeducational Assessments**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Psychoeducational Assessments Bid Price Option Year 2 (PA OYR2) = Total (A) + Total (B)**

**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Completion of forms Bid Price Option Year 2 (COF OYR2) = Total (A) + Total (B)**



**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$
<b>TOTALS</b>		\$	\$

**Services in the context of administering WBC files Bid Price Option Year 2 (WCB OYR2) = Total (A) + Total (B)**

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTAL</b>		\$

**Consultative Services Bid Price Option Year 2 (CS OYR2) = Total A**

**BID EVALUATION PRICE OPTION YEAR 2 =**

**(FTWE OYR2) + (AF OYR2) + (PA OYR2) + (COF OYR2) + (WBC OYR2) + (CS OYR2)**



**OYR3 - OPTION YEAR THREE (3)**

**General Medical Assessments and Psychoeducational Assessments Services**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

**Fitness to Work Evaluations**

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

**Fitness to Work Evaluations Bid Price Option Year 3 (FTWE OYR3) = Total (A) + Total (B)**

**Administrative Fees for processing medical tests and special exams**

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTALS</b>		\$

**Administrative Fees Bid Price Option Year 3 (AF OYR3) = Total (A)**



**Psychoeducational Assessments**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Psychoeducational Assessments Bid Price Option Year 3 (PA OYR3) = Total (A) + Total (B)**

**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$
<b>TOTALS</b>		\$	\$

**Completion of forms Bid Price Option Year 3 (COF OYR3) = Total (A) + Total (B)**

**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$
<b>TOTALS</b>		\$	\$

**Services in the context of administering WBC files Bid Price Option Year 3 (WCB OYR3) = Total (A) + Total (B)**



**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$
<b>TOTAL</b>		<b>\$</b>

**Consultative Services Bid Price Option Year 3 (CS OYR3) = Total A**

**BID EVALUATION PRICE OPTION YEAR 3 =**

**(FTWE OYR3) + (AF OYR3) + (PA OYR3) + (COF OYR3) + (WBC OYR3) + (CS OYR3)**

The final bid evaluation price will be derived by:

- (BID EVALUATION PRICE CONTRACT YEAR 1) +**
- (BID EVALUATION PRICE CONTRACT YEAR 2) +**
- (BID EVALUATION PRICE OPTION YEAR 1) +**
- (BID EVALUATION PRICE OPTION YEAR 2) +**
- (BID EVALUATION PRICE OPTION YEAR 3)**

Goods and Services Tax or Harmonized Sales Tax as applicable, is extra to the "Total Estimated Cost" shown herein and shall be paid in accordance with the provisions of the General Conditions.

A day is defined as 7.5 hours exclusive of meal breaks. A Work Week is defined as Monday to Friday inclusive, excluding Saturday and Sunday. Payment shall be for days actually worked with no provision for overtime rate, annual leave, local, provincial and national statutory holidays and sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked.

In cases where an employee is subject to special exams, the contractor will invoice CRA for the services provided after an updated OFAF and a Status Update Form has been delivered and approved by the Project Authority. The invoice must be accompanied by:

- copy of the original FTWE invoice, including proof of payment;
- copy of all invoices related to any previous special exam(s) (specialist assessment(s) and/or medical tests) performed to the employee, including proof of payment;
- copy of the invoice(s) related to the latest special exam (specialist(s) and/or medical test(s));



Medical tests (e.g. blood work, urinalysis, and x-ray) and/or specialist assessments (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit.

The invoice must include an all-inclusive Administrative Fee for coordinating all activities related to the special exam.

A flow chart of this invoice model is included as Annex E: Fitness to Work Evaluation and Special Exams Progressive Payment Process.

**All payments are subject to Government audit.**





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

**Bidders must submit the following duly completed certifications as part of their bid at bid closing.** All certifications must be completed accurately. The complete legal name of the bidder must be provided on all required certifications and must match the legal name provided on the front page of the RFP.

**The Bidder should ensure they review and understand the certifications below. The Bidder should contact the Contracting Authority if they require further clarification on these certifications.**

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

### **4.1 TERMS AND CONDITIONS**

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

### **4.2 STATUS AND AVAILABILITY OF RESOURCES**

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

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

### **4.3 EDUCATION AND EXPERIENCE**

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

### **4.4 LANGUAGE CAPABILITY**

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

### **4.5 CERTIFICATE OF INDEPENDENT BID DETERMINATION**

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

**Canada Revenue Agency**



(Corporate Name of Recipient of this Submission)

for: **Health Assessment and Accomodation Services, RFP 1000321252**

(Name of Project and Solicitation Number)

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

**Canada Revenue Agency**

(Name of Tendering Authority)

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

I certify, on behalf of: \_\_\_\_\_

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

that:

1. I have read and I understand the contents of this Certificate;
2. I understand that the accompanying bid will be disqualified if this Certificate is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certificate, and to submit the accompanying bid, on behalf of the Bidder;
4. Each person whose signature appears on the accompanying bid has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. For the purposes of this Certificate and the accompanying bid, I understand that the word "competitor" shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
  - (a) has been requested to submit a bid in response to this call for bids;
  - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. The Bidder discloses that **(check one of the following, as applicable):**
  - (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor;
  - (b) the Bidder has entered into consultations, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. In particular, without limiting the generality of paragraphs (6)(a) or (6)(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - (a) prices;
  - (b) methods, factors or formulas used to calculate prices;



- (c) the intention or decision to submit, or not to submit, a bid; or
- (d) the submission of a bid which does not meet the specifications of the call for bids;  
except as specifically disclosed pursuant to paragraph (6)(b) above;
8. In addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph (6)(b) above;
9. The terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph (6)(b) above.

---

**(Printed Name and Signature of Duly Authorized Agent of Bidder)**

---

**(Position Title)**

---

**(Date)**



4.6 JOINT VENTURE CERTIFICATION

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

[ ] This certification is not applicable.

The Bidder represents and warrants the following:

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

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

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

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

Signature of an authorized representative of each member of the joint venture (the Bidder is to add signatory lines as necessary):

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



## ATTACHMENT 4.1 SUPPLEMENTAL CERTIFICATIONS REQUIRED TO BE SUBMITTED AT TIME OF BID CLOSING

General information for the Bidders that apply to Attachment 4, Attachment 4.1 and Attachment 5

A. In order to be awarded a Contract, the certifications attached in Attachment 4.1 will be required. The certifications in Attachments 4 and 4.1 must be submitted with the bidder's proposal at the time of bid closing. The certifications outlined in Attachment 5 must be submitted prior to Contract award. CRA will declare a bid non-responsive if the certifications are not submitted or completed as required and within the times stipulated.

### B. ACCURACY AND VERACITY OF CERTIFICATIONS

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

The Bidder should ensure they review both appendices in their entirety and complete all sections as required. The Bidder should contact the Contracting Authority if they require further clarification on any certification or this general information.

## HEALTH SERVICE FACILITIES

The Bidder hereby certifies that the sites where occupational health services will be provided are wheelchair accessible.

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

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
(Title of duly authorized representative of business)

Place: \_\_\_\_\_

For: \_\_\_\_\_  
(Name of Business)



## DEAF AND HARD OF HEARING

The Bidder hereby certifies that the Bidder will accommodate the needs of the deaf and hard of hearing CRA employees, when requested by the CRA.

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

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Title: \_\_\_\_\_  
*(Title of duly authorized representative of business)*

Place: \_\_\_\_\_

For: \_\_\_\_\_  
*(Name of Business)*



## ATTACHMENT 5: CERTIFICATIONS REQUIRED TO BE SUBMITTED PRIOR TO CONTRACT AWARD

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will 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 certification within the time frame provided will render the bid non-responsive.

### 5.1 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.

### 5.2 FORMER PUBLIC SERVANT CERTIFICATION

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds.

Definitions:

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

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

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

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

#### Former Public Servant in Receipt of a Pension

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

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

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

- an individual?
- an individual who has incorporated?
- a partnership made of former public servants?



a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity?

Please provide the following additional information:

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on the CRA website as part of the published proactive disclosure reports for contracts.

**Work Force Reduction Program**

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

**YES** ( )      **NO** ( )

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

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

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

**Certification**

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

Signature of authorized Bidder representative: \_\_\_\_\_





**5.3 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION**

**FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – BID CERTIFICATION**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](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 [Federal Contractors Program for Employment Equity - Certification \(Attachment 5\)](#), 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.

**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 HRSDC-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)



**5.4 VENDOR REPORTING INFORMATION**

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

**For the purpose of this clause:**

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

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

**The Bidder is requested to provide the following:**

Legal Name: \_\_\_\_\_

Operating Name: \_\_\_\_\_

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

Payment/T1204 Address (if different)  Payment address is same as above  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

**Type of Business** (Select only one)

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

All registered companies (excluding Non-Profit organizations and US or International companies) must provide their Goods and Services Tax (GST) or Business Number (BN). Additional details on how to obtain a BN can be found at: <http://www.cra-arc.gc.ca/tx/bsnss/tpcs/bn-ne/menu-eng.html>

If the services will be rendered by an individual, please provide the Social Insurance Number (SIN).

Goods and Services Tax (GST) Number: \_\_\_\_\_



Business Number (BN): \_\_\_\_\_

Social Insurance Number (SIN): \_\_\_\_\_  
If a SIN number is being provided, the information should be placed in a sealed envelope marked "Protected".

N/A Reason: \_\_\_\_\_

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

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_  
(Signature of duly authorized representative of business)

Title: \_\_\_\_\_  
(Title of duly authorized representative of business)

### 5.5 Public Key Infrastructure (PKI) Requirements

The following information should be provided to enable the bidder for the secure electronic transmission of data with the CRA.

- [CRA PKI External Organization Agreement \(PDF, 68KB\)](#)  
The Organization Agreement must be signed by a senior official of the organization who has the authority to bind the organization. It details the terms and conditions relating to PKI participation as well as the responsibilities of the organization. It also identifies those individuals appointed to receive and manage digital certificates.
- [Subscriber List \(PDF, 24KB\)](#)
- [Subscriber Application Form \(RC129\) \(PDF, 78KB\)](#)  
The RC129 must be completed by the employee (the "designated representative") who will, at the end of the process, manage the digital certificate(s). The information contained on this form is protected and is retained in CRA PPU 165 Public Key Infrastructure for External Clients.
- [Subscriber Agreement for CRA PKI \(PDF, 53KB\)](#)  
The Subscriber Agreement must be signed by the designated representative identified in the Organization Agreement to receive and manage digital certificates. It details the terms and conditions for use and custody of a digital certificate.

Additional information regarding CRA PKI and how to complete the forms can be found in the [External Participation Document](#) or at <http://www.cra-arc.gc.ca/esrvc-srvce/pki-icp/menu-eng.html>.



## **ANNEX A: STATEMENT OF WORK**

### **1.0 Title**

For the provision of Health Assessments and Accommodation Services to the Canada Revenue Agency (CRA) for its employees across Canada.

### **2.0 Objective**

The CRA offers a proactive, coordinated, multi-party approach to the management of cases where CRA employees may have medically related limitations and restrictions that affect their abilities and capacities in the workplace, which may have a significant impact on themselves, their co-workers, and the CRA. This current process will eventually be transformed into an Early Intervention and Return to Work (EIRTW) Program (the “Program”), and will continue to be administered and managed by the CRA.

The Program is based on early intervention principles with the mandate for the CRA to provide active support as soon as possible, to minimize negative impacts, and enable employees to return to productive work as soon as they are able to do so, or to remain in the work place whenever possible.

In this context, the CRA requires the services of an external occupational health services Contractor to provide medical assessments and health services to support the CRA in providing effective accommodation to its employees, on an “as and when requested” basis.

The Contractor will, as part of an integrated approach, collaborate with CRA representatives and employees to identify occupational limitations and restrictions that may impact an employee’s ability to fully function in the workplace; the Contractor must also provide, upon request, interpretation of the employee’s medical assessment and his/her limitations and restrictions.

Services required are grouped in three categories, and include (but are not limited to):

1. Fitness to work evaluations, psychoeducational assessments in some contexts. On rare occasions, and with the Project Authority’s approval, the Contractor may be asked to complete forms to support an employee’s application for disability insurance benefits, and transfer of information when required.
2. In some circumstances, employees may be injured in the workplace, and make a claim with the applicable provincial Workers’ Compensation Board (WCB). Services required in the context of administering files relating to Workers’ Compensation Board (WCB) claims and appeals when:
  - a) the employer has reasonable grounds to question whether or not an injury or illness has occurred as a result of the workplace.
  - b) a dedicated doctor is required to act as the contact person (Designated Doctor(s)) to whom the employee’s medical information can be released to for those Service Requests related to WCB claims.
3. Consultative services when CRA representatives need guidance or clarification, or advice in determining the most effective workplace accommodation. As examples, this could include obtaining advice from a Vocational Rehabilitation Professional, an Occupational Therapist, or any of the resources referred to in section 9.2.

### **3.0 Background**

The CRA is a federal government agency employing approximately 42,000 employees in approximately 115 facilities located in over 55 towns and cities in six (6) regions across Canada. Specific locations and cities are indicated in Appendix B.



The CRA is engaged in early intervention and return to work strategies in order to help and support employees at work while managing health issues, or to return to work when they are medically able to do so, after an absence due to an illness or an injury.

Within the early intervention and return to work strategies, medical assessments and services are required from an external occupational health services provider to provide the CRA with information regarding medical limitations and restrictions that may impede, or impact:

- the employee's capacity and capability to do their job;
- the employee's ability to remain at work, and/or return to work after an injury or illness;
- the employee's ability to undergo various CRA tests in the context of a staffing process, or voluntary competency assessments; and/or
- the employee's ability to learn a second official language.

Once the limitations and restrictions have been identified, the CRA will use the information to provide effective accommodation measures to the employee when needed. Where clarification is required as to the medical opinion provided on any Service Request, the physician is to be available to CRA representatives to discuss and provide clarity when required.

Services must also include the provision of medical expertise that will enable the CRA to determine whether or not there is a need to contest a claim presented to the Workers' Compensation Board when the CRA has reasonable grounds to question whether or not the injury or illness occurred in the workplace. For such WCB related files, the Contractor must appoint a designated physician.

The CRA is committed to the duty to accommodate which is based on the legal obligations set out in the [Canadian Human Rights Act](#) (CHRA) and the [Employment Equity Act](#) (EEA).

#### **4.0 Scope**

The Contractor will provide medical assessments and occupational health services for CRA employees across Canada on an "as and when requested" basis as specified herein. The Contractor must provide the CRA information pertaining to the limitations and restrictions impacting the employee's ability to function in the workplace. These limitations and restrictions could be based on physical work-related capacities, the physical work environment, and non-physical work related capacities.

The Contractor is also required to provide medical specialists to assist in the assessment of those issues involving mental, physical, developmental, and other specialized areas of health.

The Contractor will provide CRA medical information on the limitations and restrictions related to the employee's injury, illness, or medical condition. In most situations, the information will not include the diagnosis or treatment information. However, upon written request from the Project Authority, and with the employee's consent, or if required by law, the Contractor will provide the diagnosis to the CRA; this may occur when it is required for CRA to exercise due diligence in the context of accommodation under the Employment Equity legislation, or when it relates to an appeal process or tribunal with the provincial jurisdictions of the WCB as applicable.

The Contractor must provide a sufficient number of health practitioners to provide the occupational medical assessments and services listed herein to CRA employees across Canada, for the duration of the Contract. As a minimum, the Contractor must provide one (1) medical practitioner to administer medical assessments and services within a three (3) hour travel radius by private vehicle from each CRA work site listed in Appendix B. This requirement will also apply to additional CRA work sites created after the Contract has been awarded. In the event that a



new work site is added, the Contractor will be provided with written notification and be given 90 business days to identify a physician who can administer medical assessments and services for these new work sites, and will inform the Project Authority.

The Contractor must have a dedicated Office Administrator for managing the CRA's occupational health services, and a Medical Director (Licensed Physician) who is familiar with occupational health issues. The Medical Director must provide medical quality assurance for the assessments, and oversee how the Service Requests are managed, including, but not limited to:

- Performing administrative tasks pertaining to the management of files;
- Reviewing and analyzing medical files and reports (randomly and upon request);
- Being able to discuss files and Service Requests in both official languages when needed;
- Providing quality assurance;
- Identifying issues and providing clarification when required;
- Appointing a dedicated bilingual licenced physician to serve as a contact, for all files related to the provincial Workers' Compensation Boards;
- Appointing an expert witness who may be asked to testify in front of a tribunal related to WCB claims;
- Identifying deficiencies in services provided, as soon as they occur and providing a Non-Conformance Report;
- Implementing corrective actions to ensure that all health services meet medical best practices and CRA requirements;
- Reporting to the CRA Project Authority on the results of the medical quality assurance activities in the form of a quality assurance audit report, in accordance with Section 7.0 Deliverables;
- Providing the CRA with the requested billing information for accounting purposes.

All sites where occupational medical assessments and services will be provided must be wheelchair accessible. The Contractor must also accommodate the needs of deaf and hard of hearing CRA employees, when requested by the CRA. The health assessments and services provided by the health services Contractor must be available in both official languages. Regions requiring bilingual services are Québec, Atlantic, Headquarters, and Ontario. The Contractor must provide a toll-free intake telephone number which will allow CRA Requesting Officers to address inquiries from CRA Requesting Offices. The toll-free number must be available in both official languages and must be available Monday to Friday (excluding Canadian Statutory holidays) from 8:00 A.M. to 5:00 P.M. local time.

The Contractor must provide Non-Conformance Reports that will identify and address any gaps in services and the appropriate action plan, as soon as the Contractor becomes aware of a deficiency in service. The Contractor must also provide status updates, prepare reports, and use CRA forms as described in section "7.0 Deliverables and associated schedules".

The Contractor may utilize its own forms as long as these forms contain all of the information and required authorizations as the CRA's forms, and are available in both official languages. Alternatively, the Contractor may create new forms both in English and French subject to the same requirements. In either case, the Contractor's forms must be pre-approved in writing by the Project Authority, and the same forms must be used across the country.



## 5.0 Ordering process

Individual requirements for all medical assessments and services will be identified by a CRA Requesting Officer, as defined in Appendix A, and will be requested from the Contractor using a Service Request process, through an External Purchase method. The Contractor must perform all Work under a Service Request on, or before, the expiry date of the Contract, including options, if exercised.

The Contractor must have centralized intake point(s) for the purposes of accepting a CRA Service Request and for addressing enquiries from CRA Requesting Officers. The centralized intake point(s) for the purposes of accepting a Service Request must be in the form of an email address either using Public Key Infrastructure (PKI) or by Secure Web Mail; or by a secure fax number. Inquiries from CRA Requesting officers will be directed to and handled by an intake service with a toll-free number. The toll-free number must be available in both official languages and must be available Monday to Friday (excluding Canadian Statutory holidays) from 8:00 A.M. to 5:00 P.M. local time. All enquiries must be responded to by the end of the next business day.

## 6.0 Overview of services

Medical assessments and services that are required are grouped into three categories, which include:

1. General Medical Assessments and Services:
  - Fitness to Work Evaluations to identify workplace/functional limitations and restrictions;
  - Psychoeducational assessments in the context of an employee being assessed for a staffing process or in the context of an employee learning a second official language; and,
  - On rare occasions, completion of forms to support an employee's application for disability insurance benefits, and transfer of information.
2. Services required in providing guidance in the context of administering files relating to Workers' Compensation Board Claims and appeals, when:
  - the employer has reasonable grounds to question whether or not an injury or illness has occurred as a result of the workplace;
  - a dedicated doctor is required to act as the contact person to whom the information can be released to for those Service Requests related to WCB claims.
3. Consultative services when CRA representatives need guidance, clarification, or advice in determining the most effective workplace accommodation. As examples, this could include obtaining advice from a Vocational Rehabilitation Professional, or an Occupational Therapist, or any of the resources referred to in section 9.2.

### 6.1 General Medical Assessments and Services

The Contractor must provide medical assessments and services when the CRA requires information about an employee's injury, illness, or medical condition, and the identification of related limitations and restrictions.

The requirement for medical assessments will be identified by a CRA Requesting Officer, and will be submitted in a Service Request to the Contractor. The Service Request will be accompanied by the following documents:





- a letter to the physician explaining the employee's situation, raises issues for consideration, poses specific questions, and could include a summary of the employee's essential duties or job standards;
- the employee's work description;
- the applicable consent form(s); and
- an Occupational Fitness Assessment Form (OFAF) with the employer's portion completed as applicable. No OFAF will be submitted when the Service Request pertains to voluntary competency assessments or testing in the context of staffing, or in the context of learning a second official language.

In addition, at the request of the CRA, advice and consultation may be sought from the Contractor's Medical Director (Licensed Physician) when additional information is needed to determine how to proceed with, after a medical assessment, or as required.

All medical assessments will be conducted at the health practitioner's site.

To respect the privacy of the employee, scheduling of appointments for medical assessments will be arranged directly between the CRA employee and the Contractor's intake office who will assign an Occupational Health Physician to perform the evaluation.

6.1.1 The scope of general medical assessments and services includes:

i) Requests for Fitness to Work Evaluation:

In doing a fitness to work evaluation, when applicable, the Contractor should take into account input from the employee's own treating physician.

The purpose of this evaluation is to determine if a CRA employee is fit to remain in, or safely return to, the workplace following an illness, injury, or medical condition. This includes the identification of temporary or permanent limitations and restrictions related to their own or other job duties. The assessing physician should indicate whether the employee is:

- Fit to work without limitations or restrictions; or
- Fit to work with limitations or restrictions; or
- Unfit to work in their own job duties; or
- Unfit to work in any job duties.

For fitness to work evaluations, the OFAF is first completed by a CRA employee's supervisor to provide an overview of the employee's job in terms of degree of strenuousness, physical and mental factors, working conditions, and potential hazards.

Once completed by the employee's supervisor, the OFAF is then forwarded to the Contractor as part of the Service Request.

The medical opinion to be supplied by the Contractor must include details about limitations and restrictions, and this must be reflected on the duly completed OFAF.

The Contractor's physician must complete their portion of the OFAF following the evaluation and must confirm the employee's functional capability. As well, the physician must provide a medical opinion in terms of whether the employee can perform the essential tasks of the job, or whether there are any limitations and/or restrictions impacting the employee's ability to perform the tasks required by the job.



The Contractor must also indicate whether a follow-up medical evaluation is required, and provide related timeframes, and/or level of permanency of the limitations and restrictions when completing the OFAF.

It is important to note here that the focus of the information to be provided by the Contractor is on the particular medical related limitations and restrictions of the employee, and not on accommodation suggestions.

The covering letter to the health practitioner from the CRA is considered part of the Service Request. The Contractor must answer the questions included by CRA in the covering letter.

ii) Requests for psychoeducational assessment related to a Staffing Process:

The Contractor must provide upon request a psychoeducational assessment of an employee's functional ability, in terms of whether he or she is capable of undergoing CRA testing in the context of a staffing process, and/or voluntary assessments. The medical assessment will provide information pertaining to the employee's limitations and restrictions that would assist the CRA in the accommodation process. The results of the psychoeducational assessment must be documented in a report, and the report must be shared with the employee. The Contractor must complete the "Template to be completed when the Service Request pertains to Staffing assessments, and/or, learning a second official language – Appendix I and return it to the CRA Requesting Officer no later than ten (10) business days after the assessment was completed.

iii) Requests for psychoeducational assessment related to Official Language Training:

The Contractor must provide upon request a psychoeducational assessment of an employee's functional ability to undergo second Official Language training. The medical assessment will provide information pertaining to the employee's limitations and restrictions that would assist the CRA in the accommodation process. The results of the psychoeducational assessment must be documented in a report, and the report must be shared with the employee. The Contractor must complete the "Template to be completed when the Service Request pertains to Staffing assessments, and/or, learning a second official language – Appendix I and return it to the CRA Requesting Officer no later than ten (10) business days after the assessment was completed.

Psychoeducational Assessment Results

When a psychoeducational assessment has been completed in the context of staffing; voluntary competency assessments during a staffing process; or learning a second Official Language, the report to be shared with the employee, must include:

- Information sources (Assessment measures)
- Clinical observations (testing observations)
- Assessment results (Interpretation of standardized tests)
- Intellectual (cognitive profiles)
- Memory Function
- Test of academic functioning
  - Reading
  - Language
  - Written expression
  - Mathematics
- Executive Functioning



- Learning strengths & strategies
- Conclusion
- Recommendations for accommodation during assessment or in the context of learning a second Official language.

This psychoeducational assessment report will be considered Protected B once completed, and must be provided to the employee in a secure fashion. The Contractor must brief the employee on this report; a maximum of one (1) hour may be allocated for this briefing. The employee briefing must be conducted by the psychologist who did the psychoeducational assessment, and can be completed in person or by telephone. The psychoeducational assessment report **is not to be provided to the CRA.**

The Contractor must provide the CRA with the following information within ten (10) business days of completing the psychoeducational assessment:

- the nature and extent of the functional limitations and restriction and strengths;
- the results and interpretation of the standardized tests administered;
- information that would help the CRA determine the best accommodation during assessment or while learning a second official language; and,
- the completed "Template to be completed when the Service Request pertains to Staffing assessments, and/or, learning a second official language – Appendix I.

Medical assessments may require the use of a multi-team approach involving qualified occupational medical doctors and physicians, with the involvement of psychiatrists or other appropriate specialists as determined by the Contractor's Occupational Health Director.

iv) Completion of disability benefits insurance forms, and transfer of information:

In rare circumstances, with the approval of the Project Authority, and following a FTWE done by the Contractor, a CRA representative may ask the Contractor to complete forms to support an employee's application for disability insurance benefits.

In addition, and in rare circumstances, when an employee is considering medical retirement, and the Contractor has done a Fitness to Work Evaluation for the employee, the Contractor may be asked (upon request of the employee) to transfer medical information related to the employee to a physician identified by the employee who will be completing the medical retirement forms. In these circumstances, the CRA Requesting Officers would obtain the Project Authority's approval before requesting this service.

## **6.2 Service Requests pertaining to claims or appeals with the Workers' Compensation Board (WCB):**

These services will be required when the CRA has reasonable grounds to contest or challenge the WCB decision.

- i) The Contractor must appoint as required by the provincial WCB jurisdiction, a Designated Doctor who is a medical professional, as indicated in section 9.0, who will act as a consultant for files where injury or illness are alleged to have occurred in the workplace, and are the subject of claims with the Workers' Compensation Board in any of the provinces.



The Contractor (Designated Doctor) must provide the CRA with medical advice that will help the CRA determine whether or not to challenge a claim. In providing advice, the Designated Doctor must take into account:

- Reviewing and commenting on medical reports submitted by the employee;
- Confirming whether there is a requirement for obtaining the services of a medical specialist or expert witness;
- Providing any other advice to facilitate adjudication of the WCB claim.

In the event that the Designated Doctor cannot perform the work, another doctor will need to be identified

- ii) As required, the Contractor will provide an expert witness to complete a file review or evaluation and testify at a provincial tribunal when required, to represent the CRA's interests.

Where files involve a provincial tribunal, the Contractor (Medical professional/Expert witness) will:

- assist the employer with the preparation of the file that must be submitted to the provincial tribunal;
- analyze and provide comments about the opposing party's medical expertise report;
- participate in preparatory meetings, when required, with various stakeholders prior to testifying at the provincial tribunal.

The expert must have experience preparing medical expertise reports with the main objective of judging the existence or non-existence of a relationship between the employee's work and the injury, confirmed by the employee's doctor, whether following an accident or a work-related illness.

The appointed Designated Doctor(s) must provide the services in the Official Language meeting the needs of the employee for whom the Service Request is made. The Designated Doctor(s) must be available for CRA representatives to consult on the WCB and CSST-related Service Requests when medical expertise is required to make an informed decision on whether a WCB claim should be challenged, or in any other step of the WCB process, as required.

The Contractor must be capable of providing a sufficient number of Medical Specialists to serve as expert witnesses for WCB cases that are adjudicated by a provincial tribunal, including la CSST. The expert witnesses will need to participate in preparatory meetings with CRA representatives in preparation for the tribunals. It is important to note that the timeline associated with adjudicating claims is rigorous and the Contractor will need to abide the service standards outlined in Appendices C-1 and C-2.

The provincial jurisdictions of the WCB are listed under Appendix A of this SOW.

### **6.3 Consultative services**

In some situations, CRA representatives may require advice and guidance in order to develop effective accommodation options that address the employees' identified limitations and restrictions (based on information received from the employee's own doctor or from the Contractor). Generally, these services will be required when dealing with more complex files, and will be based on an hourly rate as set out in Annex B: Basis of Payment.

All deliverables are to be delivered within the Service Delivery Standards set out in section 7.0 herein.



## **6.4 Other Business and Accounting Requirements:**

### **6.4.1 Non-Conformance reports**

The Contractor must provide non-conformance reports when the terms and conditions of the Contract are not met, and follow up and address issues as they occur. This could be when for example:

- the service standard is not met (delay);
- a Fitness to Work Evaluation was incomplete;
- the quality assurance process was deficient (OFAF recommendations are questionable); and,
- poor communication was the cause of a service gap.

### **6.4.2 CRA forms**

CRA forms and reference documents are provided to the Contractor and are included in Appendices A to M, and are available in both Official Languages. The documents included are:

- Appendix A – Definitions
- Appendix B - List of CRA facilities
- Appendix C-1 Service Standards for FTWE, Psychoeducational Assessments, and Consultative Services
- Appendix C-2 Service Standards for Service Requests related to WCB claims
- Appendix D - Sample Service Request
- Appendix E - The Occupational Fitness Assessment Form (OFAF) Template
- Appendix F - The Medical Assessment Consent Form
- Appendix G - Covering letter to health practitioner
- Appendix H - Medical Assessment Information Sheet for employees
- Appendix I - Template for Staffing or Second official language learning related Service Request
- Appendix J - Sample Work Description
- Appendix K - Sample Status Update Form
- Appendix L - Sample Non-Conformance Report

As referred to in section “4.0 Scope”, the Contractor must seek approval from the Project Authority before using any other forms.

## **7.0 Deliverables and associated schedule**

Unless otherwise agreed to by the CRA Requesting Officer and the Contractor in the Service Request, the following service standards shall apply to any services provided under the Contract.

Specific deliverables will be triggered by the individual Service Requests and will include:

### **Upon receipt of a Service Request, the Contractor must:**

- 7.1. Provide the CRA Requesting Officer with a receipt of acknowledgment within two (2) business days of receiving the Service Request by secure email or secure fax;



- 7.2. Schedule an appointment for the employee within five (5) business days from receipt of the Service Request;
- 7.3. Complete the medical assessments within twenty (20) business days from receipt of Service Request at a time that is reasonably convenient to the employee;
- 7.4. Complete the Occupational Fitness Assessment Form (OFAF) as part of the medical assessment after the examination, and outline the expert analysis, interpretation and medical opinion related to limitations and restrictions, if any, and provide it to the CRA within ten (10) business days from the date the evaluation was completed (Include a report as required);
- 7.5. Complete the psychoeducational assessment report and submit the completed template entitled "Appendix I - Template to be completed when the Service Request pertains to staffing assessments, and/or, learning a second official language" to the CRA within ten (10) business days following the assessment.
- 7.6. The psychoeducational assessment report must be shared with the employee within two (2) business days of its completion, and a briefing (maximum duration one hour) must be given to the employee at the same time as the psychoeducational assessment report is shared with the employee. The report must be shared in a secure fashion with the employee, and the briefing can be done in person or by telephone using a land line.
- 7.7. Where it is necessary for the Contractor to arrange for referral of an employee to a special exam with a specialist, the specialist report must be submitted to the fitness to work physician within fifteen (15) business days from the date of the special exam. Situations involving a referral to a specialist will be treated on a case-by-case basis and a revised service standard must be negotiated between the CRA Requesting Officer, the Project Authority, and the Contractor.
- 7.8. Provide the CRA Requesting Officer a Status Update Form when:
  - the appointment with the employee has been confirmed;
  - the FTWE or psychoeducational assessment appointment has taken place;
  - there is a need to inform the CRA that additional medical tests or special exams are required;
  - additional medical tests or special exams have been completed.
- 7.9. The Contractor will respond to questions and requests for clarification from CRA representatives about medical assessments and services as required.
- 7.10. The Contractor will complete forms for disability insurance benefits application when requested by the Project Authority. When requested, the forms must be completed within five (5) business days of the CRA making the request.
- 7.11. The Contractor will provide an Addendum to the OFAF to the CRA Requesting Officer when provided with additional information by the CRA that may impact the results of the evaluation. The Addendum must be completed by the Contractor within five (5) business days of receiving the additional information provided by the CRA.
- 7.12. Administration - The Contractor will administer correspondence, invoicing, reports, test results, and all relevant or supporting documentation for health services rendered,



including the Quality Assurance Program, and the escalation process when required, as set out herein. Health services statistical reports will be provided, as set out in section 7.17 herein.

- 7.13. Invoicing for Special Exams - Progressive Payment Process: in cases where an employee is subject to special exams, the contractor will invoice CRA for the services provided after an updated OFAF and a Status Update Form has been delivered and approved by the Project Authority. The invoice must be accompanied by:

- copy of the original FTWE invoice, including proof of payment;
- copy of all invoices related to any previous special exam(s) (specialist assessment(s) and/or medical tests) performed to the employee, including proof of payment;
- copy of the invoice(s) related to the latest special exam (specialist(s) and/or medical test(s));

Medical tests (e.g. blood work, urinalysis, and x-ray) and/or specialist assessments (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit.

The invoice must include an all-inclusive Administrative Fee for coordinating all activities related to the special exam.

A flow chart of this invoice model is included as Appendix M: Fitness to Work Evaluation and Special Exams Progressive Payment Process.

- 7.14. The Contractor must provide non-conformance reports when required; this may occur as a result of lack of product quality, lack of communication, questionable service provided by the doctor, etc. The Contractor must also follow up on issues addressed in the non-conformance report, and address them. A sample non-conformance report is provided in the Appendix L.

- 7.15. For Service Requests involving claims with Workers' Compensation Board (WCB) / la Commission de la santé et de la sécurité au travail (CSST) in Québec:

7.15.1 The Contractor's Designated Doctor will provide the CRA Requesting Officer with medical advice with regard to the management of the file within 48 hours of a CRA Service Request.

This service must be available in both official languages, and must include:

- a) Reviewing and commenting on medical reports submitted by the employee;
- b) Confirming the requirement for obtaining medical services or expertise;
- c) Providing any other advice to facilitate processing the file.

This information is required to help the CRA quickly determine the next steps in the management of the file, including whether or not there are grounds for challenging a claim based on the medical information obtained.

7.15.2 Employee examinations must take place no later than two (2) weeks following receipt of the CRA's Service Request;

7.15.3 Following the examination, the Contractor must provide a preliminary expertise report to the CRA within 48 hours;



7.15.4 Upon CRA's request, a specialist report must be prepared and sent to the Requesting Officer within ten (10) business days of the evaluation;

7.15.5 In the event that the health practitioner is called to be an expert witness at a hearing in front of a tribunal, the relevant documents must be submitted to the CRA within fifteen (15) business days before the hearing.

Additional Requirements:

7.16. Quality Assurance Audit Report

A quality assurance audit report completed by the Contractor's Medical Director from contract award, on a monthly quarterly basis or by fiscal year as requested by CRA. The quality assurance audit report for services provided to the CRA will include:

- the number of Service Requests received;
- types of services requested;
- % met according to Service Delivery Standards;
- % not met according to S Delivery Standards;
- Reasons for not met, and corrective actions taken;
- # of non-conformance reports issued;
- # of addendums to OFAF issued; and
- # of problematic invoicing.

7.17. Statistical reporting requirements and quality assurance

The Contractor must provide national monthly reports of services provided in the previous month. The reports must be provided to the Project Authority within seven (7) business days from the end of the previous month via email and must be in MS Excel format. These reports must include the following information:

- Date services provided in the previous month;
- Name and address of the CRA Requesting Office and the Requesting Officer (identified in each individual SR);
- CRA Responsibility Centre Code (identified in each individual SR);
- Type of services provided with associated time/costs breakdown;
- Number of Addendums prepared; and,
- Number of Non-Conformance reports.

The Contractor must also produce a national roll-up on a quarterly basis, identifying:

- the type of occupational health service provided;
- the services provided by region;
- the average duration (from beginning to end) for each service type defined; and,
- the relativity to each of the service standards set out in Appendices C-1 and C-2;
- Number of Addendums;
- Number of Non-Conformance reports.





The Contractor must communicate regularly with the Project Authority on any issues, problems, or areas of concern, related to any of the services. Communication may be in the form of telephone calls, e-mail updates, or meetings.

7.18. The Contractor must have a Quality Assurance (QA) process in place including an escalation process, and mechanisms and procedures to achieve and maintain the desired level of quality of services. The QA process should include QA activities such as:

- Medical Direction;
- Protocols, roles and responsibilities;
- Continuous re-evaluation and monitoring;
- Training;
- Communications and dispatch;
- Audits and quality assurance, and,
- Tiered approach response.

## **8.0 CRA support to the Contractor**

The CRA will:

- Ensure that the Contractor is provided with an up-to-date list of CRA facilities;
- Ensure that its employees are provided with sufficient time to attend scheduled appointments when required;
- Make CRA subject matter experts available, as required;
- Provide any applicable CRA policies, guidelines, and other reference documents;
- Be available within two (2) business days to meet, or to talk with the Contractor by telephone to resolve any emerging problems or issues;
- In the context of files related to WCB, reimburse the Contractor should the Health Practitioner be asked to travel in providing services on a file in an area outside of their local area, and / or outside the three (3) hour radius; this could occur when an expert witness is summoned to testify in front of a tribunal. In such situations, expenses will be paid in accordance with the CRA's Travel and Living Guidelines for Contractors, upon approval of the Project Authority;

## **9.0 Qualifications of Health Practitioners and other resources**

### **9.1 General**

Various health professionals may be required in the context of this Contract, and these will vary depending on the employees' needs.

Any health practitioners or specialists supplied under this Contract to provide services to the CRA as referred to in section 9.2, must:

- hold a current and valid license to practice in the requested area of expertise;
- demonstrate and maintain clinical competence in their area of practice;
- be qualified in accordance with the province in which he or she is engaged;



- hold malpractice/liability insurance commensurate with practice norms.

The Contractor shall ensure that all health practitioners are in good standing with the applicable provincial and federal associations or licensing bodies. The Contractor shall also ensure that all health practitioners utilized by the Contractor are not under investigation and do not have a criminal record. The Contractor is responsible for conducting credential verifications on all health practitioners.

The Contractor will be responsible for all costs resulting from a situation where a health practitioner must be replaced because that person no longer meets the minimum qualifications, or has a required license revoked for any reason whatsoever.

The CRA will not be responsible for any costs associated with licensing, insurance, continuing professional education, and credentialing. The Contractor is responsible for ensuring that health practitioners obtain the necessary immunizations and public health examinations, as applicable, in accordance with provincial guidelines, and as required by the CRA.

The Contractor must ensure that the location where services are delivered to CRA employees reflects the accepted professional standards in relation to their regulated health care profession's standards and guidelines (e.g., College of Physicians & Surgeons, College of Nurses, etc.).

## 9.2 Resources

In delivering the services defined in Sections 3.0 to 7.0 herein, the Contractor may be required to provide the services of the following health practitioners and specialists including, but not limited to:

### 9.2.1 Physicians & Health Practitioners (This list is not all inclusive).

- Licensed physicians;
- Occupational Health Doctors;
- Psychiatrists
- Industrial Psychologists;
- Specialists, and
- Any other health professional as required to support the provision of accommodation; this could include for example:
  - a Registered Rehabilitation Professional (RRP) or
  - a Registered Vocational Professional (RVP), and/or
  - a *Thérapeute en réadaptation* (in Québec); and/or,
  - an Occupational Therapist.

## 10.0 Meetings

A Contract initiation meeting will be held in person in Ottawa with the CRA Project Authority and Contracting Authority within one (1) week of Contract award, to discuss the mutual obligations of the CRA and the Contractor under the Contract. The CRA will not reimburse the Contractor for any costs incurred to attend the meeting.

In addition, the Contractor will meet with the Project Authority on a monthly basis during the first six (6) months of the Contract or more regularly, as deemed necessary and agreed to between the Project Authority and the Contractor, with quarterly and ad-hoc meetings for the remainder of



the Contract. These meetings can be held via teleconference and will be used as a forum to review statistical reports and discuss service issues and opportunities for improvement.

### **11.0 Language requirements**

The CRA has the obligation to provide services in both Official Languages to its employees under the *Official Languages Act* (<http://laws-lois.justice.gc.ca/eng/acts/O-3.01/>) and as such, the Contractor in providing services to the CRA, must ensure that a bilingual service is provided to the CRA Requesting Office to meet the needs of the employee for whom the Service Request is made. The language requirements of the CRA Requesting Offices are listed in Appendix B.

Medical assessments and services are to be provided in the official language specified in the Service Request.

### **12.0 Location of work**

Medical assessments must be carried out at the health practitioner's facilities.

### **13.0 Transfer of CRA employee medical information**

There may be situations where the Contractor will be required to contact Health Canada or the previous Contractor to arrange for the transfer of the medical record or file of a CRA employee who was previously assessed. The contact information for these organizations will be provided by the Project Authority to the Contractor at the Contract initiation meeting. Any such transfers must be handled in a confidential manner and must respect the individual's privacy.

The Contractor will be required to obtain written consent of the CRA employee in question before requesting the transfer of the employee's medical record or medical information from:

- one of the Contractor's health practitioners to another;
- Health Canada to the Contractor;
- the previous Contractor to the Contractor;
- the Contractor's health practitioner to the new Contractor.

A copy of this written consent must accompany the request for transfer.

### **14.0 Record content, Management, Retention, Audit and Disposal**

a) All records, such as, but not limited to, reports, monitoring, statistics, and training, but excluding CRA employee medical information, are to be kept for five (5) years.

b) The following clauses are applicable to all client case files:

#### *i) Privacy Act:*

All personal information collected under this Contract is deemed to be under the control of the CRA and is consequently subject to the *Privacy Act* and the Canada Revenue Agency's Security policy which can be viewed on the Canada Revenue Agency Internet site: <http://www.cra-arc.gc.ca/gncy/prcrmnt/scrtyqrmnts-eng.html>.

#### *ii) Personnel Restrictions:*

Access to CRA employee Medical Information is to be controlled and limited only to authorized personnel who have a job-related need-to-know (medical staff, anyone working in the registry office housing the files, or anyone else who is designated to have access to certain pieces of information within the files) and have a reliability status granted by CRA or Public Works and Government Services Canada.

#### *iii) Marking:*



CRA employees' medical information must be designated sensitive and marked as "Protected B" information as required by the CRA Security Policy.

CRA employees' medical information should be kept in designated medical folders and stored in a secure location (i.e. registry office).

iv) Retention:

Retention of CRA employee medical information must be done in accordance with CRA's retention and disposal standard which is thirty (30) years after the date of the last use of the file. Files can, however, be kept longer according to the standards of the professional association to which the health practitioner belongs, to the *Privacy Act* that states operational requirements of each Department/Agency as another reason (Department of Justice Canada, 1985) or the accreditation organization of the service provider.

v) Disposal:

CRA employee medical information must be destroyed thirty (30) years after the date of the CRA employee's most recent contact with the health practitioner. These records are to be destroyed by commercially available strip shredders (maximum ten (10) mm width).

vi) Electronic files:

If electronic files are kept, it is essential that standardized procedures be established to ensure that files can be readily accessed or retrieved, that back-up files exist and that the strict requirements of retaining hand written files continue to be followed. Provision also must exist within the computer system for a print-out of the file. Electronic data and Computer discs must be stored in a locked container. Electronic records must be maintained in accordance with the provisions of the *Personal Information Protection and Electronic Documents Act* ([http://www.priv.gc.ca/legislation/02\\_06\\_01\\_e.cfm](http://www.priv.gc.ca/legislation/02_06_01_e.cfm))

### 15.0 Electronic transmission of data

All correspondence between the CRA and the Contractor containing CRA employees' personal information and/or identified as Protected B must be exchanged through a secure format; either Public Key Infrastructure (PKI) email or Secure Web Mail.

The Contractor must become a CRA PKI subscriber prior to Contract award and maintain its status as a subscriber for the period of any resulting Contract including any exercised option period(s). The Public Key Infrastructure (PKI) Requirements should be provided to enable the bidder for the secure electronic transmission of data with the CRA.

The Public Key Infrastructure (PKI) Requirements are identified in Attachment 5: Certifications required to be submitted prior to contract award.

The contractor must have Internet Explorer version 4 or later browser with 128-bit encryption.

For Protected B information:

For all removable media: Information must be Encrypted;

For transmission:

- By voice – Land line;
- By voicemail – Not permitted;
- By Facsimile – Secure "Protected" facsimile network;
- By Email – Must be encrypted (PKI or Secure Web Mail)



## Appendix A - Definitions

For purposes of this requirement, the following definitions apply:

**Addendum to Occupational Fitness Assessment Form (OFAF)** – An Addendum to the OFAF will be prepared by the Contractor when the CRA provides the Contractor with additional information following receipt of the OFAF that impacts the results of the evaluation. An Addendum may also be required when the OFAF does not provide the CRA with the information needed for an effective accommodation. In this case, the Addendum will provide the CRA with the clarification requested.

The OFAF template is included as Appendix E.

**Consultation on complex cases/Consultative services:** Up to one (1) hour of strategic consultation provided to the CRA by the occupational health physician when there is a need to discuss more complex cases.

**CRA Requesting Office** – The CRA office from which the health Service Request originates.

**CRA Requesting Officer** – A CRA representative who acts on behalf of the CRA for matters related to employee medical assessments, as identified by the CRA, and submits Service Requests. For example, this may include a CRA Staffing Services advisor, a Labour relations advisor, etc).

**Employee:** All persons currently employed by the Canada Revenue Agency in a permanent or term position, including students and employees who are hired on a part-time basis. Contractor-consultants are not considered employees, and do not form part of this requirement.

**Escalation process:** Process designed to manage and resolve any situation that does not meet the service delivery standards. It will identify each specific contact point, along with their roles and responsibilities.

**Fitness to Work Evaluation (FTWE):** is an assessment carried out by a medical practitioner to determine an employee's fitness to safely carry on with all of their duties as described in a CRA work description, or to determine the employee's fitness for alternate employment. It also defines any limitations and/or restrictions caused by the injury, illness, or medical condition.

**Health Practitioner** – An individual who is responsible for delivering medical services, including licensed physicians familiar with workplace health issues, an occupational health doctor, with expertise in general medicine, and a specialist or other certified or qualified health practitioner with expertise in specialized medicine (also referred to as “medical practitioner”, “doctor”, and “physician”).

**Medical Assessment Consent Form** – An internal CRA form that is completed by an employee that provides his/her consent to undergo a medical assessment. It also provides consent for information related to identifying functional limitations and restrictions to be discussed, disclosed or exchanged between the CRA, the Contractor's health practitioners, and the employee's own medical practitioner as necessary, in order to determine and support appropriate accommodation. Once completed, this form is considered “Protected B” information, and needs to be treated accordingly.

A template of the Medical Assessment Consent Form is included as Appendix F

A Medical Assessment Consent Form is valid for a period of six (6) months after it has been signed by the employee, or has otherwise been revoked. Once a form has expired, a new form will be required; the Contractor must request a new form.



**Medical information** – Any medical information about a CRA employee that comes from a health practitioner, including but not limited to completed health forms, clinical history, letters, test results, and medical assessments and other related reports.

**Occupational Fitness Assessment Form (OFAF)** – An internal CRA form to be completed by the employee’s supervisor for the identification of limitations and restrictions following a medical assessment. The completed OFAF will serve as the medical practitioner’s final report and will identify the employee’s fitness to work and any limitations and restrictions that require accommodation. The OFAF identifies the physical and non-physical (for example, cognitive, social/emotional) capacities that the employee requires to successfully perform their job duties, including behaviors related to the CRA standard of conduct, the working conditions, and any particular risks or inherent stressors of the job. The OFAF is included as Appendix E.

Once completed, this form is “Protected B”, and needs to be treated accordingly.

**Quality Assurance Program (QA):** is a systematic approach to prevent mistakes or deficiencies in services and prevent problems when delivering services to the CRA. Quality Assurance Program refers to administrative and procedural activities implemented in providing health services so that the contractual obligations and service standards can be met.

**Service Request** – When the CRA requires a service, a Service Request (SR) will be issued by the CRA Requesting Officer pursuant to the Contract to instruct and authorize the Contractor to carry out the specified work in accordance with the terms and conditions of the contract. The Contractor’s obligation to perform work under the Contract comes into force to the extent designated in each Service Request.

**The Service Request includes:**

- a letter to the physician explaining the employee’s situation, which includes issues for consideration, poses specific questions, and could include a summary of the employee’s essential duties or job standards (see template at Appendix G);
- the employee’s work description;
- the applicable consent form(s); and
- an Occupational Fitness Assessment Form (OFAF) with the employer’s portion completed, as applicable.

No OFAF will be submitted when the Service Request pertains to voluntary competency assessments or testing in the context of staffing, or in the context of learning a second Official Language.

**Status Update Form:** The Contractor must complete this form and provide it to the CRA as an update when:

- the employee’s appointment is set;
- the FTWE or psychoeducational assessment appointment has taken place;
- there is a need to inform the CRA that additional medical tests or special exams are required; and,
- additional medical tests or special exams have been completed.

A sample of a Status Update form is included as Appendix K.

**Work Description** – The work description will provide the medical practitioner with a detailed account of key activities, work characteristics, effort, and working conditions of the position held by the employee in the CRA.



**Workers' Compensation Board (WCB):** Workers' Compensation programs protect employees from the financial hardships associated with work-related injuries and occupational diseases. While these programs are largely administered by provincial and territorial governments in Canada, the Labour Program is responsible for claims that involve federal government employees. Each province has its own jurisdiction, and they are the following:

Commission de la santé et de la sécurité au travail (CSST) for the province of Québec

Nova Scotia Workers' Compensation Board

Ontario Workplace Safety and Insurance Board (WSIB)

Saskatchewan Workers Compensation Board

Workers Compensation Board of Alberta

Workers Compensation Board of Manitoba

Workers Compensation Board of Prince Edward Island (WCB)

Workers' Safety & Compensation Commission of the Northwest Territories and Nunavut

Workplace Health Safety & Compensation Commission of Newfoundland and Labrador (WHSCC)

WorkSafe British Columbia

WorkSafe New Brunswick

Yukon Workers Compensation Health and Safety Board

**Workers' Compensation Board Claim or Case:** These are employees' files or cases for which an employee has made a demand for money under the terms of an insurance policy, in this case, the Workers' Compensation Board, and its provincial jurisdictions.



### Appendix B List of CRA locations

	REG	ADDRESS	CITY	PROV	ENGLISH	FRENCH
1	ATL	201 St. George Street, E2A 4L8	Bathurst	NB	X	X
2	ATL	217-770 Main St, E1C 1E7	Moncton	NB	X	X
3	ATL	126 Prince William Street, E2L 2B6	Saint John	NB	X	X
4	ATL	555 McAllister Drive, E2J 2S8	Saint John	NB	X	X
5	ATL	1 Regent Square, A2H 7K6	Corner Brook	NF	X	
6	ATL	28C Cromer Avenue, A2A 1X2	Grand Falls-Windsor	NF	X	
7	ATL	132 Glencoe Drive, A1N 4R5	Mount Pearl	NF	X	
8	ATL	165 Duckworth Street, A1C 1G4	St. John's	NF	X	
9	ATL	290 Empire Avenue, A1B 3Z1	St. John's	NF	X	
10	ATL	1969 Upper Water Street, B3J 2T5	Halifax	NS	X	
11	ATL	1557 Hollis Street, B3J 3V4	Halifax	NS	X	
12	ATL	47 Dorchester Street, B1P 5Z2	Sydney	NS	X	
13	ATL	1-30 Brackley Point Road, PO Box 8500, C1A 8L3	Charlottetown	PE	X	
14	ATL	275 Pope Road, C1N 6A2	Summerside	PE	X	
15	HQ	20 Fitzgerald Road, K2H 8R6	Nepean	ON	X	X
16	HQ	21 Fitzgerald Road, K2H 9J4	Nepean	ON	X	X
17	HQ	25 Fitzgerald Road, K2H 1C3	Nepean	ON	X	X
18	HQ	35 Fitzgerald Road, K2H 1E6	Nepean	ON	X	X
19	HQ	250 Albert Street, K1P 6M1	Ottawa	ON	X	X
20	HQ	47 Clarence Street, K1N 9K1	Ottawa	ON	X	X
21	HQ	750 Heron Road, K1V 1A7	Ottawa	ON	X	X
22	HQ	112 Kent Street, K1P 5P2	Ottawa	ON	X	X
23	HQ	200 Laurier Avenue West, K1P 6M7	Ottawa	ON	X	X
24	HQ	410 Laurier Avenue West, K1R 1B7	Ottawa	ON	X	X
25	HQ	427 Laurier Avenue West, K1R 7Y2	Ottawa	ON	X	X
26	HQ	555 Mackenzie Avenue, K1A 0L5	Ottawa	ON	X	X
27	HQ	99 Metcalfe Street, K1P 6L7	Ottawa	ON	X	X
28	HQ	150 Slater Street, K1P 5M8	Ottawa	ON	X	X
29	HQ	320 Queen Street, K1R 5A3	Ottawa	ON	X	X
30	HQ	2323 Riverside Drive, K1H 8L5	Ottawa	ON	X	X





	REG	ADDRESS	CITY	PROV	ENGLISH	FRENCH
31	HQ	1730 St. Laurent Boulevard, K1G 5L1	Ottawa	ON	X	X
32	HQ	2465 St. Laurent Boulevard, K1G 6G8	Ottawa	ON	X	X
33	HQ	180 Kent Street, K1A 0L9	Ottawa	ON	X	X
34	HQ	344 Slater Street, K1R 7Y3	Ottawa	ON	X	X
35	HQ	395 Terminal Avenue, K1A 0L5	Ottawa	ON	X	X
36	ONT	81 Mulcaster Street, L4M 6J5	Barrie	ON	X	
37	ONT	11 Station Street, K8N 2S2	Belleville	ON	X	
38	ONT	80 National Street, P3E 5P9	Sudbury	ON	X	X
39	ONT	1050 Notre Dame Avenue, P3A 4Z2	Sudbury	ON	X	X
40	ONT	55 Bay Street North, L8R 3P7	Hamilton	ON	X	
41	ONT	120 King Street West, L8N 1B2	Hamilton	ON	X	
42	ONT	31 Hyperion Court, K7L 5P3	Kingston	ON	X	
43	ONT	166 Frederick Street, N2H 2M4	Kitchener	ON	X	
44	ONT	50 Queen Street, N2H 6P4	Kitchener	ON	X	
45	ONT	451 Talbot Street, N6A 5C9	London	ON	X	
46	ONT	383 Richmond Street, N6A 5E5	London	ON	X	
47	ONT	5800 Hurontario Street, L5R 3T6	Mississauga	ON	X	
48	ONT	180 Sheriff Avenue, P1B 7K9	North Bay	ON	X	X
49	ONT	5001 Yonge Street, M2N 6R9	North York	ON	X	
50	ONT	55 Athol St. E., L1H 1J8	Oshawa	ON	X	
51	ONT	2215 Gladwin Crescent, K1B 4X9	Ottawa	ON	X	X
52	ONT	875 Heron Road, Building 1, K1A 1B1	Ottawa	ON	X	X
53	ONT	333 Laurier Avenue West, K1P 1C1	Ottawa	ON	X	X
54	ONT	2204 Walkley Road, K1A 1L8	Ottawa	ON	X	X
55	ONT	1161 Crawford Dr, K9J 6X6	Peterborough	ON	X	
56	ONT	22 Bay Street, P6A 5S2	Sault Ste. Marie	ON	X	X
57	ONT	55 Town Centre Court, M1P 4X4	Scarborough	ON	X	
58	ONT	200 Town Centre Court, M1P 4Y3	Scarborough	ON	X	
59	ONT	32 Church Street, St., L2R 3B0	St. Catherines	ON	X	
60	ONT	130 South Syndicate Avenue, P7E 1C7	Thunder Bay	ON	X	
61	ONT	655 Bay Street, M5G 2K4	Toronto	ON	X	



	REG	ADDRESS	CITY	PROV	ENGLISH	FRENCH
62	ONT	1 Front Street West, M5J 2X6	Toronto	ON	X	
63	ONT	25 Sheppard Avenue West, M2N 6S6	Toronto	ON	X	
64	ONT	1555 Wentworth St., L1N 9T6	Whitby	ON	X	
65	ONT	441 University Ave, N9A 5R2	Windsor	ON		
66	ONT	185 Ouellette Avenue, N9A 4H7	Windsor	ON	X	
67	PAC	1620 Dickson Avenue, V1Y 9Y2	Kelowna	BC	X	
68	PAC	187 Nanaimo Avenue, V2A 1N4	Penticton	BC	X	
69	PAC	277 Winnipeg Street, V2A 1N6	Penticton	BC	X	
70	PAC	280 Victoria Street, V2L 4X3	Prince George	BC	X	
71	PAC	299 Victoria Street, V2L 5B8	Prince George	BC	X	
72	PAC	13450-102nd Avenue, V3T 5X3	Surrey	BC	X	
73	PAC	9737 King George Boulevard, V3T 5W6	Surrey	BC	X	
74	PAC	9755 King George Boulevard, V3T 5E1	Surrey	BC	X	
75	PAC	1188 West Georgia Street, V6E 4A2	Vancouver	BC	X	
76	PAC	300 West Georgia Street, V6B 4P4	Vancouver	BC	X	
77	PAC	757 Hastings Street West, V6C 1A1	Vancouver	BC	X	
78	PAC	1166 West Pender Street, V6E 3H8	Vancouver	BC	X	
79	PAC	1010 Seymour Street, V6B 4Y4	Vancouver	BC	X	
80	PAC	1260 Government Street, V8W 3M4	Victoria	BC	X	
81	PAC	1415 Vancouver Street, V8V 3W4	Victoria	BC	X	
82	PRA	1601 Airport Road North East, T2E 8W3	Calgary	AB	X	
83	PRA	220- 4th Avenue South East, T2G 4X3	Calgary	AB	X	
84	PRA	10-9700 Jasper Avenue, T5J 4C8	Edmonton	AB	X	
85	PRA	200 – 419 7th Street South, T1J 0N8	Lethbridge	AB	X	
86	PRA	4996- 49th Avenue, T4N 6X2	Red Deer	AB	X	
87	PRA	1039 Princess Avenue, R7A 4J5	Brandon	MB	X	
88	PRA	360 Main Street, R3C 3Z3	Winnipeg	MB	X	
89	PRA	66 Stapon Road, R3C 3M2	Winnipeg	MB	X	
90	PRA	201 Weston Street, R3C 3H4	Winnipeg	MB	X	
91	PRA	325 Broadway Ave., R3C 4T4	Winnipeg	MB	X	
92	PRA	1783 Hamilton Street, S4P 2B6	Regina	SK	X	



	REG	ADDRESS	CITY	PROV	ENGLISH	FRENCH
93	<b>PRA</b>	1955 Smith Street, S4P 2N8	Regina	SK	X	
94	<b>PRA</b>	340-3rd Avenue North, S7K 0A8	Saskatoon	SK	X	
95	<b>QC</b>	3250 Lapinière Boulevard, J4Z 3T8	Brossard	QC	X	X
96	<b>QC</b>	100 Lafontaine Street, G7M 6X2	Chicoutimi	QC		X
97	<b>QC</b>	85 Chemin de La Savane, K1A 1L4	Gatineau	QC	X	X
98	<b>QC</b>	2251 René-Lévesque Boulevard, G7X 6K0	Jonquiere	QC		X
99	<b>QC</b>	3400 Jean-Béraud Avenue, H7T 2Z2	Laval	QC	X	X
100	<b>QC</b>	305 René Lévesque Boulevard West, H2Z 1A6	Montreal	QC	X	X
101	<b>QC</b>	400 Place d'Youville, H2Y 3N4	Montreal	QC	X	X
102	<b>QC</b>	155 de la Pointe-aux-Lièvres Street South, G1K 5Y8	Quebec	QC		X
103	<b>QC</b>	165 de la Pointe-aux-Lièvres Street South, G1K 5Y8	Quebec	QC		X
104	<b>QC</b>	180 de la Cathédrale Avenue, G5L 5H9	Rimouski	QC		X
105	<b>QC</b>	44 Avenue du Lac, J9X 4N3	Rouyn-Noranda	QC		X
106	<b>QC</b>	4695-12th Avenue, G9N 7V9	Shawinigan-Sud	QC		X
107	<b>QC</b>	50 Place de la Cité, J1H 4G9	Sherbrooke	QC	X	X
108	<b>QC</b>	2250 St-Olivier Street, G9A 4E9	Trois-Rivieres	QC		X



### Appendix C Service Standards

#### C-1– Fitness to Work Evaluation (FTWE), Consultative services, and form completion

General requests:

Type of service	Acknowledge receipt of Service Request (SR)	Schedule an appointment with doctor or specialist/provide consultative services	Complete evaluation or assessment	Submit the completed OFAF** and a letter, or report to the CRA Requesting Office	Submit the specialist’s report to FTWE doctor
<b>In the context of Fitness to Work Evaluation</b>	Within two (2) business days from receipt of SR	Within five (5) business days from receipt of SR	Within four (4) weeks [twenty (20) business days] from SR receipt	No later than ten (10) business days after the date the evaluation or the assessment was completed.	Within fifteen (15) business days of the date the specialist’s evaluation was completed.
<b>Provide the CRA with consultation on complex cases &amp; request for completing forms for employees for disability insurance benefit application</b>	Within two (2) business days from receipt of request	Within five (5) business days from receipt of request for consultation, or receipt of request for form completion			

**\*\*Notes:** Timelines can be amended, however a Status Update Form and/or an Addendum to the Occupational Fitness Assessment Form (OFAF) need to be provided when additional information may impact the delivery of the services or the limitations and/or restrictions identified.



### Appendix C- Service Standards

#### C-2 - Relating to staffing, voluntary competency assessments, and second official language training, and answering telephone inquiries:

Type of service related to a staffing process, voluntary competency assessments, or learning a second official language	Acknowledge receipt of Service Request (SR)	Schedule an appointment with doctor or specialist	Complete the Psychoeducational Assessment (PA) and provide a briefing to the employee	Submit completed template to CRA following a PA, along with a letter, or report (as applicable) to the CRA Requesting Office	Share PA report with employee
<b>Request for a Psychoeducational Assessment</b>	Within two (2) business days from receipt of SR	Within five (5) business days from receipt of SR	Within four (4) weeks from SR receipt	No later than ten (10) business days after the date the assessment was completed.	As soon as it is completed

#### Telephone inquiries:

Type of service	Answer telephone inquiries
<b>Telephone inquiries</b>	By end of business day after receipt of the call

See Appendix C-4 for notes pertaining to Service Standards.



## Appendix C – Service Standards

### C-3 – Related to Workers Compensation Board (WCB) claims

Type of service when WCB related	Acknowledge receipt of Service Request (SR)	File review (to help the CRA determine feasibility of challenging a claim)	Complete evaluation or assessment of employee	Submit preliminary report to the CRA Requesting Office	Submit the specialist-expertise report	Expert witness report
<b>In the context of Service Requests related to WCB cases</b>	Within two (2) business days from receipt of SR	Within 48 hours of receipt of SR	No later than ten (10) business days following receipt of SR	Within 48 hours following the examination	Upon CRA's request, and within ten (10) business days of the evaluation	Relevant documents, including an expert witness report, must be produced to the CRA requesting officer a minimum of fifteen (15) business days before the hearing.



## Appendix C - Service Standards

### C-4- Notes regarding service standards:

**\*\*Notes: Timelines can be amended, however a Status Update Form and/or an Addendum to the OFAF need to be provided when additional information may impact the delivery of the services or the limitations and/or restrictions identified.**

The above timelines would be accelerated for 'Urgent Requests' based on consultations with the Contractor, and subject to the approval of the CRA Requesting Officer.

Timeline extensions (services and deliverables) would be subject to the approval of the CRA Requesting Officer.

Where it is necessary for the Contractor to arrange for the transfer of a medical record from Health Canada, it may be necessary to extend the service standard for the completion of the health evaluation. Any such situations will be treated on a case-by-case basis and a revised service standard will be negotiated between the CRA Requesting Office and the Contractor and reflected in the Service Request.

The Contractor will provide the CRA with a Status Update Form when:

- the appointment has been confirmed with the employee;
- the FTWE or psychoeducational appointment has taken place;
- there is a need to inform the CRA that additional medical tests or special exams are required; and
- additional medical tests or special exams have been completed.

The Contractor will respond to questions and requests for clarification from CRA representatives about medical assessments and services as required, and when requested by the Project Authority, will complete forms to support employee's insurance benefit application. Response to CRA representatives must be completed within five (5) business days of the CRA making the request.

The Contractor will provide an Addendum to the OFAF when the CRA provides them additional information that may impact the results of the evaluation. The Addendum must be completed within five (5) business days of receiving the additional information provided by the CRA.



## Appendix D - Sample Service Request

### Fitness to Work Evaluation

**Confirmation #** kxg03920141165853

#### Request information

**Acquisition card holder name:** Wilson, Charmichael

**Price of the service requested:** \$xx,xx

#### Authorized manager's contact information *(requesting officer)*

**Name:** Bartolomeu, Regina

**Email address:** Bartolomeu.Regina@cra-arc.gc.ca

**Title:** Manager

**Phone number:** (xxx) 123-4567 **Extension:**

**Region/branch where the service will be provided:** Ontario

#### CRA employee information

**Name:** Xavier, Charles

**Email address:** charles.xavier@cra-arc.gc.ca

**Job title:** Assessment Benefits Officer

**Current work status:** On leave

**Office phone number:** (xxx) 789-1234 **Extension:**

Physical office address (including room and floor)

**Street:** 5<sup>th</sup> floor, 1555 Wentworth St, room 5017

**City:** Whitby

**Postal code:** L1N - 9T6

**Province:** Ontario

**Language:**

**Language in which the service will be provided to the employee:** English

**Additional information:**

**Additional information that would be relevant to this Service Request:**

#### Labour Relations Advisor Information

Please provide the following information for the Labour Relations Advisor who will facilitate the request for this health evaluation.

**Name:** Burgundy, Ron

**Phone number:** (xxx) 987-1234 **Extension:**

**Email address:** ron.burgundy@cra-arc.gc.ca





PROTECTED B WHEN COMPLETED

### Appendix E – Occupational Fitness Assessment Form - OFAF



## OCCUPATIONAL FITNESS ASSESSMENT FORM

<b>SECTION A – Employee’s Information</b> (to be completed by the employee’s supervisor)			
Employee name:	Division/branch:	Office/location:	
Job title:	Classification:	Employee's regular work hours: hours/day; and hours/week	
Date of injury/illness (yyyy-mm-dd):	Date absence commenced (yyyy-mm-dd):	<input type="checkbox"/> Work related injury/illness <b>or</b> <input type="checkbox"/> Non-work related injury/illness <b>or</b> <input type="checkbox"/> Unknown	
Supervisor’s name and telephone number:		Labour Relations Advisor’s name and telephone number:	

<b>SECTION B – Information Obtained from the Employee’s Medical Practitioner</b> (to be completed by the employee’s supervisor when requesting the assessment through <b>(the contractor’s name, to be inserted at time of Contract Award)</b> )
<input type="checkbox"/> Not applicable (requesting assessment by the employee’s own medical practitioner)
Does the employee have a medical practitioner? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, was information requested from the employee’s medical practitioner about the employee’s fitness to work and any limitations/restrictions? <input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide information about the result of the contact:
If no, please indicate why the employee’s medical practitioner was not contacted:

<b>SECTION C – Required Work Capacities</b> (Refer to the attached glossary for description of capacities)	
<b>TO BE COMPLETED BY THE EMPLOYEE’S SUPERVISOR</b>	<b>TO BE COMPLETED BY THE MEDICAL PRACTITIONER ONLY</b>
<input type="checkbox"/> The employee’s regular work duties require the following physical and/or non-physical capacities: <b>OR</b> <input type="checkbox"/> The proposed modified work duties require the following physical and/or non-physical capacities:	
<b>PHYSICAL WORK-RELATED CAPACITIES</b>	
<b>Spine Movements:</b> <b>Lower Back Movements:</b> <input type="checkbox"/> Bending forward <input type="checkbox"/> Bending backward <input type="checkbox"/> Twisting <input type="checkbox"/> Side bending <b>Neck Movements:</b> <input type="checkbox"/> Bending forward <input type="checkbox"/> Looking up <input type="checkbox"/> Rotation Additional information:	<input type="checkbox"/> No limitations/restrictions; <b>OR</b> <input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b>



**PROTECTED B WHEN COMPLETED**

<p><b>Sitting Activities:</b></p> <p><input type="checkbox"/> Computer work – % of day:                                  <input type="checkbox"/> Desk work (e.g., reading, writing) – % of day:</p> <p><input type="checkbox"/> Driving – % of day:    <input type="checkbox"/> Meetings – % of day:</p> <p><input type="checkbox"/> Telephone use (<input type="checkbox"/> with headset) – % of day:</p> <p><input type="checkbox"/> Other (e.g., work at bench/lab desk or at equipment interface):                          – % of day:</p> <p>Additional information:</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Standing Activities:</b></p> <p><input type="checkbox"/> Standing – % of day/time required:                                  On what type of surface?</p> <p><input type="checkbox"/> Walking – distance/time required:    On what type of surface?</p> <p><input type="checkbox"/> Balancing – activities requiring balancing:</p> <p><input type="checkbox"/> Stooping/crouching    <input type="checkbox"/> Squatting/kneeling</p> <p><input type="checkbox"/> Crawling    <input type="checkbox"/> Climbing (e.g. stairs, step ladders):</p> <p><input type="checkbox"/> Operating general office equipment (e.g., printer, photocopier, paper cutter)</p> <p>Additional information:</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Lifting/Carrying/Pushing/Pulling:</b></p> <p><input type="checkbox"/> Lifting from floor to waist:    Maximum Weight:    Minimum Weight:</p> <p><input type="checkbox"/> Lifting from waist to shoulder:</p> <p><input type="checkbox"/> Lifting above shoulder:    Maximum Weight:    Minimum Weight:</p> <p><input type="checkbox"/> Carrying:    Maximum Weight:    Minimum Weight:</p> <p><input type="checkbox"/> Pushing/pulling:    Maximum Weight:    Minimum Weight:</p> <p>Additional information:</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Working with Shoulders/Elbows/Wrists/Hands/Fingers:</b></p> <p><input type="checkbox"/> Reaching (<input type="checkbox"/> above shoulder level   <input type="checkbox"/> below shoulder level   <input type="checkbox"/> at shoulder level)</p> <p><input type="checkbox"/> Typing – % of day:    <input type="checkbox"/> Using computer mouse</p> <p><input type="checkbox"/> Writing – % of day:    <input type="checkbox"/> Filing</p> <p><input type="checkbox"/> Fingering    <input type="checkbox"/> Handling vibrating tools/objects</p> <p><input type="checkbox"/> Handling tools/objects requiring strong hand grip</p> <p>Additional information:</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>Activities Requiring Senses:</b></p> <p><input type="checkbox"/> Feeling/touch    <input type="checkbox"/> Hearing    <input type="checkbox"/> Tasting    <input type="checkbox"/> Smelling</p> <p><input type="checkbox"/> Speaking    <input type="checkbox"/> Near vision    <input type="checkbox"/> Far vision    <input type="checkbox"/> Depth perception</p> <p><input type="checkbox"/> Colour vision    <input type="checkbox"/> Driving    <input type="checkbox"/> Viewing computer screen – % of day:</p> <p>Additional information:</p>	<p><input type="checkbox"/> No limitations/restrictions;</p> <p><b>OR</b></p> <p><input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b></p>
<p><b>PHYSICAL WORK ENVIRONMENT</b></p>	



PROTECTED B WHEN COMPLETED

<input type="checkbox"/> Outdoors <input type="checkbox"/> Indoors <input type="checkbox"/> Closed office <input type="checkbox"/> Open office (e.g., cubicle) <input type="checkbox"/> Moisture (wet, humid) <input type="checkbox"/> Dryness <input type="checkbox"/> Fumes/vapours/dust <input type="checkbox"/> Vibration <input type="checkbox"/> Exposure to weather <input type="checkbox"/> Extreme cold <input type="checkbox"/> Extreme heat <input type="checkbox"/> Exposure to noise/distracting stimuli <input type="checkbox"/> Unfamiliar/unpredictable location(s) (e.g., taxpayer site):      % of day / frequency:	<input type="checkbox"/> No limitations/restrictions; <b>OR</b> <input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b>
<b>Potential Hazards:</b> <input type="checkbox"/> Explosives <input type="checkbox"/> Electric shock <input type="checkbox"/> Radiation, ionizing <input type="checkbox"/> Radiation, non-ionizing <input type="checkbox"/> Falling objects <input type="checkbox"/> Sharp objects <input type="checkbox"/> High, exposed places <input type="checkbox"/> Moving mechanical parts <input type="checkbox"/> Intermittent noise <input type="checkbox"/> Continuous noise <input type="checkbox"/> Repetitive movements <input type="checkbox"/> Awkward posture <input type="checkbox"/> Physical violence <input type="checkbox"/> Infectious exposure <input type="checkbox"/> Waste handling <input type="checkbox"/> Biological/chemical contaminants <input type="checkbox"/> Other:	
Describe the type of Personal Protective Equipment used (if required) to protect against the physical work environment hazards:  Additional information:	

NON-PHYSICAL WORK-RELATED CAPACITIES

<b>Schedule Demands:</b> <input type="checkbox"/> Following a schedule, maintaining attendance/punctuality <input type="checkbox"/> Prolonged work days, overtime <input type="checkbox"/> Shift work, rotating <input type="checkbox"/> On call <input type="checkbox"/> Deadlines ( <input type="checkbox"/> frequent or <input type="checkbox"/> occasional) <input type="checkbox"/> Repetitive, short cycle work <input type="checkbox"/> Variety of tasks <input type="checkbox"/> Maintaining stamina/pace of work <input type="checkbox"/> Travel – frequency:      mode of transportation:      time of day:	<input type="checkbox"/> No limitations/restrictions; <b>OR</b> <input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b>
Additional information:	

<b>Social/Emotional Demands:</b> <input type="checkbox"/> Working in isolation <input type="checkbox"/> Teamwork <input type="checkbox"/> Relationship/network building <input type="checkbox"/> Interactive communication and interaction with clients, colleagues, supervisor <input type="checkbox"/> Influencing others <input type="checkbox"/> Supervising others <input type="checkbox"/> Conflict resolution (negotiating, mediating) <input type="checkbox"/> Seeking/responding to feedback/constructive criticism <input type="checkbox"/> Working with crisis or emergency situations <input type="checkbox"/> Exposure to emotional or confrontational situations	<input type="checkbox"/> No limitations/restrictions; <b>OR</b> <input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b>
Additional information:	



PROTECTED B WHEN COMPLETED

<p><b>Cognitive/Mental Demands:</b></p> <table border="0"> <tr> <td><input type="checkbox"/> Continuous alertness, sustained concentration/focus</td> <td><input type="checkbox"/> Attention to detail</td> </tr> <tr> <td><input type="checkbox"/> Working under specific instructions</td> <td><input type="checkbox"/> Self-supervision/autonomy</td> </tr> <tr> <td><input type="checkbox"/> Attaining precise limits/standards</td> <td><input type="checkbox"/> Retention of information</td> </tr> <tr> <td><input type="checkbox"/> Multitasking</td> <td><input type="checkbox"/> Organizational ability, time management</td> </tr> <tr> <td><input type="checkbox"/> Problem solving, decision making</td> <td><input type="checkbox"/> Initiative</td> </tr> <tr> <td><input type="checkbox"/> Adaptability</td> <td><input type="checkbox"/> Analytical thinking</td> </tr> <tr> <td><input type="checkbox"/> Sound judgement</td> <td><input type="checkbox"/> Effective written communication</td> </tr> </table> <p>Additional information:</p>	<input type="checkbox"/> Continuous alertness, sustained concentration/focus	<input type="checkbox"/> Attention to detail	<input type="checkbox"/> Working under specific instructions	<input type="checkbox"/> Self-supervision/autonomy	<input type="checkbox"/> Attaining precise limits/standards	<input type="checkbox"/> Retention of information	<input type="checkbox"/> Multitasking	<input type="checkbox"/> Organizational ability, time management	<input type="checkbox"/> Problem solving, decision making	<input type="checkbox"/> Initiative	<input type="checkbox"/> Adaptability	<input type="checkbox"/> Analytical thinking	<input type="checkbox"/> Sound judgement	<input type="checkbox"/> Effective written communication	<input type="checkbox"/> No limitations/restrictions;  <b>OR</b> <input type="checkbox"/> Limitations/restrictions <b>(Provide details in section D)</b>
<input type="checkbox"/> Continuous alertness, sustained concentration/focus	<input type="checkbox"/> Attention to detail														
<input type="checkbox"/> Working under specific instructions	<input type="checkbox"/> Self-supervision/autonomy														
<input type="checkbox"/> Attaining precise limits/standards	<input type="checkbox"/> Retention of information														
<input type="checkbox"/> Multitasking	<input type="checkbox"/> Organizational ability, time management														
<input type="checkbox"/> Problem solving, decision making	<input type="checkbox"/> Initiative														
<input type="checkbox"/> Adaptability	<input type="checkbox"/> Analytical thinking														
<input type="checkbox"/> Sound judgement	<input type="checkbox"/> Effective written communication														

<p><b>Signatures</b> (to be completed following completion of sections A, B and C by the supervisor)</p>	
Employee's Signature: _____	Date: _____ yyyy-mm-dd
Supervisor's Signature: _____	Date: _____ yyyy-mm-dd

<p><b>SECTION D – Medical Practitioner’s Assessment – DO NOT INCLUDE A MEDICAL DIAGNOSIS</b> (to be completed by the medical practitioner only)</p>								
<input type="checkbox"/> Initial report	<input type="checkbox"/> Follow-up report/reassessment							
<p>Due to this injury, illness, or medical condition, this employee is:</p> <table border="0"> <tr> <td style="width: 33%; vertical-align: top;"> <input type="checkbox"/> <b>Fit to work</b> (capable of all duties) </td> <td style="width: 33%; vertical-align: top;"> <input type="checkbox"/> <b>Fit to work with limitations/restrictions</b> (capable of modified/alternative duties or work schedule)             Estimate as to when the employee will be capable of full regular duties:             yyyy-mm-dd </td> <td style="width: 33%; vertical-align: top;"> <b>Unfit to work</b>  <input type="checkbox"/> own job duties   <input type="checkbox"/> any job duties             Estimate as to when the employee will be capable of modified/alternative or full duties:             yyyy-mm-dd </td> </tr> <tr> <td></td> <td style="text-align: center;"> <input type="checkbox"/> The employee will never be capable of full regular duties. </td> <td></td> </tr> </table>			<input type="checkbox"/> <b>Fit to work</b> (capable of all duties)	<input type="checkbox"/> <b>Fit to work with limitations/restrictions</b> (capable of modified/alternative duties or work schedule)  Estimate as to when the employee will be capable of full regular duties:  yyyy-mm-dd	<b>Unfit to work</b> <input type="checkbox"/> own job duties  <input type="checkbox"/> any job duties  Estimate as to when the employee will be capable of modified/alternative or full duties:  yyyy-mm-dd		<input type="checkbox"/> The employee will never be capable of full regular duties.	
<input type="checkbox"/> <b>Fit to work</b> (capable of all duties)	<input type="checkbox"/> <b>Fit to work with limitations/restrictions</b> (capable of modified/alternative duties or work schedule)  Estimate as to when the employee will be capable of full regular duties:  yyyy-mm-dd	<b>Unfit to work</b> <input type="checkbox"/> own job duties  <input type="checkbox"/> any job duties  Estimate as to when the employee will be capable of modified/alternative or full duties:  yyyy-mm-dd						
	<input type="checkbox"/> The employee will never be capable of full regular duties.							



**PROTECTED B WHEN COMPLETED**

Provide details about **EACH** work limitation/restriction noted in section C, as well as any additional limitations/restrictions that may impact the employee's ability to function in the workplace:

**Specify whether each limitation/restriction is temporary or permanent** (if additional space is needed, please add pages as necessary).



PROTECTED B WHEN COMPLETED

Specify any limitations/restrictions, or safety issues for the employee and/or his/her co-workers, due to medication (**DO NOT IDENTIFY MEDICATION OR MEDICAL CONDITION**)

Is a gradual return to work schedule recommended?

**Gradual return to work schedule:** Easing an employee back into the workplace after an absence. It typically involves an employee working reduced hours and/or days per week, over a defined period of time, gradually increasing the hours to pre-injury/ pre-illness level. The gradual increase in hours is often combined with modified or transitional work.

Yes  No

If yes, please indicate the recommended hours and timeframe:

Date to reassess this employee's functional abilities if the employee is currently unable to perform his/her full regular or modified duties:

Date:   
 yyyy-mm-dd

Not applicable

Medical Practitioner's Information:

Medical Practitioner's name (print)

Date:   
 yyyy-mm-dd

Medical Practitioner's signature

I consent to be contacted should clarifying information be required. I understand that the employee will be made aware of all communication I have with the employer.

Yes  No



PROTECTED B WHEN COMPLETED

### Occupational Fitness Assessment Form Glossary

When asked to indicate frequency, use the following as a guideline:

Occasionally = 0-33% of the employee's work day

Frequently = 34-66% of the employee's work day

Constantly = 67-100% of the employee's work day

When asked to provide supporting information such as "% of day" or "time required", indicate as accurate an account as possible, using the following formula: divide the typical hours per day the employee is engaged in the activity by the total number of hours in the employee's work day, and multiply by 100.

Example: an employee spends six (6) hours of their seven and a half hour (7.5) hour day working at the computer. Using the formula noted above,  $(6.0/7.5) \times 100 = 80$ ; the employee spends 80% of their day doing computer work.

### PHYSICAL WORK RELATED CAPACITIES

#### Standing Activities

<b>Balancing:</b>	Maintaining body equilibrium to prevent falling when walking, standing, crouching, or running on narrow, slippery, or erratically moving surfaces.
<b>Stooping:</b>	Bending the body downwards and forwards by bending the spine at the waist.
<b>Crouching:</b>	Bending the body downwards and forwards by bending at the legs and spine.
<b>Squatting:</b>	Bending the legs at the knees with the heels close to or touching one's buttocks or the back of one's thighs.
<b>Kneeling:</b>	Bending the legs at the knees to come to rest on the knee(s).
<b>Crawling:</b>	Moving about on the hands and knees or hands and feet.
<b>Climbing:</b>	Ascending or descending ladders, stairs, scaffolding, ramps, poles, ropes and the like, using the feet and legs and/or hands and arms.

#### Lifting/Carrying/Pushing/Pulling

<b>Lifting:</b>	Raising or lowering an object from one level to another (includes upward pulling).
<b>Carrying:</b>	Transporting an object, usually holding it in the hands or arms or on the shoulder.
<b>Pushing:</b>	Exerting force upon an object so that the object moves away from the force (includes slapping, striking, kicking, etc.)
<b>Pulling:</b>	Exerting force upon an object so that the object moves towards the force (includes jerking motions).



PROTECTED B WHEN COMPLETED

**Working with Shoulders/Elbows/Wrists/Hands/Fingers**

<b>Reaching:</b>	Extending the hands and arms in any direction.
<b>Fingering:</b>	Picking, pinching, or otherwise working primarily with the fingers (rather than with the whole arm or hand as in handling).
<b>Handling:</b>	Seizing, holding, grasping, turning, or otherwise working with the hand or hands (fingering not involved).

**Activities Requiring Senses**

<b>Feeling/ touch:</b>	Perceiving such attributes of objects and materials as size, shape, temperature or texture, by means of receptors in the skin, particularly those of the fingertips.
<b>Hearing:</b>	Perceiving the nature of sounds by the ear. Hearing is important for those activities which require the ability to receive detailed information through oral communication, or to make fine discriminations by sound.
<b>Tasting:</b>	Includes the detection of saltiness, acidity, sweetness, temperature, freshness, texture, and other taste characteristics.
<b>Smelling:</b>	Includes the detection of concentration or strength of odours, discrimination between subtly different types of odours, and odour localization.
<b>Speaking:</b>	Imparting oral information. Involves conveying detailed or important instructions to others accurately, loudly, or quickly.
<b>Near Vision:</b>	Clarity of vision at 20 inches or less.
<b>Far vision:</b>	Clarity of vision at 20 feet or more.
<b>Depth perception:</b>	Three-dimensional vision. The ability to judge distance and spatial relationships so as to see objects where and as they actually are.
<b>Colour vision:</b>	The ability to identify and distinguish colours.

**PHYSICAL WORK ENVIRONMENT**

<b>Moisture:</b>	Involves contact with water or other liquids or exposure to non-weather related humid conditions.
<b>Vibration:</b>	Exposure to a shaking object or surface.
<b>Exposure to weather:</b>	Exposure to outside atmospheric conditions.
<b>Extreme cold:</b>	Exposure to non-weather related cold temperatures.





**PROTECTED B WHEN COMPLETED**

<b>Extreme heat:</b>	Exposure to non-weather related hot temperatures.
<b>Exposure to noise, distracting stimuli:</b>	Exposure to visual, auditory or other sensory stimuli in proximity of the worker such that it could be distracting during the performance of work duties. Auditory stimuli may include verbal conversations of colleagues in an open office area, phones ringing, alarms, pagers, motors, and noises that are loud, sudden, or unpredictable in occurrence. Visual stimuli may include movement of people, vehicles, objects, and noticeable changes in illumination.

**Potential Hazards**

<b>Moving mechanical parts:</b>	Exposure to possible bodily injury from the moving mechanical parts of equipment, tools, or machinery.
<b>Intermittent noise:</b>	Occurs at irregular intervals; not continuous or steady.
<b>Continuous noise:</b>	Frequent, occurring at regular interval and/or without interruption.
<b>Biological/chemical contaminants :</b>	Biological contaminants include mould, rodent feces, insects, rotten food, etc. Chemical contaminants include industrial and household chemicals, pesticides, etc.

**NON-PHYSICAL WORK-RELATED CAPACITIES**

**Schedule Demands**

<b>Repetitive, short cycle work:</b>	Performing a few routine and uninvolved tasks over and over again according to set procedures, sequence, or pace with little opportunity for diversion or interruption.
<b>Variety of tasks:</b>	Involves frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, physical demands, or degrees of attentiveness without loss of efficiency or composure.
<b>Maintaining stamina/pace of work:</b>	Performing tasks at a consistent pace. Involves keeping up effort over a long period of time.

**Social/Emotions Demands**

<b>Working in isolation:</b>	Working in an environment that regularly precludes face-to-face interpersonal relationships for extended periods of time due to physical barriers or distances involved.
<b>Teamwork:</b>	Working cooperatively with co-workers or others involved in a common goal.



**PROTECTED B WHEN COMPLETED**

<b>Relationship/network building:</b>	Establishing a meaningful connection with people inside or outside the organization who are or might be useful to the achievement of work objectives. It involves the building of these relationships and the effort required to maintain them, and includes demonstrating respect, trust, and understanding when interacting with others in order to nurture the relationship and advance work objectives.
<b>Interactive communication and interaction:</b>	Transmitting and receiving information clearly and communicating actively with others by considering their points of view in order to respond appropriately. Interactive communication involves active listening, interpreting social cues, and participating in the flow of conversation.
<b>Influencing others:</b>	Influencing people in their opinions, attitudes, and judgements. It may involve writing, demonstrating, or speaking to persuade and motivate people to change their attitudes or opinions, participate in a particular activity, or purchase a specific commodity or service.
<b>Supervising others:</b>	Involves giving instructions, and encouraging and developing others by fostering and promoting their learning, development, and growth in order to successfully perform in current or future roles.
<b>Conflict resolution:</b>	The ability to facilitate the prevention and/or resolution of conflict while preserving working relationships.
<b>Seeking/responding to feedback/constructive criticism:</b>	Listening to and asking for feedback. It involves clarifying instructions, asking questions or asking for help, and openness to, and reflection on, the feedback/constructive criticism provided.
<b>Exposure to emotional or confrontational situations:</b>	<p>Exposure to emotional situations: Exposure to situations where the employee may face emotionally stressful circumstances or exposure to situations in which the client or the public may be emotionally distressed and the employee is required to interact with the individual in order to complete a job requirement.</p> <p>Exposure to confrontational situations: Exposure to situations where, in the course of their duties, employees may be directly confronted by an individual or may encounter confrontational situations requiring action on their part. The confrontation may be in person or over the telephone. The client or public may be verbally aggressive or abusive, insistent, hostile, loud, threatening, disruptive, or may refuse to follow an instruction.</p>

**Cognitive/Mental Demands**

<b>Continuous alertness, sustained concentration /focus:</b>	Involves remembering work routine, completing tasks through interruptions, refocusing/redirecting attention, sustaining attention, and screening out extraneous environmental stimuli.
<b>Attention to detail:</b>	Work tasks require attention to detail or concentration on details of information.



**PROTECTED B WHEN COMPLETED**

<b>Working under specific instructions:</b>	Performing tasks only under specific instructions, allowing little or no room for independent action or judgement in working through problems.
<b>Self-supervision/ autonomy:</b>	Working effectively without supervision. This involves assessing one's own work performance, judging work pace, identifying areas of confusion, comparing work performance to standards, and initiating areas of improvement.
<b>Attaining precise limits/standards:</b>	Involves adhering to and achieving exact levels of performance, using precision measuring instruments, tools, and machines to attain precise dimensions, preparing exact verbal and numerical records, or complying with precise instruments and specifications for materials, methods, procedures, and techniques to attain a specified standard.
<b>Retention of information:</b>	The ability to retrieve and recall on demand information that has been previously learned.
<b>Multitasking:</b>	Performing and/or monitoring more than one task/function at a time and judging when tasks or functions require attention. It involves prioritizing tasks and managing time effectively. It does not involve the performance of sub tasks concurrently within <b>one</b> task assignment or activity.
<b>Organizational ability, time management:</b>	Involves prioritizing tasks and completing tasks in the prescribed amount of time.
<b>Problem solving, decision making:</b>	Choosing and committing to a course of action. This involves solving problems, making evaluations, or reaching conclusions in a timely manner and based on subjective or objective criteria, such as the five senses, knowledge, past experiences, or quantifiable or factual data.
<b>Initiative:</b>	Assuming responsibility and taking independent action when facing issues, problems, or opportunities without being asked or prompted by others or waiting for problems to arise.
<b>Adaptability:</b>	The ability and willingness to alter/adjust behaviours, opinions, and approaches in light of new information, changing situations, and/or different environments.
<b>Analytical thinking:</b>	Using a logical reasoning process to break down and work through a situation or problem to arrive at an outcome. This involves one or more of the following: organizing the parts of a problem or situation in a systematic way; making systematic comparisons of different features or aspects; tracing implications or issues step by step; setting priorities on a rational basis; and identifying time sequences and/or causal relationships.
<b>Sound judgement:</b>	This involves thinking through the possible impact of one's actions and decisions on all interested parties, and exercising one's discretion after full and fair consideration of all the facts (e.g., protecting confidential taxpayer/confidential information and safeguarding CRA security, funds, property).
<b>Effective written communication:</b>	The ability to produce clear, concise, and grammatically correct written material in English and/or French, conveying the information accurately and as appropriate to the circumstances and intended readership.



PROTECTED B WHEN COMPLETED

## Appendix F - Medical Consent Form

Protected B when completed

TO BE COMPLETED BY MANAGER, AND SIGNED BY EMPLOYEE

### Medical Assessment Consent Form

I, **[name of employee]**, agree to undergo a medical assessment **[include in the form of a fitness to work evaluation when requesting the assessment through (the contractor's name, to be inserted at time of Contract Award)]**, which will be conducted by **[name of employee's medical practitioner OR medical personnel of (the contractor's name)]**. The reason(s) I have been asked to undergo a medical assessment have been fully explained to me by a representative of my employer, the Canada Revenue Agency (CRA).

I understand and agree that the CRA will provide **[name of employee's medical practitioner OR (the contractor's name)]** with a detailed description of the reason(s) for requesting the medical assessment, and details about the capacities required for my job, and that I will receive a copy of this written referral before the evaluation. I understand that the CRA is restricted by the *Privacy Act* to release to **[name of employee's medical practitioner OR (the contractor's name)]** only information that is directly relevant to my situation and necessary to conduct the medical assessment, as described in the written referral.

**Use this paragraph only if the employee is being assessed by (the contractor's name)**

I authorize my medical practitioner(s) (e.g., physician, specialist, health facility, or health professional) to discuss and/or disclose the contents of my medical file(s) with **(the contractor's name)**. I authorize **(the contractor's name)** to discuss and/or disclose the contents of my medical file held by **(the contractor's name)** with my medical practitioner(s). I understand that **(the contractor's name)** is collecting this information in order to assess my fitness to work. It will be treated as personal information in accordance with the provisions of the *Access to Information Act* and the *Privacy Act*. **(The contractor's name)** will not disclose my personal information without my written consent except where disclosure is required by law.

I authorize **[name of employee's medical practitioner OR (the contractor's name)]** to provide the CRA with:

- an interpretation of the medical assessment (e.g., completed Occupational Fitness Assessment Form (OFAF) and/or explanatory letter, if applicable), which will provide information on my ability to perform the duties, and fulfil the responsibilities of my job;
- any functional limitations/restrictions due to the medical condition(s) identified during the evaluation. **[Name of employee's medical practitioner OR (the contractor's name)]** will not disclose any additional medical information, including a diagnosis, to the CRA; and
- any information required to clarify **[name of employee's medical practitioner OR (the contractor's name)]**'s interpretation of the medical assessment, if necessary. I understand I will be made aware of all communication with the medical practitioner.



**PROTECTED B WHEN COMPLETED**

Information collected by **[name of employee’s medical practitioner OR (the contractor’s name)]** will be retained by **[name of employee’s medical practitioner OR (the contractor’s name)]**. This medical information may be referenced by **[name of employee’s medical practitioner OR (the contractor’s name)]** if I undergo another medical assessment in the future. The information will be treated as personal information in accordance with the provisions of the *Access to Information Act* and the *Privacy Act*.

I have read the information above or had it explained to me. I understand the nature of the medical assessment and the reasons my personal information will be collected and used by **[name of employee’s medical practitioner OR (the contractor’s name)]**. I declare that I have given my consent voluntarily. I understand that I may withdraw my consent at any time. If I revoke my consent to undergo the medical assessment, I authorize **[name of employee’s medical practitioner OR (the contractor’s name)]** to advise the CRA that I have done so.

Unless previously revoked by me in writing, this consent form, as specified, expires on **[insert date – six months from the date the consent form is signed]**.

Name of employee: \_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Signature) **Date:** \_\_\_\_\_  
yyyy-mm-dd

Name of witness: \_\_\_\_\_  
(Print name)

\_\_\_\_\_  
(Signature) **Date:** \_\_\_\_\_  
yyyy-mm-dd

Personal information is collected under the authority of paragraphs [30 \(1\) \(d\)](#) and [51 \(1\) \(i\)](#) of the *Canada Revenue Agency (CRA) Act*. Information collected will be used to support the effective management of an injury or illness case, and to facilitate the monitoring and reporting of such cases within the CRA. Failure or refusal to provide complete or accurate information may result in the CRA being unable to effectively manage the injury or illness case. Information is described in the standard personal information bank [PSU 907 - Occupational Health and Safety](#), in the Internal Services chapter of *Info Source*.

Personal information is protected under the [Privacy Act](#) and individuals have a right of protection, access to and correction or notation of their personal information. Further details regarding requests for personal information at the CRA and, our *Info Source* chapter can be found at [cra-arc.gc.ca/atip](http://cra-arc.gc.ca/atip).



PROTECTED B WHEN COMPLETED

## Appendix G – Covering Letter to Health Practitioner Template

Protected B when completed

### TO BE COMPLETED BY MANAGER

[Date]

[Address]

To [*Whom It May Concern*]:

Re: [*Employee's Name*]

Confirmation Number: [(the contractor's name, to be inserted at time of Contract Award) *reference number, if applicable*]

#### **Use this paragraph if the letter is being sent to the employee's medical practitioner:**

The Canada Revenue Agency (CRA) is committed to enabling employees to remain at work or to return to work as soon as is medically appropriate in order to promote their rehabilitation and well-being, and to minimize the social and economic impact to them. [**Employee's name**] has indicated that [**he/she**] is currently under your care, and so we wish to involve you as a key member of the team working collaboratively to that end. We are requesting a medical assessment of [**employee's name**] that will allow us to arrange a reasonable accommodation (e.g., modified/alternate duties and/or work schedule, gradual return to work), if applicable, and ensure a healthy, safe, and supportive work environment.

**OR**

#### **Use this paragraph if the letter is being sent to (the contractor's name, to be inserted at time of Contract Award):**

The Canada Revenue Agency (CRA) is committed to enabling employees to remain at work or to return to work as soon as is medically appropriate in order to promote their rehabilitation and well-being, and to minimize the social and economic impact to them. As such, we are requesting a fitness to work evaluation of [**employee's name**] that will allow us to arrange a reasonable accommodation (e.g., modified/alternate duties and/or work schedule, gradual return to work), if applicable, and ensure a healthy, safe, and supportive work environment.

[**Employee's name**] has been an employee of the CRA since [**date**], and currently occupies the position of [**employee's job title**].

#### **Additional information to be included in ALL letters:**

*Provide a clear and succinct summary of the reason(s) for requesting the medical assessment. In approximately one to two paragraphs:*



**PROTECTED B WHEN COMPLETED**

- Describe specific observable behaviours (e.g., changes in behaviour or performance, suspected risks/danger to the employee or others, information disclosed by the employee, etc.). Use factual and objective language; do not try to determine a “diagnosis” yourself, or report hearsay or stories told by others. Include only relevant details.
- Describe the modifications, accommodations, or other jobs that have already been offered to the employee, and the outcome.
- Describe patterns of leave, periods of extended leave, and any failed attempts to return to work.
- Indicate whether the employee is currently in the workplace or on leave.

A detailed work description is enclosed. **[Employee’s name]**’s essential duties include:

- List the employee’s essential job duties. A task is an essential duty if it constitutes a substantial portion of the job, represents an integral part of the job, and/or is a duty or function that is non-delegable, indispensable, necessary, or vital. Activities listed as “key activities” in the employee’s work description are considered essential to that job.

Also enclosed is the CRA Occupational Fitness Assessment Form (OFAF). This form provides information on the physical and non-physical capacities **[employee’s name]** requires to effectively perform the duties of **[his/her]** job, including behaviours related to the CRA standard of conduct, as well as the working conditions and any particular risks or inherent stressors of the job. Please complete the indicated areas of the OFAF (sections C and D), providing as much detail as possible about the limitations/restrictions related to these capacities. **Please do not include a diagnosis.** We only require information on **[employee’s name]**’s fitness to work and any limitations/restrictions related to their job duties and the physical and non-physical capacities identified on the OFAF.

**If the employee’s medical practitioner is completing the assessment, include:**

If additional information is needed to complete the assessment (e.g., specialist referral(s), diagnostic tests, laboratory analysis, etc.), we ask that you work with the applicable health professionals in order to provide us with a comprehensive evaluation of the employee’s fitness to work and any limitations/restrictions. If a cost is incurred for the completion of the OFAF the CRA will reimburse the expense. **If required, include information on how to return the completed OFAF.**

**Include in ALL letters:**

**Please ensure all correspondence is marked ‘Personal & Confidential’ and returned by the method (and to the address) indicated.**

The information provided will only be used to confirm **[employee’s name]**’s ability to remain at work or return to work and/or arrange a workplace accommodation.

If you need clarification, please contact me at the telephone number given below.

Thank you for working with us to help **[employee’s name]** **[remain at work OR return to work]**.

Sincerely,



**PROTECTED B WHEN COMPLETED**

*Manager's Name*

*Title*

*Address*

*Telephone Number*

**Enclosures:** Medical Assessment Consent Form

Occupational Fitness Assessment Form (OFAF)

Work Description

*Other relevant documentation (e.g., prior medical notes or OFAFs on file)*

cc: **[Employee's name]**

Labour Relations Advisor





## Appendix H - Medical Assessments Information Sheet for Employees

The health and well-being of all employees is a priority at the Canada Revenue Agency (CRA). The CRA is committed to supporting the continued employment of those experiencing limitations/restrictions due to an injury, illness, or medical condition, whenever possible. This is often accomplished through the accommodation process.

### What is accommodation?

Accommodation is the process and implementation of changes to a job and/or the job environment which enables an employee who has an injury, illness, or medical condition to perform their duties productively, and to the best of their abilities. The employer has a [legal obligation](#) to make every effort to support employees in staying at work, or facilitating their safe return to work from an absence due to an injury, illness, or medical condition, by implementing reasonable [workplace accommodations](#).

Employees have an obligation to actively participate in this process. This includes making sure that their employer has enough information about the impact of an injury, illness, or medical condition on their ability to perform their job duties, to be able to make the necessary accommodations. In most cases, this information is obtained through a medical assessment.

### What is a medical assessment?

A medical assessment is an evaluation of an employee's injury, illness, or medical condition as related to their job duties. It provides information on limitations/restrictions which is used to determine if/when the employee is medically fit to remain at work, or return to work, and safely perform the duties of their job. This information also supports the implementation of workplace accommodations, as applicable.

### What are limitations/restrictions?

Limitations/restrictions refer to those tasks or actions of their job duties which an employee cannot do, or can only do for a certain period of time, as a result of an injury, illness, or medical condition.

### What are the benefits of undergoing a medical assessment?

A medical assessment provides a number of benefits for both the employee and the employer:

- It ensures that the manager has enough information to determine appropriate accommodations in the workplace to support the employee's well-being, and their ability to safely remain at work, or return to productive work following leave due to an injury, illness, or medical condition.
- Although the scope of a medical assessment does not extend to treatment, it may provide the employee with information that helps to foster their recovery.
- In some situations, it may also provide information that can be used to support long term leave claims and access to insurance benefits, as appropriate.

### Who will do the medical assessment?

The employee's own medical practitioner should be the primary source of this information. Where this is not possible (e.g., the employee does not have a medical practitioner or attempt(s) to gain enough information from the employee's medical practitioner have not been successful), the manager will request a medical assessment (in the form of a fitness to work evaluation) through the CRA's health services provider— **(the contractor's name, to be inserted at time of Contract Award)**. Please note that if you are applying for Disability Insurance (DI) or Long Term Disability (LTD) benefits, you will need to have your own medical practitioner (or treating physician) complete the appropriate forms, as **(the contractor's name, to be inserted at time of Contract Award)** does not provide this service. All correspondence sent from the CRA will be marked 'Personal & Confidential'.

### Why would I be referred for a medical assessment?

A medical assessment is generally requested as a result of the following situations:



- The employee experiences a change in their health status.
- The employee is returning to work following an absence related to an injury, illness, or medical condition.
- The employee has a continuing impairment, causing them to remain absent from work for a prolonged period. The employee must be reassessed to update their fitness to work status and determine next steps.
- The employee's working conditions have changed significantly and more information is required to determine the impact on an existing injury, illness, or medical condition and/or to adjust existing accommodations.
- The employee indicates, or the manager observes, that there has been a change in the employee's ability to perform the duties/responsibilities of their position, or the employee is a danger to themselves or others.

Your manager will discuss the specific reason(s) for requesting the medical assessment with you.

### **What can I expect before the assessment?**

After discussing the purpose of, and reason(s) for, requesting a medical assessment, your manager will prepare the following documents to send to the medical practitioner:

#### [Covering letter to the medical practitioner](#)

The covering letter will summarize the reason(s) for requesting the medical assessment. It will provide the relevant background information without violating your right to privacy.

#### [Occupational Fitness Assessment Form \(OFAF\)](#)

The OFAF will identify the physical and non-physical (e.g., cognitive, social/emotional) capacities that you need to successfully perform your job duties. It will also outline the working conditions and any particular risks or inherent stressors of your position.

#### [Work description](#)

Your work description will provide the medical practitioner with a detailed account of the key activities, work characteristics, effort, and working conditions of your job.

#### [Medical assessment consent form](#)

The purpose of the consent form is to provide your written consent:

- to undergo the medical assessment;
- for the CRA to provide your medical practitioner or **(the contractor's name, to be inserted at time of Contract Award)** with the reasons for requesting the medical assessment;
- for your medical practitioner to discuss and/or disclose the contents of your medical files with **(the contractor's name, to be inserted at time of Contract Award)**, if applicable. This will ensure the medical practitioner who is conducting the assessment has a clear understanding of your medical history and current health status; and/or
- for the medical practitioner to provide an interpretation of the assessment to your manager, including any clarifying information as required.

The consent form also acknowledges the CRA's commitment to maintaining your privacy, only disclosing information about your limitations/restrictions on a "need-to-know" basis, for the purposes of confirming your ability to remain at or return to work and/or arranging a workplace accommodation. Your consent to undergo the medical assessment is voluntary, and is valid for six months after the date of signing, although it can be withdrawn at any time prior to this date.

### **What will I need to do to help in this process?**



Your manager will ask for your help to complete the documents noted above, to ensure that your job duties are accurately reflected and that you are aware of what information is being provided to the medical practitioner and why. You will have the opportunity to discuss the contents of the package before it is finalized, and you will receive a copy of all of the documents for your records.

You must sign the consent form before the package of documents can be given to the medical practitioner. If you do not provide your consent for the medical assessment, your manager may not have the information necessary to ensure that you can safely perform your duties, or to arrange appropriate accommodations. In some situations, in order to ensure your health and safety or that of others, it may be necessary for you to go on leave if you are currently in the workplace, or remain on leave if you are currently out of the workplace, until information concerning your fitness to work and any limitations/restrictions is obtained.

If your medical practitioner will be conducting the medical assessment, you should advise them of the referral, and schedule an appointment as soon as possible. Your manager will give you the documents to take to your appointment, or, if required, arrange for these documents to be sent directly to your medical practitioner. If a cost is incurred for the completion of the OFAF, the CRA will reimburse this expense when you provide your manager with a receipt of payment from the doctor or medical clinic.

If the medical assessment is requested as a fitness to work evaluation through **(the contractor's name, to be inserted at time of Contract Award)**, your manager will send the completed package directly to them. **(the contractor's name, to be inserted at time of Contract Award)** will assign your file to one of their medical practitioners, and will contact you to schedule an appointment.

#### **What will happen during the assessment?**

When conducting the assessment, the medical practitioner may do any or all of the following:

- review your medical history;
- conduct a physical examination; or
- refer you to a specialist for further diagnostic tests/laboratory analysis, and/or assessment.

#### **What information will the medical practitioner provide to my manager?**

After your assessment, the medical practitioner will complete the OFAF, which will indicate your fitness to work as one of the following:

- fit to work and capable of all your duties;
- fit to work with limitations/restrictions, and capable of modified or alternate duties/hours of work; or
- unfit to work and capable of no duties at the current time.

The medical practitioner will also provide your manager with a detailed list of your limitations/restrictions (e.g., avoidance of certain physical tasks, limited functioning of certain cognitive or social/emotional capacities) that will allow your manager to understand what duties within your position may require accommodation in order for you to successfully perform your job. **The medical practitioner will not disclose a medical diagnosis or any confidential medical information.**

#### **What happens after the medical assessment?**

If the assessment is completed by your medical practitioner, you must give your manager a copy of your medical practitioner's report (i.e., the completed OFAF and any accompanying explanatory letter). If the assessment was completed by **(the contractor's name, to be inserted at time of Contract Award)**, they will send a copy of the medical practitioner's report to your manager. Once the report is received, your manager will contact you to discuss the contents and the next steps. If clarifying information is required, your manager may have to contact the medical practitioner to obtain this information, and will let you know prior to doing so. There is instruction provided in the covering letter to the medical practitioner that all correspondence sent to the CRA should be marked 'Personal and Confidential'.



The limitations/restrictions identified on the OFAF will be used to support you in remaining at work or returning to work, through the implementation of workplace accommodations, which includes providing a healthy, safe, and supportive work environment. You (and your union representative, where applicable) will be involved in the development and implementation of the accommodation plan. Once the accommodation plan has been put in place, your manager will continue to monitor your progress and respond to any changing needs. If there is a change in your medical condition, you should report this to your manager as soon as possible, in order to ensure that the accommodations provided continue to best support you and your ability to perform your job tasks.

**What resources are available to help me in this process?**

It is important that you have a clear understanding of, and are comfortable with, the purpose and general process of the medical assessment. If you have any questions after reviewing this information, please ask your manager. You may also consult with the [Employee Assistance Program](#) (EAP) or your union representative if you have any concerns that your manager cannot address, or if you need additional support. For more information about the management of injury and illness within the CRA, you can also refer to the [Injury and Illness Policy \(and Guidelines\)](#) and the [Managing Injury and Illness Process Tool](#).



# Appendix I – Template Service Request to be completed when the Service Request pertains to Staffing assessments, and/or, learning a second official language.

PROTECTED B when completed

## Information collected for purposes of providing accommodations for candidates:

- being assessed for competencies or qualifications in a staffing process;
- doing voluntary competency assessment, or,
- in the context of learning a second official language.

## at the Canada Revenue Agency.

This form is to be completed by the **health care professional** treating an employee (hereafter known as “the candidate”) currently involved in a Canada Revenue Agency (CRA) staffing process, one who has requested voluntary assessment of one or more of their CRA competencies, or one who is involved in learning a second official language. The information collected via this form will be used by either a Psychology Consultant working in the Standardized Assessment Services (SAS) section at the CRA, or by the employee’s manager in order to determine appropriate accommodations during assessment or in the context of learning a second official language.

All information provided is confidential and protected. The candidate must sign the consent section in the appropriate space below before the questionnaire is completed by the health care professional and submitted to CRA (SAS or OL).

## CONSENT TO RELEASE INFORMATION: Signature and Confidentiality

### Staffing Process or Voluntary Competency Assessments:

I consent to the release of information by my health care professional for the purposes of test accommodations to the SAS of the Canada Revenue Agency. This information will be used by SAS’ Psychology Consultants for the express purpose of determining appropriate accommodations for examinations, tests, interviews and other exercises which are, or can be part of, an evaluation process in a staffing-related action at the Canada Revenue Agency.

Once the questionnaire is completed and received, it will be treated with the strictest level of confidentiality and will be used **only** by authorized SAS staff.

OR

### In the context of learning a second official language:

I consent to the release of information by my health care professional for the purposes of accommodations in the context of learning a second official language at the Canada Revenue Agency. This information will be used by the employee’s manager for the express purpose of determining appropriate accommodations in the context of learning a second official language at the Canada Revenue Agency.

Once the questionnaire is completed and received, it will be treated with the strictest level of confidentiality and will be used **only** by an authorized CRA manager.

Name of Candidate (please print clearly): \_\_\_\_\_

Telephone number at work: \_\_\_\_\_ Email address: \_\_\_\_\_

Date (yy-mm-dd): \_\_\_\_\_

Signature: \_\_\_\_\_



**PLEASE PRINT**

**HEALTH CARE PROVIDER'S NAME:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**Title and credentials:** \_\_\_\_\_

**I have treated the individual named above since:** \_\_\_\_\_

**Health Care Professional's Signature**

\_\_\_\_\_

**Health Care professional's license number:** \_\_\_\_\_



**1. Areas of limitations and restrictions which could impact performance in a testing situation or interview**

These questions are provided to aid in the understanding of the effect(s) of the candidate's condition on abilities required during an evaluation process, and or in the context of learning a second official language. Please specify the degree of effect of functional limitations, **taking into account the effect(s) of any medication used, for each of the following:**

Degree of effect of functional limitations and restrictions	Mild	Moderate	Severe	N/A
<b>Performance during written examinations:</b>				
Multiple choice tests				
Short answer questions				
Essay questions				
<b>Performance during interviews:</b>				
Performance during interactive assessments(for instance, role-plays, simulations, group tasks)				
Performance when answering questions orally				
General mental alertness				
Speed of information processing and reaction time				
<b>Concentration and organization of tasks affected by:</b>				
Ambient noise (heating ducts, lighting or other)				
Presence of others				
Persistent intrusive thoughts or worries				
Handling stress and anxiety				
<b>To what degree the following aspects seem affected:</b>				
Short term memory (recalling immediate or recent information)				
Long term memory (recalling previously learned information)				
Physical effects of medication that could interfere				



Degree of effect of functional limitations and restrictions	Mild	Moderate	Severe	N/A
Other (please specify):				

2. In your professional opinion, does the candidate have any other limitations and restrictions that may impact his or her performance during assessment or in the context of learning a second official language?

\_\_\_\_\_

3. Please add any other information you consider relevant:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Please describe any accommodations (for example, reduction of environmental stimuli, extended time for test taking – please indicate how much additional time you feel is necessary – rest breaks, etc.) that the candidate is using, has used, or could benefit from in test-taking situations to ensure equitable and fair assessment, or in the context of learning a second official language.

\_\_\_\_\_  
\_\_\_\_\_

5. When a **psychoeducational assessment has been completed, please provide the following sections of the report that describe:**

- The nature and extent of the functional limitations and restrictions and strengths;
- The results and interpretation of the standardized tests administered; and,
- Recommendations for accommodation during assessment or learning a second official language.

Personal information is collected under the authority of paragraphs [30 \(1\) \(d\)](#) and [51 \(1\) \(i\)](#) of the Canada Revenue Agency (CRA) Act. Information collected will be used to support effective accommodation in the context of resourcing assessments, and or learning a second official language, and to facilitate the monitoring and reporting of such cases within the CRA. Failure or refusal to give complete or accurate information may result in the CRA being unable to effectively provide accommodation. Information is described in the standard [personal information bank](#):

PSU 907 – Occupational Health and Safety;

PSE 906 – Official Languages; and

PSE 902 – Staffing.

in the Internal Services chapter of Info Source.

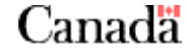
Personal information is protected under the [Privacy Act](#) and individuals have a right of protection, access to and correction or notation of their personal information.

Further details regarding requests for personal information at the CRA and, our Info Source chapter can be found at [cra-arc.gc.ca/atip](http://cra-arc.gc.ca/atip).





## Appendix J – Sample Work Description



### SP0128 Work Description

#### WORK DESCRIPTION

#### IDENTIFYING INFORMATION

Job Number  
SP0128

CAS No.  
20012254

Job Title  
Compensation Advisor

Group and Level  
SP-05

Effective Date  
(DD-MM-YYYY)

01.11.2007

Job Type

National

Regional

Headquarters  
Branch / Region  
Human Resources Branch

Approved Location(s)  
Various

#### RATING

17 - 51 - 64 - 31 - 19 - 43 - 93 - 1 - 1 - 1 - 2 - 2 - 2 = 327

#### MANAGEMENT AUTHORIZATION

"I approve the responsibilities described in this work description and authorize its use in the locations indicated above."

Original signed by  
Lysanne Gauvin

Assistant Commissioner

06.12.2006

\_\_\_\_\_  
Signature, Delegated Manager



\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

**CERTIFICATION**

"I certify that the following is a description of the work to be performed."

\_\_\_\_\_  
Signature, Immediate Supervisor

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

"I certify that I have received this work description."

\_\_\_\_\_  
Signature, Incumbent

\_\_\_\_\_  
Date

Employees may present a grievance related to the content and/or the classification of the work description for the position that they occupy. Job content grievances are to be presented in accordance with the provisions of the relevant collective agreement or terms and conditions of employment. Classification grievances are to be presented within 35 calendar days of the date employees have been notified of a decision as per article 68 (1) of the Public Service Labour Relations Board Regulations.

In this document, all expressions designating people refer to men and women.

**CLIENT-SERVICE RESULTS**

Provision of compensation advice, guidance and the resolution of compensation and/or benefit related problems on behalf of managers and employees within the Canada Revenue Agency.

Processing of compensation, benefit and/or pension related transactions.

**KEY ACTIVITIES**

Processes compensation, benefit and pension related transactions (Tier 2) referred from client services agents (Tier 1).

Analyzes and provides, advice and guidance on all aspects of the federal governments compensation-related legislation, policies, procedures and systems; resolves problematic and atypical compensation benefit related and pension; and where required consults with other government departments to resolve compensation issues.

Analyses trends in compensation problems experienced by Client Service Agents (Tier 1).

**WORK CHARACTERISTICS**

**RESPONSIBILITY AND SKILL**

**(1) Planning**

Plans own workload based on compensation problems referred from the call centre agents (tier 1), Intake Services, Processing Services or pulled by the respective Team leader from the Compensation case management system. This involves researching and providing advice and guidance to employees and managers on compensation issues and analyzing trends in compensation-related problems.

Participates, where required, as a team member in the planning and organizing of special projects or initiatives in recommending tasks, timelines and the planning of own workload. For example, the



implementation of a new classification standard and design and the testing of new processes and/or system enhancements.

## **(2) Analysis and Problem Solving and (3) Decision Making**

Researches and analyzes atypical or unresolved compensation or benefit related inquiries generated from client inquiries referred from Client Service Agents (tier 1), received by Intake Services, processing Support or pulled and assigned by the Team Leader from the Compensation case management system.

Researches the nature of the problem, employees' entitlements, consults directives, legislation, policies and/or procedures. Integrates information concerning the clients pay history, collective agreements and pay policies that may impact the guidance provided to the client and determines what if any options are available. Advice provided can impact the clients' financial well-being as well as lead to the potential risk of law suits following an error calculation. Advice and guidance to clients is rendered in accordance with legislation, policy, procedures and entitlements under Collective Agreements.

Researches and provides options on pension related compensation inquiries on behalf of employees and managers. In order to determine options, research is undertaken on the employees entitlements, the provisions stated in current and past policies, directives and collective agreements as well as gaining an understanding of the employees current and future financial circumstances, needs and personal plans. Advice provided can impact the clients' financial well-being as well as lead to the potential risk of law suits following an error calculation. Advice and guidance to clients is rendered in accordance with legislation, policy, procedures and entitlements under Collective Agreements.

Determines overpayment situations through the investigation of employment payment records, and provisions stated in policies and collective agreements. Initiates corrective action to recover monies owing. Decisions and action taken are guided by relevant acts, regulations and policies established by the Agency, Treasury Board and Public Works and Government Services (PWGSC).

Initiates and actions compensation entitlements, as per the existing collective agreements. Maintains the Agency's automated compensation system (CAS) and documents client case information in the Compensation case management system. Information actioned and maintained is used to track compensation actions, and decisions taken to establish a corporate history of all compensation-related activities for each employee. Failure to action or update system, may impact an employees financial well-being, and future compensation decisions.

Analyzes trends in compensation related problems referred and/or experience by Client Service Agents (tier 1), Processing Support, Intake Services or pulled and assigned by a Team Leader from the Compensation case management system. Information gathered, through the analysis of CAS and compensation related policies and procedures, is submitted to Team Leader for consideration when determining training needs and/or undertaking service delivery improvements.

## **(4) Internal Contacts, (5) External Contacts and (6) Communication Skills**

Provides advice and guidance verbally and in writing on compensation and/or benefit options to managers, employees or their representatives (lawyers, other family members). The subject matter discussed may require the adaptation of terminology, policies and procedures in order to ensure understanding by the client.

Participates as a team member and when required on special compensation initiatives and projects, in the exchange of information, and demonstrates work processes to new colleagues or temporary employees. Provides feedback on questions and support to Client Services Agents (Tier 1) who possess varying levels of experience within the compensation field.

Consults with colleagues, clients and officials within and outside (Workers Compensation, Insurance Companies) the Agency, to gather information and clarify legislation, policies and/or procedures.

## **(7) Knowledge**

The work requires knowledge of

Compensation-related legislation, regulations, policies, procedures to analyze and provide advice and



guidance on problematic and atypical compensation, benefit or pension issues and to provide advice and guidance to Client Service Agents (Tier 1) and Processing Support staff.

Compensation Client Service Center operations, the organizational structure, priorities, performance and service standards in order to provide advice, guidance and information to managers, staff and employees.

Canada Revenue Agency technologies including Agency and compensation approved software in order to assess and rectify compensation and benefit issues.

Working knowledge of Treasury Board, PWGSC (superannuation branch), and other government departments, in order provide explanations of programs, refer clients and seek solutions to compensation or benefit problems.

Contacts, programs and policies of agencies such as Workers Compensation, Insurance Companies, etc. in order to provide advice and guidance to clients, process employee entitlements to benefits or process transaction on behalf of the agency such as employee premiums, etc.

## **EFFORT**

### **(8) Physical Effort**

Work is completed in a call site environment, while sitting at a desk in front of a computer and requires effort to focus on a screen for long periods of time. This occurs on average for periods of 4 to 6 hours per day. The job allows for complete flexibility to change work activities and to leave the workstation and to move about.

### **(9) Sensory Effort**

The work requires keyboarding skills to operate a personal computer.

The work requires intermittent sustained attention, but allows for a change in sensory focus to accommodate interruption or alter work activities.

### **(10) Repetitive Motion Effort**

The work involves the use of a computer to access, enter and retrieve information. Such work allows flexibility to change activities.

## **WORKING CONDITIONS**

### **(11A) Psychological Work Environment**

The work is carried out in a call centre environment where staff responds to numerous inquiries on a daily basis. The work environment is characterized by a lack of privacy due to the open office design and frequent interruptions by colleagues and the noise level can result in frustration due to a loss of concentration.

The work requires keeping a professional distance and maintaining composure in the face of emotional or distressed employees and/or their representatives when answering questions and/or providing advice and guidance on compensation or benefit- related matters in sensitive situations such as death or retirement.

### **(11B) Physical Work Environment**

The work involves working in call centre environment with exposure to office noise and glare from computer screens.

### **(12) Risk to Health**

The work is performed in an office environment that is highly controlled and where exposure to accident, injuries or illness is minimal.



## Appendix K – Sample Status Update Form

### STATUS UPDATE

Date: \_\_\_\_\_

To: \_\_\_\_\_  
(Employer)

Re: \_\_\_\_\_  
(Service Request Number)

The employee (ref: Service Request Number above) has been examined in our office:

#### Fitness to Work Evaluation Attended

Appointment Date \_\_\_\_\_

Appointment Time \_\_\_\_\_

As a result of this assessment, this employee has been found:

\_\_\_ Fit to Work *Final Report Delivery Date* \_\_\_\_\_

\_\_\_ Unfit to Work (Pending Additional Information)

*Date for Additional Assessment or Test(s)* \_\_\_\_\_

*If unknown, written confirmation of appointment date(s)/time to follow*

\_\_\_ Fit to Work with Limitations/Restrictions *Final Report Delivery Date* \_\_\_\_\_

\_\_\_ Unfit to Work (Own Duties/Any Duties) *Final Report Delivery Date* \_\_\_\_\_

Comments



---

---

---

Sincerely,

---

Name:



## Appendix L – Sample Non-Conformance Report

August 20, 20XX

Service Request Number: MXS2902012674938

Written by: Name

Reviewed by: Name

### Non-Conformance Received

Date: dd/mm/yr

Via email: Susan Dinis to xxxxxxx.

Service Request Number: MXS2902012674938

### Response to Non-Conformance Event

#### Issue:

The in-person examination required in order to complete the employee's OFAF has not yet occurred, although approval was provided on June 20, 20XX.

#### Key Time Line:

June 20, 20XX: CRA approved the in-person examination required in order to complete the employee's OFAF.

June 21, 20XX: A status update was sent to the LRA. In this status update, it was noted that the Medical Assessment Consent Form was expired and we required a new signed Consent Form from the employee.

June 21, 20XX: A Notice of Appointment with an incorrect date was sent via email to the employee and the LRA. The LRA alerted (the contractor's name) of the error and notified (the contractor's name) the employee was on leave from work and provided a telephone number for the employee so that confirmation of availability could be provided.

June 24, 20XX: A revised Notice of Appointment was created and sent via email to the employee and LRA noting an evaluation date of July 03, 20XX. (The contractor's name) attempted to follow-up with the employee by phone, but called an incorrect phone number ((the contractor's name) error). (the contractor's name) notified the LRA and manager that phone contact did not occur.

June 25, 20XX: CRA confirmed the employee's telephone number and (the contractor's name) left a message on the employee's voicemail requesting a call back.

June 28, 20XX: (the contractor's name) attempted to reach the employee at various times of the day and left a voice message requesting a call back. As the employee did not return the call, (the contractor's name) advised the LRA they were unable to confirm the employee could attend the appointment and thus, the July 03, 20XX appointment would be cancelled. (The contractor's name) requested the LRA confirm whether the assessment should be rescheduled.

July 02, 20XX: (the contractor's name) sent an email to the employee's manager requesting confirmation whether the assessment should be rescheduled.

July 30, 20XX: (the contractor's name) followed up with the LRA requesting confirmation whether the assessment should be rescheduled.



July 30, 20XX: The LRA confirmed the assessment could be rescheduled and requested the employee be provided the Medical Assessment Consent Form with the intention the employee would complete and provide the form to the physician on the pending evaluation date.

July 31, 20XX: (the contractor's name) advised the LRA, as per our processes, we require a completed consent form prior to the re-scheduling of the assessment.

**Root Cause:**

- The employee did not confirm their availability for the in-person assessment.
- The employee's Medical Assessment Consent Form had expired, thus an updated consent is required prior to the assessment occurring.

**Action Plan:**

- (The contractor's name) requires a signed consent form before the assessment can occur. CRA is responsible to obtain the consent form from the employee. In an effort to expedite this assessment, (the contractor's name) will reschedule the assessment while we are awaiting this form.
- If the consent form is not received 5 business days prior to the assessment, the assessment will be cancelled and can be rescheduled once the consent form is received by (the contractor's name).
- Once the physician has provided an appointment date, three attempts will be made to contact the employee via phone to confirm their availability for this appointment. If (the contractor's name) is unable to confirm the employee's availability, the LRA will be notified and the appointment will be cancelled for non-conformance.

(The contractor's name) continues to be dedicated to assisting an employee's occupational health needs. If you have any questions or concerns about this report, please call Mr. Contact Name at xxx-xxx-xxxx, or via email at xxxxxx@xxxx.ca". Thank you.





## ANNEX B: BASIS OF PAYMENT

### ACRONYMS UTILIZED IN ANNEX B:

- CYR1** – Contract Year 1
- CYR2** – Contract Year 2
- OYR1** – Option Year 1
- OYR2** – Option Year 2
- OYR3** – Option Year 3

### CYR1 - CONTRACT YEAR ONE (1)

#### General Medical Assessments and Psychoeducational Assessments Services

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

#### Fitness to Work Evaluations

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee’s medical assessment; completion of the OFAF including an evaluation of the employee’s work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee’s manager’s questions in the covering letter.

#### Administrative Fees for processing medical tests and special exams

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$



**Psychoeducational Assessments**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$



## CYR2 - CONTRACT YEAR TWO (2)

### General Medical Assessments and Psychoeducational Assessments Services

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

#### Fitness to Work Evaluations

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

#### Administrative Fees for processing medical tests and special exams

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$

#### Psychoeducational Assessments

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$



**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm unit all-inclusive rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$



## OYR1 - OPTION YEAR ONE (1)

### General Medical Assessments and Psychoeducational Assessments Services

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

#### Fitness to Work Evaluations

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

#### Administrative Fees for processing medical tests and special exams

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$

#### Psychoeducational Assessments

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$



**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$



## OYR2 - OPTION YEAR TWO (2)

### General Medical Assessments and Psychoeducational Assessments Services

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

#### Fitness to Work Evaluations

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

### Administrative Fees for processing medical tests and special exams

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$

### Psychoeducational Assessments

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

### Completion of disability benefits insurance forms, and transfer of information

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.



Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$





### OYR3 - OPTION YEAR THREE (3)

#### General Medical Assessments and Psychoeducational Assessments Services

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Fitness to Work Evaluation. Medical tests (e.g. blood work, urinalysis, and x-ray) and/or special exams (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit, and any such costs are to be supported by original receipts. There will be **no fee** for cancellations provided with 24-hours notice or more.

#### Fitness to Work Evaluations

Region	Unit of Issue	Fitness to Work Evaluation (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

Fitness to Work Evaluation (FTWE) services include: the employee's medical assessment; completion of the OFAF including an evaluation of the employee's work-related functional capabilities (limitations and restrictions of the employee) and medical opinion; and answering the employee's manager's questions in the covering letter.

#### Administrative Fees for processing medical tests and special exams

The Contractor shall be paid a firm all-inclusive hourly rate (flat rate) for time spent coordinating additional medical tests and/or special exams.

Region	Unit of Issue	Administrative Fee (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$

#### Psychoeducational Assessments

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per Psychoeducational Assessment. There will be **no fee** for cancellations provided with 24-hours notice or more.

Region	Unit of Issue	Psychoeducational Assessment (A)	No-show or cancellation with less than 24 hours notice (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$



**Completion of disability benefits insurance forms, and transfer of information**

The Contractor shall be paid a firm all-inclusive unit rate (flat rate) per completed disability benefits insurance form; and transfer of information form.

Region	Unit of Issue	Completion of insurance forms (A)	Transfer of medical information forms (B)
Atlantic	Each	\$	\$
National Capital	Each	\$	\$
Ontario	Each	\$	\$
Québec	Each	\$	\$
Pacific	Each	\$	\$
Prairies	Each	\$	\$

**Services required in the context of administering files relating to Workers' Compensation Board Claims and appeals**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing expert advice for files subject to claims with the Workers' Compensation Board.

Region	Unit of Issue	Designated Doctor (A)	Expert Witness (B)
Atlantic	Hour	\$	\$
National Capital	Hour	\$	\$
Ontario	Hour	\$	\$
Québec	Hour	\$	\$
Pacific	Hour	\$	\$
Prairies	Hour	\$	\$

**Consultative Services**

The Contractor shall be paid a firm all-inclusive hourly rate for time spent providing advice and guidance to develop effective accommodation options that address the employees' identified limitations and restrictions.

Region	Unit of Issue	Specialist (A)
Atlantic	Hour	\$
National Capital	Hour	\$
Ontario	Hour	\$
Québec	Hour	\$
Pacific	Hour	\$
Prairies	Hour	\$

Goods and Services Tax or Harmonized Sales Tax as applicable, is extra to the "Total Estimated Cost" shown herein and shall be paid in accordance with the provisions of the General Conditions.

A day is defined as 7.5 hours exclusive of meal breaks. A Work Week is defined as Monday to Friday inclusive, excluding Saturday and Sunday. Payment shall be for days actually worked with no provision for overtime rate, annual leave, local, provincial and national statutory holidays and sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked.

In cases where an employee is subject to special exams, the contractor will invoice CRA for the services provided after an updated OFAF and a Status Update Form has been delivered and approved by the Project Authority. The invoice must be accompanied by:



- copy of the original FTWE invoice, including proof of payment;
- copy of all invoices related to any previous special exam(s) (specialist assessment(s) and/or medical tests) performed to the employee, including proof of payment;
- copy of the invoice(s) related to the latest special exam (specialist(s) and/or medical test(s));

Medical tests (e.g. blood work, urinalysis, and x-ray) and/or specialist assessments (e.g. psychiatrist or physician assessments) that need to be performed as part of the health evaluation are to be charged at actual cost with no allowance for mark-up or profit.

The invoice must include an all-inclusive Administrative Fee for coordinating all activities related to the special exam.

A flow chart of this invoice model is included as Annex E: Fitness to Work Evaluation and Special Exams Progressive Payment Process.

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

***ALL PAYMENTS ARE SUBJECT TO GOVERNMENT AUDIT.***



# ANNEX C: SECURITY REQUIREMENTS CHECK LIST (SRCL)



Contract Number / Numéro du contrat 1000321252
Security Classification / Classification de sécurité

## 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 Canada Revenue Agency	2. Branch or Directorate / Direction générale ou Direction Human Resources Branch
--	--

3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
--	---

4. Brief Description of Work / Brève description du travail  
The CRA requires health related services for Canada Revenue Agency employees across Canada in the context of the Early Intervention and Return to Work Program (EI/RTW) including fitness to work evaluations, psychoeducational assessments, and consultative services in the context of Workers Compensation Claim appeals and provision of workplace accommodation.

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. 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 <b>no</b> overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale <b>sans</b> entreposage de nuit?	<input checked="" type="checkbox"/> No / Non	<input type="checkbox"/> Yes / Oui
---	--	------------------------------------

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
<table border="0"> <tr> <td>Canada <input checked="" type="checkbox"/></td> <td>NATO / OTAN <input type="checkbox"/></td> <td>Foreign / Étranger <input type="checkbox"/></td> </tr> </table>	Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
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 À ne pas diffuser <input type="checkbox"/>		
Restricted to: / limité à : Specify country(ies): / préciser le(s) pays : <input type="checkbox"/>	Restricted to: / Limité à : Specify country(ies): / Préciser le(s) pays : <input type="checkbox"/>	Restricted to: / Limité à : Specify country(ies): / Préciser le(s) pays : <input type="checkbox"/>

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 <input type="checkbox"/>	COSMIC TOP SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>



SECRET		COSMIC TRÈS SECRET		SECRET	
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"/>

**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 : Reference Question 11e) – Information will be exchanged by Email or Fax.

**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  No  Yes



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?

Non  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

**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	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité



**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature (Signature on File)

On File



Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel @cra-arc.gc.ca	Date
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) On File	Title – Titre	Signature (Signature on File)	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
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 Non <input checked="" type="checkbox"/> Yes Oui
(see attached instructions)			
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées) Henrique Carrera	Title – Titre A/Supply Project manager	Signature (Signature on File)	
Telephone No. - N° de téléphone (613) 946-8178	Facsimile No. - N° de télécopieur 613-948-2459	E-mail address - Adresse courriel <a href="mailto:Henrique.Carrera@cra-arc.gc.ca">Henrique.Carrera@cra-arc.gc.ca</a>	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)	Title – Titre	Signature	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date



## SECURITY INSTRUCTIONS

Contractors who are required to handle (access, store & transport) Agency protected information outside of the Canada Revenue Agency (CRA) premises for the performance of this contract must comply with the following security instructions:

- Contractors are to ensure that unauthorized persons do not have access to Agency protected information. Access to Agency information is to be controlled and limited to personnel who have a job related need-to-know and have a Reliability Status.
- Contractors are to ensure that access and safeguards for Agency information are based on a clearly discernable appropriate number of progressive zones to reduce the risk of unwanted events. (E.g. Public Zone, Reception Zone and Operations Zone). The first two zones are not considered secure for protecting Agency information. Agency protected information must be located in an Operations Zone where access is limited to personnel who work there and properly escorted visitors.
- Contractors are to ensure that Agency protected information is to be secured in offices with access controls such as the following types of locks: Unican or cipher locks. Card access systems or receptionists during office hours and deadbolts at all other times.
- Contractors are to store Agency protected information in a key lock drawer or container located in a locked room when not in use or in a locked office only if the access is limited to those with a need-to-know. All lockable commercial furniture and standard locks are suitable.
- All laptops and notebooks processing and storing Agency information are to be protected by an Agency-approved full disk encryption software (such as: Microsoft Bit Locker) they must be stored in a locked drawer or container to reduce the risk of theft when they are not located in individual offices. Contractors are required to secure this equipment in a locked briefcase or container when removing it from their offices.
- Agency protected information stored on removable media such as disks, CDs /DVDs, USB sticks, etc, is to be protected by an Agency-approved full disk encryption software (such as Microsoft Bit Locker to Go). All removable media is to be stored in locked drawer or container.
- All Agency protected information is to be returned when no longer required with a written notification that the information has been returned. Contractors are to store Agency protected waste in a locked container until it is returned.
- Contractors must not reproduce (copy) Agency protected information.
- Contractors must report immediately any actual or suspected loss, or unauthorized disclosure of information to the Agency official.

## IN TRANSIT

- When Contractors are transporting Agency protected information they should, as a general rule, exercise good judgment and ensure that every reasonable effort has been made to minimize the risk to the information at all times.
- When Contractors are transporting Agency protected information they are to secure the information in a locked briefcase. The briefcase must be tagged with a forwarding or return address and/or phone number of the contractors' office. While travelling by vehicle, the briefcase must be placed in a locked trunk, or out of sight in a locked vehicle.
- While on public transit systems, Contractors are to maintain control of the briefcase containing Agency protected information and are not to expose the material to others.





## ANNEX D: INSURANCE REQUIREMENTS

### D.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 \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by 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. 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.

## **D.2 MEDICAL MALPRACTICE LIABILITY**

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

## **D.3 ERRORS AND OMISSIONS LIABILITY INSURANCE**

1. The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
2. 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.
3. The following endorsement must be included:  
  
Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation



## Annex E – Fitness to Work Evaluation and Special Exams Progressive Payment Process

