



Procurement and Contracting Services
30 Victoria Street
Gatineau, Quebec K1A 0M6

AMENDMENT TO REQUEST FOR STANDING OFFER

The Request for Standing Offer is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Standing Offer remain the same.

| | |
|---|---|
| RFP Amendment No. 1 | RFSO Amendment Date: January 15, 2015 |
| Office of the Chief Electoral Officer File No. ECADB-RFSO-14-0349 | |
| Title: Temporary Help Services for an Electoral Event | |
| Request for Standing Offer Closing Date: January 28, 2015, 2:00 p.m. (Gatineau time) | |
| ENQUIRIES – address enquiries to the Contracting Authority: Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 proposition-proposal@elections.ca | |
| Attention: Annie de Bellefeuille | Tel No. 819-939-1490 |

Part 1. Interpretation

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Standing Offer (RFSO) for Temporary Help Services for an Electoral Event bearing number ECADB-RFSO-14-0349 and dated December 31, 2014 (the "RFSO"). This amendment hereby forms part of the RFSO.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFSO and used in this amendment shall have the same meanings assigned to them in the RFSO.

Part 2. Amendments

2.1 Amendment to Appendix A – Statement of Work (SOW) - of Part 6 of the RFSO

The Request for Standing Offer is hereby amended by deleting the SOW in its entirety and replacing it with the SOW attached to this amendment.

Please note that the order of the resource categories has changed in the new version of the SOW.

2.2 Amendment to section 2.19.1 – Enquiries - of Part 2 of the RFSO

The Request for Standing Offer is hereby amended by deleting sub-section 2.19.1 in its entirety and replacing it with the following sub-section 2.19.1:

- 2.19.1 All enquiries must be submitted in writing to the Standing Offer Authority no later than 5 calendar days before the RFSO closing date. Enquiries received after that time may not be answered.

2.3 Amendment to Article 5 – Basis of Payment- of Annex A - Resulting Contract Clauses to the RFSO

The Request for Standing Offer is hereby amended by adding sub-section 5.07:

The Contractor will be paid a firm hourly rate for work performed by a resource during statutory holidays in accordance with the following calculation:

(Firm Hourly Base Rate Per Resource x 1.5) + Agency Firm Mark-Up Rate

2.4 Amendment to Annex B – Pricing Table - of Part 6 of the RFSO

The Request for Standing Offer is hereby amended by deleting the Resource Rates table in its entirety and replacing it with the Resource Rates Table attached to this amendment.

2.5 Amendment to Request for Standing Offer Closing Date

The Request for Standing Offer is hereby amended by deleting the date of January 23, 2015, 2 PM, Gatineau Time on the first page in the box entitled “Request for Standing Offer Closing Date” and replacing it by the following “Request for Standing Offer Closing Date”:

January 28, 2015, 2 PM Gatineau Time

2.6 Amendment to Annex C – Basic Standards for Testing Temporary Help Resources - of Part 6 of the RFSO

The Request for Standing Offer is hereby amended by deleting sub-section 2.2.2 in its entirety and replacing it with the following sub-section 2.2.2:

2.2.2 The examinations must be able to provide a reliable measure of fundamental rules of grammar, spelling and punctuation at a grade 10 level in Ontario (Secondary 4 in Quebec).

2.7 Amendment to Annex A – Financial Offer Tables - of Part 8 of the French version of the RFSO

No amendment required for the English version of the RFSO.

Part 3. Questions and Answers

The following question(s) have been asked in response to the RFSO and Elections Canada hereby answers as follows:

3.1 Question No. 1

Question: Once awarded a Standing Offer, will selected Offerors be made aware of their supplier ranking for each category?

Answer: Suppliers will be made aware of their overall ranking; the ranking will not be done by category.

3.2 Question No. 2

Question: We understand and acknowledge that Elections Canada may require up to 250 temporary resources on standby and that the numbers will vary during the election timeline. Based on historical experience, please provide a typical election timeline and specify the approximate number of resources that may be required at various periods during the timeline. For example, if the electoral event takes place on October 19, what would be the anticipated volume and ramp-up date for each position?

Answer: The majority of the resources required will start on or within one week following the drop of the writ. A typical election timeline consists of 36 days from the drop of the writ until polling day. Although most resources will be required on or shortly after the drop of the writ, Elections Canada continues to use temporary help resources on an as-needed basis until the end of the electoral event. For an estimate of the hours that may be required by each resource, please refer to Part 8 – Annex A “Financial Offer Tables.”

3.3 Question No. 3

Question: With respect to the preparation of the Technical Offer, please confirm that Offerors are to complete only the forms provided in Part 7 (i.e. the Mandatory Criteria table and Annex A – Technical Response Template). If elaboration beyond the templates in Part 7 is required, please clarify what is expected and Elections Canada’s preferred format.

Answer: Please refer to Section 3.2 in Part 3 of the RFSO for instructions with respect to preparation of the technical offer.

3.4 Question No. 4

Question: Please confirm whether work hours on Public Holidays can be billed at a premium rate given the requirement to pay these hours at a premium rate, in accordance with provincial labour standards (i.e. as per the calculations in 5.02.02).

Answer: Please refer to Section 2.3 above.

3.5 Question No. 5

Question: We note that pricing adjustments may be exercised for option years, in keeping with changes to Canada’s Consumer Price Index. Will Elections Canada also accept corresponding increases in bill rates in the event that the cost of employer burden (statutory employee benefits plus contributions to governmental agencies) increases?

Answer: No, the pricing adjustments will be calculated in accordance with Section 5.03 of Part 6 of the RFSO.

3.6 Question No. 6

Question: In order to ensure Elections Canada can complete Form T1204, this section states that we must provide the company information listed, within 15 calendar days of award. By submitting Annex A to Part 7 – Technical Response Template with our offer, please confirm that we are satisfying this requirement.

Answer: Yes, by appropriately completing Annex A to Part 7 – Technical Response Template, all of the information required pursuant to Section 6.01.02, Part 6 would also be satisfied.

3.7 Question No. 7

Question: Our billing cycle works on Saturday week endings. Will Elections Canada accept billing based on the number of Saturday week endings in a month? As an example, the month of March 2015 would cover the activities of the Saturday week endings March 7, 14, 21, 28 (i.e. Sunday, March 1, 2015 – Saturday, March 28, 2015). Accordingly, activity from March 29 to 31 would be included in the month of April 2015, as it would be included in the Saturday week ending of April 4, 2015.

Answer: Elections Canada will accept billing based on Saturday week endings, however activity from March 29 to 31 will need to be billed separately from April 1-4 to accommodate the end of fiscal year; the last week of March will require two separate invoices. Please note that timesheets are verified and signed on Sunday, and submitted on Monday.

3.8 Question No. 8

Question: We note that Call Centre Agents are only required at the Ottawa location. However, Call Centre Supervisors (Category 7) are required in both Ottawa and Gatineau. Please confirm whether 6.04.04 is correct in stating that Call Centre Agents will only be required in Ottawa.

Answer: Please refer to sections 2.1 above.

3.9 Question No. 9

Question: We note that the pay rates listed in the Financial Evaluation Criteria table differ from those provided under Part 6, Standing Offer Agreement, Annex B – Pricing Table. Please confirm which pay rates are correct.

Answer: Please refer to section 2.4 above.

3.10 Question No. 10

Question: Is an Excel format of the pricing table available?

Answer: No, there is no Excel format of the pricing table available. Upon request, a word document can be provided.

3.11 Question No. 11

Question: Should new questions arise as a result of information provided in the upcoming Q&A addendum, will Offerors be permitted to ask additional follow-up questions, even though the deadline for enquiries has technically passed?

Answer: Please refer to section 2.2 above.

3.12 Question No. 12

Question: Elections Canada has said that the top 5 proposals will be awarded a Standing Offer with the Offer with the “Total Offer Price” being considered the highest ranked Offer.

Can Elections Canada determine how the business will be divided among firms, ie. Will the Highest Ranked Offerer always have right of first refusal or will the business be split between all 5 firms?

Answer: The business will be split amongst the 5 firms on a rotational basis.

3.13 Question No. 13

Question: Will Elections Canada define how they will calculate the “Total Offer Price”?

Answer: Please see Section 4, Determination of Total Offer Price for Evaluation Purposes, of Part 8, Financial Evaluation Criteria.

3.14 Question No. 14

Question: If we are able to provide you with only 1 reference for a contract of \$500,000 or more, are we excluded from the outset or should we still proceed with our submission?

Answer: An Offer that fails to meet any of the requirements of the RFSO or the mandatory technical evaluation criteria will be deemed non-responsive and will not be given further consideration.

3.15 Question No. 15

Question: We have a valid security clearance. You request that security clearance be identified for proposed resources. Do we have to request their security clearance right away or can it wait until a formal request?

Answer: The resources must have a valid "Enhanced Reliability Status" security clearance in order to be placed on the List of Qualified Resources by the Offeror, in conformity with section 5.01.04 (a) of Part 6.

Temporary Help Services for General Elections or Referendum

Appendix A

Statement of Work (SOW)

Resource Categories – Descriptions & Requirements

1. CATEGORY 1: DATA ENTRY CLERK

1.01 Summary

The main task is entry and transcription of data from the *Application for Registration and Special Ballot* form (the Application Form), records as well as other source documents to a computer software program. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook etc.) and an attention to detail when entering data. A minimum number of keystrokes per hour, minimum speed and accuracy may be required.

1.02 Major Duties

- (a) Set up and operate key driven (numeric; alphabetic or alpha-numeric) systems to transcribe coded, statistical and other information from source materials onto tapes, disks, diskettes or other recording media in a form suitable for computer processing.
- (b) Working under direct supervision, using personal computers or inventory software or both, the tasks will involve the entry of routine, non-complex data.

1.03 Typical Duties

- (a) Entering alphabetic, numeric, or symbolic data from source documents following a predetermined format;
- (b) Receiving and registering Application Forms, records and other documents for data capture;
- (c) Verifying accuracy and completeness of data prior to supervisor's check;
- (d) Working in an automated environment;
- (e) Working under pressure and meeting tight deadlines;
- (f) Working in and contributing to a team; and
- (g) Shift work and overtime with little or no notice.

1.04 Minimum Mandatory Qualifications

1.04.01 Education

Successful completion of two years of secondary school or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

1.04.02 Experience

Minimum of three months of relevant experience is required.

1.04.03 Abilities

Keyboarding skills of at least 15000 keystrokes per hour (60 words per minute).

1.04.04 Languages

Unilingual - English or French - Intermediate

1.04.05 Location

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

2. CATEGORY 2: DATA ENTRY SUPERVISOR

2.01 Summary

The main task is entry and transcription of data from the *Application for Registration and Special Ballot* form (the Application Form), records as well as other source documents to a computer software program. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook etc.) and an attention to detail when entering data. A minimum number of keystrokes per hour, minimum speed and accuracy may be required.

2.02 Major Duties

- (a) Set up and operate key driven (numeric; alphabetic or alpha-numeric) systems to transcribe coded, statistical and other information from source materials onto

tapes, disks, diskettes or other recording media in a form suitable for computer processing.

- (b) Duties include the monitoring of the data entry process of Data Entry Clerks, the control of the quality of data entry, the assignment of work and schedules, the resolution of data integrity issues and coordination with other operators. Tasks are typically of medium to high complexity and the work performed will be subject to little or no review upon completion.

2.03 Typical Duties

- (a) Coordinating and monitoring the activities of Data Entry Clerks;
- (b) Coordinating the collection of data from source documents, including searches for elector records in the elector database;
- (c) Participating in the pre-processing of data to locate missing information and to make corrections as necessary, including the verification of elector information against the elector database;
- (d) Performing statistical reporting and data analysis to ascertain accuracy and completeness of data entered and perform corrections as necessary;
- (e) Entering alphabetic, numeric, or symbolic data from source documents following a predetermined format;
- (f) Working in an automated environment;
- (g) Working under pressure and meeting tight deadlines;
- (h) Working in, contributing to and leading a team; and
- (i) Shift work and overtime with little or no notice.

2.04 Minimum Mandatory Qualifications

2.04.01 Education

Successful completion of two years of secondary school or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

2.04.02 Experience

Minimum of one year of relevant experience is required.

2.04.03 Abilities

Keyboarding skills of at least 15000 keystrokes per hour (60 words per minute).

2.04.04 Languages

Bilingual – Intermediate

2.04.05 Location

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

3. CATEGORY 3: ADMINISTRATION CLERK - JUNIOR

3.01 Summary

Skills and abilities required include the ability to multi-task; work under pressure; meet tight deadlines and familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook, etc.). In addition the Administration – Junior Clerk is required to have strong interpersonal skills, ability to communicate and interact with all levels within an organization and must demonstrate a strong commitment to quality, people, processes, policies and confidentiality.

3.02 Major Duties

- (a) Inputting, processing and updating data;
- (b) Capturing information using an electronic tracking system;
- (c) Routing correspondence and maintaining computerized software for tracking and recording of documents and data;
- (d) Performing document and file management functions, including e-filing;
- (e) Photocopying, faxing, and scanning documents;

- (f) Preparing correspondence, reports, statements and other material; and
- (g) Familiarity with office management practices will be required. Work performed will be reviewed.

3.03 Typical Duties

- (a) Assembling and disseminating correspondence and briefing materials;
- (b) Preparing and reviewing documents;
- (c) Maintaining office equipment;
- (d) Working under pressure and meeting tight deadlines; and
- (e) Shift work and overtime with little or no notice.

3.04 Minimum Mandatory Qualifications

3.04.01 Education

Successful completion of two years of secondary school, or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

3.04.02 Experience

Minimum of three months of relevant experience is required.

3.04.03 Languages

Unilingual - English or French - Intermediate

3.04.04 Location

Elections Canada
Distribution Centre
440 Coventry
Ottawa, Ontario, K1K 2C4

4. CATEGORY 4: ADMINISTRATION CLERK - INTERMEDIATE

4.01 Summary

The Intermediate Clerk's main task is to process information related to daily internal operations of the department or agency by manual, written, verbal or electronic means. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook, etc.) and the ability to communicate effectively orally and in writing. The possession of general accounting and mathematical abilities may be required.

4.02 Major Duties

- (a) Providing general clerical support including data inputting, processing and updating, routing correspondence, maintaining computerized software for tracking and recording of documents and data;
- (b) Performing document and file management functions, including e-filing;
- (c) Photocopying, faxing, and scanning documents;
- (d) Preparing correspondence, reports, statements and other material; and
- (e) Ability to plan, organize work, prioritize tasks, meet conflicting deadlines and provide administrative or clerical support. Work performed will be subject to little or no review.

4.03 Typical Duties

- (a) Examining, inputting, extracting, compiling and processing information as well as data from various sources utilizing automated systems and software;
- (b) Assisting in the preparation of correspondence, reports, statements and other documents;
- (c) Assisting in the processing of applications and forms;
- (d) Collecting, recording, arranging, transmitting and processing information;
- (e) Processing and maintaining databases, spreadsheets, inventories and records;
- (f) Sending, receiving and distributing internal and external mail;
- (g) Working under pressure and meeting tight deadlines; and

(h) Shift work and overtime with little or no notice.

4.04 Minimum Mandatory Qualifications

4.04.01 Education

Successful completion of two years of secondary school or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

4.04.02 Experience

Minimum of one year of relevant experience is required.

4.04.03 Languages

Bilingual - Intermediate

4.04.04 Locations

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

Elections Canada
Headquarters
30 rue Victoria
Gatineau QC K1A 0M6

5. CATEGORY 5: CALL CENTRE AGENT

5.01 Summary

Receive inbound calls from and place outbound calls to the general public related to the registration and voting process for the special voting rules. Excellent people skills are required that centre on courtesy and customer service, as well as strong communication skills. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook, etc.).

5.02 Major Duties

- (a) Receiving and routing inbound calls;
- (b) Initiating outbound calls;

- (c) Escalating and routing calls as necessary;
- (d) Providing verbal responses to inquiries based on approved templates;
- (e) Providing written responses to inquiries based on approved templates during peak periods, as required; and
- (f) Exercising tact and judgement to deal with caller inquiries and ascertain their needs, and working with computer word processing and email software.

5.03 Typical Duties

- (a) Determining the nature and purpose of inbound calls and routing as necessary;
- (b) Examining transaction records of callers in call tracking system;
- (c) Answering inquiries, addressing complaints and providing information by telephone;
- (d) Inputting, processing and updating data and records;
- (e) Recording and maintaining calls in call tracking system;
- (f) Working in an automated environment;
- (g) Working under pressure and meeting tight deadlines; and
- (h) Shift work and overtime with little or no notice.

5.04 Minimum Mandatory Qualifications

5.04.01 Education

Secondary school diploma or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

5.04.02 Experience

Minimum of six months experience in a call centre or help desk environment is required.

5.04.03 Languages

Bilingual – Intermediate

5.04.04 Location

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

Elections Canada
Headquarters
30 rue Victoria
Gatineau QC K1A 0M6

6. CATEGORY 6: CALL CENTRE SUPERVISOR

6.01 Summary

The main task is to monitor, coordinate and provide support to up to 20 Call Centre Agents on tasks related to inbound and outbound call traffic. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook etc.) and an attention to detail when entering data. A minimum number of keystrokes per hour, minimum speed and accuracy may be required.

6.02 Major Duties

- (a) As the first level of management in the Call Centre for Call Centre Agents the Supervisor exercises exceptional judgment, analytical reasoning, and organizational skills. The Supervisor promotes outstanding service quality, provides feedback and addresses performance issues with Call Centre Agents, facilitates workflow, monitors productivity, assists Call Centre Agents with tasks, and ensures Call Centre Agents are properly trained to perform their duties.
- (b) Ability to plan, organize work, prioritize tasks, monitor and assist others with their work, as well as experience in a supervisory role is required. Tasks are typically of medium to high complexity performed under the direction of the Call Centre/Help Desk Coordinator and the work performed will be subject to little or no review upon completion.

6.03 Typical Duties

- (a) Identifying Call Centre Agent staffing needs to the Call Centre/Help Desk Coordinator;
- (b) Providing training to Call Centre Agent resources;

- (c) Monitoring incoming calls displayed on the automatic call distributor (ACD) system;
- (d) Determining the nature and purpose of inbound calls;
- (e) Coordinating, prioritizing and monitoring the activities of Call Centre Agents;
- (f) Assisting Call Centre Agents with tasks;
- (g) Examine transaction records of callers in call tracking system;
- (h) Answering inquiries, addressing complaints and providing information by telephone and/or written correspondence;
- (i) Escalate and/or route calls or inquiries to specialists as necessary;
- (j) Inputting, processing and updating data and records;
- (k) Maintaining records of incoming and outgoing calls;
- (l) Recording and maintaining calls in call tracking system;
- (m) Working in an automated environment;
- (n) Working under pressure and meeting tight deadlines;
- (o) Working in, contributing to and leading a team; and
- (p) Shift work and overtime with little or no notice.

6.04 Minimum Mandatory Qualifications

6.04.01 Education

Secondary school diploma or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

6.04.02 Experience

Minimum of one year of relevant experience is required.

6.04.03 Languages

Bilingual - Advanced

6.04.04 Locations

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

Elections Canada
Headquarters
30 rue Victoria
Gatineau QC K1A 0M6

7. CATEGORY 7: ADMINISTRATIVE ASSISTANT

7.01 Summary

The Administrative Assistant's main task is to provide secretarial assistance to one or more individuals by performing a variety of administrative support functions. Strong knowledge of spelling, grammar, and punctuation in order to produce reports and correspondence and the ability to communicate effectively both orally and in writing are required. Skills and abilities required include familiarity with general office procedures, the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook etc.).

7.02 Major Duties

- (a) Reviewing, sorting and prioritizing incoming documents/correspondence;
- (b) Scheduling and time management support;
- (c) Preparing correspondence;
- (d) Tracking, maintaining, and administering tasks and projects either electronically or manually;
- (e) Maintaining files, statistical data, records and reference material;
- (f) Performing simple research or analyzing basic statistics and data that does not require subject-matter expertise; and
- (g) Providing one or a small number of middle to senior staff with administrative support relative to the registration and voting processes of the special voting rules.

7.03 Typical Duties

- (a) Assisting in report and project preparation, including the gathering of statistics and data requiring analytical skills;
- (b) Supporting the preparation of daily activity and status reports;
- (c) Scheduling and arranging appointments and meetings;
- (d) Ensuring timely information sharing;
- (e) Performing document and file management functions, including e-filing;
- (f) Photocopying, filing, e-filing and retrieval of documents;
- (g) Working under pressure and meeting tight deadlines; and
- (h) Shift work and overtime with little or no notice.

7.04 Minimum Mandatory Qualifications

7.04.01 Experience

Minimum of one year of relevant experience in administrative support is required.

7.04.02 Education

Secondary school diploma or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

7.04.03 Languages

Bilingual – Intermediate

7.04.04 Location

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

8. CATEGORY 8: CORRESPONDENCE OFFICER

8.01 Summary

The main tasks of the Correspondence Officer involve providing written responses to enquiries received from the general public regarding “special voting rules” as well as drafting requests for elector information. Excellent people skills are required that centre on courtesy and customer service, strong written communication skills, familiarity with general office procedures, as well as the use of standard office equipment and software (Windows XP or higher, Word, Excel, Outlook, etc.).

8.02 Major Duties

- (a) Drafting written responses to inbound enquiries from the general public; and
- (b) Drafting written correspondence to the general public requesting information to complete elector information.

8.03 Typical Duties

- (a) Offering support to the general public on the registration and voting process of the special voting rules;
- (b) Selecting and adapting appropriate templates as required to respond to enquiries;
- (c) Drafting customized responses to enquiries by the general public, for approval by supervisor;
- (d) Examining and analyzing transaction records to identify correct information to convey in written responses to enquiries;
- (e) Initiating outbound calls as required during peak periods and providing verbal responses to callers enquiries based on approved templates;
- (f) Working in an automated environment;
- (g) Working under pressure and meeting tight deadlines; and
- (h) Shift work and overtime with little or no notice.

8.04 Minimum Mandatory Qualifications

8.04.01 Education

Secondary school diploma or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

8.04.02 Experience

Minimum of one year of relevant experience, including standard office software (Windows XP or higher, Word, Excel, Outlook, etc.) and drafting correspondence (with or without templates).

8.04.03 Languages

Bilingual – Advanced

8.04.04 Location

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

Elections Canada
Headquarters
30 rue Victoria
Gatineau QC K1A 0M6

9. CATEGORY 9: ASSEMBLY ROOM CLERK

9.01 Summary

The main tasks require familiarity with general clerical procedures, including the use of standard office equipment and office software (Windows XP or higher, Word, Excel, Outlook etc.) and strong organization skills.

9.02 Major Duties

- (a) Receiving, processing, sorting and distributing incoming and outgoing mail, faxes, messages, and courier packages both manually and electronically;
- (b) Printing and photocopying material;
- (c) Maintaining address databases and producing personalized mailing;
- (d) Addressing and stuffing envelopes

- (e) Bundling letters, parcels, registered mail and courier envelopes by method of mailing;
- (f) Routing mail to the proper delivery stream;
- (g) Sorting mail according to destination; and
- (h) Performing routine, repetitive tasks of low complexity involving a limited number of clearly defined procedures and instructions. Work performed will be reviewed while in progress.

9.03 Typical Duties

- (a) Collating, stuffing envelopes, adhering labels;
- (b) Completing courier forms and dispatching couriers;
- (c) Photocopying, filing, e-filing and retrieving material;
- (d) Maintaining filing system(s) and file keeping software;
- (e) Lifting and carrying boxes up to 40lbs;
- (f) Using a “hand pump lift” (Elections Canada will provide training if necessary);
- (g) Working under pressure and meeting tight deadlines; and
- (h) Shift work and overtime with little or no notice.

9.04 Minimum Mandatory Qualifications

9.04.01 Education

Successful completion of two years of secondary school or an acceptable combination of education, training and experience at Elections Canada’s discretion is required.

9.04.02 Experience

Minimum of three months of relevant experience is required.

9.04.03 Languages

Unilingual - English or French - Intermediate

9.04.04 Location

Elections Canada
Distribution Centre
440 Coventry Road
Ottawa ON K1K 2C4

10. CATEGORY 10: JUNIOR STORES SERVICES PERSONNEL

10.01 Summary

The main tasks of Stores Services Personnel may involve commercial moving, packaging, shipping and receiving, inventory and order control, material handling, printing, mailroom, forklift operations, office installation, quality control, and other industrial duties. As such, the Resource will be required to wear safety footwear.

10.02 Major Duties

Duties include the performance of routine, repetitive tasks of varying complexity involving a limited number of clearly defined procedures and instructions. Work will be closely supervised and directed.

10.03 Typical Duties

- (a) Moving commercial or government materials;
- (b) Performing warehouse duties involving packaging, shipping and receiving, inventory and order picking, wrapping, mailroom, moving material, restacking;
- (c) Operating computers;
- (d) Operating basic tools, hand tools, wrapping equipment, electric pallet lifts, manual pallet lifts, cherry pickers, forklifts;
- (e) Lifting and carrying items up to 50lbs;
- (f) Working under pressure and meeting tight deadlines;
- (g) Shift work and overtime with little or no notice; and
- (h) Availability to work six days weekly.

10.04 Minimum Mandatory Qualifications

10.04.01 Education

Successful completion of two years of secondary school or an acceptable combination of education, training and experience at Elections Canada's discretion is required.

10.04.02 Experience

Minimum of one year of relevant experience is required.

10.04.03 Asset Qualifications

Safety training or current certification in any or all of the following may be required - WHMIS, manual material handling, counter balance equipment personal protective equipment, rights of workers, laceration protection, housekeeping and first-aid at the emergency level.

10.04.04 Languages

Unilingual - English or French - Intermediate

10.04.05 Location

Elections Canada
Distribution Centre
100-440 Coventry Road
Ottawa ON K1K 2C4



Temporary Help Services for a General Election or Referendum

ANNEX B

Pricing Table



Annex B – Pricing Table

[TO BE COMPLETED AT ISSUANCE OF STANDING OFFER]

Resource Rates - Effective Date to March 31, 2016

| A | B | C | D | E |
|-----|-------------------------------------|-----------------------|---------------------------------------|--|
| | Resource Category | Firm Hourly Base Rate | Agency Firm Mark-Up Rate (percentage) | Firm All-Inclusive Hourly Rate Per Resource (column C X D) |
| 1. | Data Entry Clerk | \$17.78 | | |
| 2. | Data Entry Supervisor | \$19.69 | | |
| 3. | Administration Clerk - Junior | \$17.78 | | |
| 4. | Administration Clerk - Intermediate | \$19.69 | | |
| 5. | Call Centre Agent | \$21.27 | | |
| 6. | Call Centre Supervisor | \$23.70 | | |
| 7. | Administrative Assistant | \$21.27 | | |
| 8. | Correspondence Officer | \$23.70 | | |
| 9. | Assembly Room Clerk | \$17.78 | | |
| 10. | Junior Stores Services Personnel | \$14.94 | | |