



**Canada School
of Public Service
École de la fonction
publique du Canada**

**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS A:
Bid Receiving /**

Réception des soumissions
Canada School of Public Service, Bid
Receiving (Mailroom)
De La Salle Campus, 373 Sussex Drive
Ottawa, Ontario (Canada) K1N 6Z2

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal to: Canada School of Public
Service/École de la fonction publique du
Canada

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

Proposition aux: Canada School of Public
Service/École de la fonction publique du
Canada

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

Comments - Commentaries

**THIS DOCUMENT CONTAINS A
SECURITY REQUIREMENT**

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Title-Sujet Call Center Services	
Solicitation No. – No. de l'invitation CSPS-RFP-1516-NL-001	Date March 6, 2015
Client Reference No. - No. De Référence du Client	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time on - le April 17, 2015	
Financial Codes - Codes financiers	
F.O.B. - F.A.B. Destination	
Address Inquiries to: - Adresser toute demande de renseignements à: Nathalie Lépine Nathalie.lepine@csps-efpc.gc.ca	
Telephone No. - No de téléphone (613) 853-6378	Fax No. – No de Fax: (613) 943-4303
Destination of Goods and Services: Destinations des biens et services: National Capital Region	
Instructions : See Herein Instructions : Voir aux présentes	
Delivery Required – Livraison exigée See Herein	Delivery Offered – Livraison proposée
Name and title of person authorized to sign on behalf of Vendor/Firm Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	



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PART 1 - GENERAL INFORMATION

1. Introduction

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

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

The Attachments include the Pricing Schedule.

The Annexes include the Statement of Work, the Basis of Payment, the General Conditions, the Supplemental Conditions, and the Security Requirements Checklist.

2. Summary

The Canada School of Public Service (CSPS) requires the services of a team of bilingual full-time Call Centre agents on an “as and when requested basis” to meet ongoing demands of the Corporate Management and Registration Services Branch.

The services will be required for a period of one (1) year with the irrevocable options to extend by up to two (2) additional year periods.

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

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

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

3. Debriefings



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



PART 2 - BIDDER INSTRUCTION

1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2014-06-26) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

- a) Wherever Public Works and Government Services Canada (PWGSC) revise to read "Canada School of Public Service (the School)";
- b) At Article 05, Submission of Bids, subparagraph 4, delete "Bids will remain open for acceptance for a period of not less than sixty (60) days from the closing date of the bid solicitation. Insert "Bids will remain open for acceptance for a period of not less than 120 days from the closing date of the bid solicitation."
- c) At Article 08, Transmission by Facsimile, is deleted in its entirety. Facsimile bids will not be accepted.
- d) At Article 20, Further Information, delete the second paragraph in its entirety.

2. Submission of Bids

Bids must be submitted only to School's Mail Room by the date, time and place indicated on page 1 of the bid solicitation.

Bidders must indicate the RFP number on the packaging when submitting their bids.

Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

3. Former Public Servant

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

Definitions

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

- a. an individual;



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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;



- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

5. Applicable Laws

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

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

6. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least ten (10) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.



PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

- Section I: Technical Bid (4 hard copies)
- Section II: Financial Bid (2 hard copies)
- Section III: Certifications (1 hard copies)
- Section IV: Additional Information (1 hard copies)

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

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

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

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

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Bid

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

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

Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

- 1.1 Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.
- 1.2 Bidders should include the following information in their financial bid:



- 1 Their legal name;
- 2 Their Procurement Business Number (PBN); and
- 3 The name of the contact person (including this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

Bidders must provide in section IV of their bid:

- For Part 2, article 3, Former Public Servant: the required answer to each question
- For Part 6, article 1, Security Requirement:
The name of all the individuals who will be required access to classified or protected information, assets or sensitive work sites.



ATTACHMENT 1 TO PART 3

The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all inclusive hourly rate (in Cdn \$) for each of the Consultant Categories identified.

The rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:

- a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws-lois.justice.gc.ca/eng/acts/N-4/>;
- b) any travel expenses for travel between the Contractor's place of business and the NCR; and
- c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

	PERIOD	QUOTED FIRM ALL-INCLUSIVE HOURLY RATE (in Cdn \$)	Volumetric Data (estimated) hours	TOTAL (in Cdn \$)
		A	B	C= A x B
1	Period 1 (from date of contract award to 12 months after the date of contract)			
1a	Quality Assurance and Performance Management Coordinator		1,250 hours	
1b	Call Center Agent		1,875 hours	
	Total Period 1:			
2	Optional Period 1			
2a	Quality Assurance and Performance Management Coordinator		1,250 hours	
2b	Call Center Agent		1,875 hours	
	Total Optional Period 1:			
3	Optional Period 2			
3a	Quality Assurance and Performance Management Coordinator		1,250 hours	
3b	Call Center Agent		1,875 hours	
	Total Optional Period 2:			
4	EVALUATED PRICE (Applicable Taxes excluded): \$ _____ (i.e., sum of: Total Period 1 + Total Optional Period 1 + Total Optional Period 2)			
5	Applicable Taxes	Insert the amount, as applicable:		GST: HST: PST:



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

1.1.1. Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to part 4. Point rated technical criteria not addressed will be given a score of zero.

1.2 Financial Evaluation

1.2.1 The volumetric data included in the pricing schedule detailed in Attachment 1 to Part 3 are provided for bid evaluation price determination only. They are not to be considered as a contract guarantee.

1.2.2 For bid evaluation and contractor (s) selection purpose only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

2. Basis of Selection

2.1 Basis of Selection – Lowest Evaluated Price Per Point

- 1) To be declared responsive, a bid must:
 - a) comply with all the requirements of the bid solicitation;
 - b) meet all mandatory technical evaluation criteria; and
 - c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

- 2) Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted.

- 3) The evaluated price per point of a responsive bid will be determined by dividing its evaluated price by the overall score obtained for all the point rated technical criteria detailed in Attachment 1 to Part 4.

- 4) The responsive bid with the lowest evaluated price per point will be recommended for award of a contract. In the event two or more responsive bids have the same lowest evaluated price per point,



the responsive bid that obtained the highest score for point rated technical criterion R3 detailed in Attachment 1 to Part 4 will be recommend for award of a contract.



ATTACHMENT 1 TO PART 4

1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The bidder must provide the necessary documentation to support compliance with this requirement.

Bids which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criteria should be addressed separately.

Item No.	MANDATORY CRITERIA	Proposal Reference page number
M1	<p>The Bidder must provide two (2) successful projects related to the provision of Call Centre within the past five years at time of bid closing.</p> <p>The two (2) projects will be evaluated in Rated Criterion R1.</p>	

1.1.2 Point Rated Technical Criteria

Bids which meet all the mandatory technical criteria will be evaluated and scored as specified in the tables inserted below.

Bids which fail to meet the required minimum number of points specified will be declared non-responsive. Each point rated technical criteria should be addressed separately.

The following rating scale will be used to evaluate item R1 and R2:

Poor – the response is not complete; some elements of the criterion are vaguely described. **(0–2 points)**

Fair – the response is not complete; it addresses some elements of the criterion but missing some important information **(3-5 points)**

Good – the response is complete; it addresses some element of the criterion but is missing some minor information – **(6-8 points)**

Excellent – the response is very complete; it addresses, in full and thorough detail, each element of the criterion – **(9-10 points).**

The following rating scale will be used to evaluate item R3:

Poor – the response is not complete; some elements of the criterion are vaguely described. **(0–7 points)**

Fair – the response is not complete; it addresses some elements of the criterion but missing some important information **(8-12 points)**

Good – the response is complete; it addresses some element of the criterion but is missing some minor information – **(13-17 points)**

Excellent – the response is very complete; it addresses, in full and thorough detail, each element of the criterion – **(18-20 points).**

Item No.	POINT RATED CRITERIA	Proposal Reference page number



Item No.	POINT RATED CRITERIA	Proposal Reference page number
R1	<p>Projects</p> <p>The Bidder should clearly describe the two (2) Projects submitted in response to M1.</p> <p>For each of the projects, the following information should be provided:</p> <ul style="list-style-type: none"> a. A brief description of the project, including a description of the extent to which the following elements existed: <ul style="list-style-type: none"> i. Bilingual resources ii. Ongoing recruitment activities iii. Inbound call enquiries iv. Quality Assurance and Performance Management b. The name, address and telephone number of the referenced client where the Bidder has provided the service. c. Dates and duration of the project. <p>The Projects will be evaluated based on the following criteria:</p> <p>Similarity of scope as described in the SOW. For the purpose of this requirement, similarity of scope is defined as: Provision of call centre services; Scalable project (where the number of resources may vary); and Ongoing evaluation of resources' performance</p> <p>Similarity of environment. For the purpose of this requirement, similarity of environment is defined as: Within the public or the private sector; Very high service quality standards; and Fully bilingual service.</p> <p>References may be contacted only for the purpose of validation of information provided.</p> <p>If more than two (2) projects are submitted, only the first two in order of presentation will be evaluated.</p>	
	<p>Maximum number of points: 20 (10 per project)</p>	<p>Passing mark: N/A</p>



Item No.	POINT RATED CRITERIA	Proposal Reference page number
R2	<p>Understanding of the Requirement</p> <p>The Bidder should provide their understanding of the scope and objectives of the requirement. The Bidder should provide the following information:</p> <ul style="list-style-type: none"> a. A strategic approach to the provision of services and the fulfillment of all requirements outlines in the SOW; and, b. A brief overview demonstrating the Bidder's perspective of the critical success factors, risks and challenges associated with the project. 	
	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;">Maximum number of points: 10</td> <td>Passing mark: N/A</td> </tr> </table>	
Maximum number of points: 10	Passing mark: N/A	
R3	<p>Recruitment Methodology</p> <p>The Bidder should provide the proposed procedures to recruit, as needed, the team members, which might be required throughout the duration of the contract. This should include:</p> <ul style="list-style-type: none"> a. candidate inventory management - ensuring adequate qualified people are pre-qualified and screened to respond to business activity fluctuations and special projects. b. proposed (and available) recruitment mechanisms, e.g. public advertisements, career fairs, referrals, Internet sites, etc. c. quality control - how the Bidder proposes to ensure that the quality of recruits is consistent with the required service quality and language proficiency standards detailed elsewhere in this document. d. the Bidder's approach to effective and rapid turnaround to unforecasted recruitment requirements. e. structured interview techniques and skills evaluation processes including testing mechanisms. f. language proficiency assessment methods. g. reference checks. 	
	<table border="1" style="width: 100%;"> <tr> <td style="width: 33%;">Maximum number of points: 20</td> <td>Passing mark: 12</td> </tr> </table>	
Maximum number of points: 20	Passing mark: 12	



PART 5 - CERTIFICATIONS

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

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

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

1.2 Federal Contractors Program for Employment Equity - Bid Certification

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

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of contract award.

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

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

2. Additional Certifications Required Precedent to Contract Award

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



**ATTACHMENT1 to PART 5
CERTIFICATION PRECEDENT TO CONTRACT AWARD**

1. Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid 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 bid 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.

2. 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.



PART 6 - SECURITY REQUIREMENTS

1. Security Requirement

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, bidders should refer to the [Canadian Industrial Security Directorate \(CISD\), Industrial Security Program](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.



PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

1.2 Task Authorization

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

1.2.1 Task Authorization Process

Task Authorization:

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

Task Authorization Process:

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

1.2.2 Minimum Work Guarantee - All the Work - Task Authorizations

1. In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means 5 % of the Maximum Contract Value.

2. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's



maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

3. In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
4. Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

1.2.3 Periodic Usage Reports - Contracts with Task Authorizations

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

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

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

e. Reporting Requirement- Details

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

- f. **For each authorized task:**
 - i. the department;
 - ii. the authorized task number or task revision number(s);
 - iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
 - iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task; and
 - v. the start and completion date for each authorized task.



g. For all authorized tasks:

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

2. Standard Clauses and Conditions

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

2.1 General Conditions

The General Conditions listed in Annex "D", apply to and form part of the Contract.

2.2 Supplemental General Conditions

The Supplemental General Conditions listed in Annex "E", apply to and form part of the Contract.

3. Security Requirement

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

The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening(DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

The Contractor personnel requiring access to sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

The Contractor must comply with the provisions of the:

- a) Security Requirements Check List and security guide (if applicable), attached at Annex F;
- b) *Industrial Security Manual* (Latest Edition) <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to _____ inclusive (*fill in end date of the period*).

4.2 Option to Extend the Contract



The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Nathalie Lépine
Supply Team Leader
Canada School of Public Service
425 St-Joseph Boul.
Gatineau, Québec K1N 6Z2
Canada

Telephone: 613-853-6378
Fax: 819-934-8325
E-mail: Nathalie.lepine@csps-efpc.gc.ca

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

5.2 Project Authority

The Project Authority for the Contract is:

To be inserted at contract award.

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

5.3 Contractor's Representative

To be inserted at contract award.

6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be



reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

7. Payment

7.1 Basis of Payment - Approved Task Authorization (TA)

The following type of basis of payment will form part of the approved TA:

7.1.1 TA subject to a Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the approved TA, as determined in accordance with the basis of payment, in Annex B, to the limitation of expenditure specified in the approved TA.

Canada's total liability to the Contractor under the approved TA must not exceed the limitation of expenditure specified in the approved TA. Customs duties are included and applicable taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the approved TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the TA Approval Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the TA Approval Authority. The Contractor must notify the TA Approval Authority in writing as to the adequacy of this sum:

- (a) when it is 75 percent committed, or
- (b) four (4) months before the final delivery date specified in the approved TA, or
- (c) as soon as the Contractor considers that the approved TA funds are inadequate for the completion of the Work specified in the approved TA,

whichever comes first.

If the notification is for inadequate approved TA funds, the Contractor must provide to the TA Approval Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.2 Canada's Total Responsibility

7.2.1 Limitation of Expenditure - Cumulative Total of all Approved Task Authorizations

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



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

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

7.3 Method of Payment - Approved TA

The following method of payment will form part of the approved TA:

7.3.1 Limitation of Expenditure TA:

For the Work specified in an approved ceiling price TA or TA subject to a limitation of expenditure:

Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

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

7.4 SACC Manual Clauses

A9117C (2007-11-30), T1204 - Direct Request by Customer Department

7.5 Discretionary Audit

C0705C (2010-01-11), Discretionary

8. Invoicing Instructions

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.

Invoices must be distributed as follows:

The original and one (1) copy must be forwarded to the Project Authority for certification and payment.

9. Certifications



9.1 Compliance

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

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

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

10. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified by the bidder in its bid, if applicable.*)

11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions, Annex E;
- (c) the general conditions, Annex D;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, CCC Call Quality Assurance;
- (g) Annex F, Security Requirements Check List;
- (h) Annex G, the signed Task Authorizations (including all of its annexes, if any)
- (i) The Contractor's bid dated _____. (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*", as clarified on _____ " **or** ",as amended on _____" *and insert date(s) of clarification(s) or amendment(s)*).

12. Foreign Nationals (Canadian Contractor)

SACC Manual clause [A2000C](#) (2006-06-16), Foreign Nationals (Canadian Contractor)

12. Foreign Nationals (Foreign Contractor)

SACC Manual clause [A2001C](#) (2006-06-16), Foreign Nationals (Foreign Contractor)

14. Insurance



The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.



ANNEX A

STATEMENT OF WORK

1. TITLE

Call Centre Services

2. OBJECTIVE

The Canada School of Public Service (CSPS) requires a team of bilingual Call Centre agent(s) on an “as and when requested basis” to meet ongoing demands of the Corporate Management and Registration Services Branch.

3. BACKGROUND

The primary responsibility of the CSPS is to provide a broad range of learning opportunities and to establish a culture of learning within the Public Service.

The Client Contact Centre (CCC) provides registration services to learners. The CCC provides first access points via telephone, e-mail and fax.

The main responsibilities include interaction with an Integrated Learner Management System and the provision of administrative and client assistance to public service employees with respect to training, learning and professional development courses and related activities offered by the CSPS.

The needs of the CCC’s fluctuate throughout the year and are also subject to fluctuations based on government-wide or department specific directives with regards to mandatory training. The CCC therefore must acquire the means to quickly and efficiently adjust its available work complement in order to meet the needs brought on by these changes.

4. SCOPE

The Contractor must provide a team of call centre agents and manage the performance of that team to ensure that the work is performed in accordance with the standards established by the CSPS.

5. REQUIREMENTS

5.1 Provision of Call Centre Services

The Contractor must provide the services of a fully bilingual client-focused Call Centre Services team to work within the infrastructure, priorities and direction provided by the CSPS in order to complement the current team of CCC employees.

The members of the team are to be mainly responsible to answer enquiries, provide technical assistance and process requests for client registrations received by telephone, e-mail and fax, from Monday to Friday. A full description of core duties is available in Annex B.

The base team-member complement for CCC activities would be:

- Quality Assurance and Performance Management Coordinator; and



- Call Centre Agent(s).

Attachment 1 to Annex A also provides the profile of experience and abilities that team members should have in order to perform their duties at a satisfactory level.

a. Ongoing Recruitment Services

The Contractor must respond to requests from the Project Authority in order to replace any resource that leaves the team by providing an agent within a timeframe of 5-10 business days.

The Contractor must respond to requests from the Project Authority in order to provide the required resources, up to a maximum of twenty (20) within a timeframe of 5-10 business days. In the event 10-20 resources are required at once, a phased-in integration would be organized.

5.2 Tasks

In order to provide the required services outlined herein, the Contractor must:

- Recruit, select and retain fully bilingual team members who are effective in dealing with client's requests and meet the required performance standards; and
- Monitor the personnel assigned to the project in order to ensure that the work is performed to the satisfaction of the Project Authority and take appropriate measures to address performance issues.

5.3 Quality Assurance and Performance Management

5.3.1 Frequency

The following standards will be used to evaluate whether the Contractor meets expectations with regards to performing sufficient QA activities.

- QA must be performed on two calls per week for each team member.
- QA must be performed on ten calls within the first two weeks for each new team joining the team.

5.3.2 Quality Assurance Performance Measures

The following standards will be used to evaluate whether the Contractor meets expectations with regards to managing call quality levels within its team.

- QA results must show that members of the Contractor's team score "Expectations Met" on 90% of monitored calls for the following criteria: Greeting, Closing, Probing and Paraphrasing, Ownership and Resolution, Communication Skills, Listening, Language, Diplomacy, and Hold Protocol. (see Annex C for a full description of the QA process)
- QA results must show that members of the Contractor's team score "Expectations Met" on 85% of monitored calls for the following criteria: Information Accuracy and Adherence to Procedures. (see Annex C for a full description of the QA process)

5.3.3 Absenteeism and Punctuality Performance Measures



The following standards will be used to evaluate whether the Contractor meets expectations with regards to managing absenteeism and punctuality levels within its team.

- Attendance records must show that members of the Contractor's team have worked at least 95% of their pre-established work schedule.
- Punctuality records must show that members of the Contractor's team have been on time on at least 95% of instances for which they are expected to report for work (i.e. start of work shift, return from breaks, and return from lunch break).

6. OPERATIONAL REQUIREMENTS

6.1 Language Proficiency

The CCC responds to calls in both official languages. All team members must be able to perform their tasks in both official languages (English and French).

Therefore, the Contractor's language proficiency testing procedures and standards must ensure that team members' proficiency in English and French will be of a high level - i.e. fluent delivery, virtually flawless grammar, full reading comprehension, and an appropriate vocabulary for providing a professional information service to our clients.

The Official Languages Act and TBS policies and publications pertaining to this act can be viewed by accessing the following websites:

<http://www.laws.justice.gc.ca/eng/acts/O-3.01/index.html>; and,
http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/OffLang/siglist_e.html.

6.2 Work Location

The CCC is currently located at 425, St-Joseph Boulevard, Gatineau, QC. The Call Centre Agents must perform their work on site in order to have access to the required tools, networks and support. In the event that the CCC was to move to another location, the Call Centre Agents must be able to perform their work at the new location. The Quality Assurance and Performance Management Coordinator will be performing the majority of the work at the Contractor's facilities. Note that the CCC is expected to move to 241 Cité des jeunes, Gatineau, QC, in the spring of 2015.

6.3 Hours of Operation and Expectations of Working Hours

The CCC hours of operation are from 7:30am to 6:00pm, Monday to Friday. The Call Centre Agents are expected to be available to work on a full-time basis (7.5 hours a day with different work shift, including two fifteen minute breaks (paid) and a thirty minutes lunch (unpaid)) at any time within the CCC's hours of operations, for full day coverage and based on operational needs. Hours of operation may be extended with a minimum timeline to adjust and overtime may be required.

7. CLIENT SUPPORT

7.1 Initial Training and Coaching

The CSPS will be responsible to provide the initial training of resources provided by the Contractor.

The training will consist of 22.5 hours of in-class formal training followed by 30 hours of pairing activities with experienced agents and one-on-one coaching. The proportion of pairing activities will be determined



on the basis of the team members' specific needs. Team members provided by the Contractor will be solicited to participate in these pairing and coaching activities.

The training covers the following general elements:

- Structures and basic functions of I-LMS (the School's Integrated Learning Management system);
- Call protocols;
- Policies and Procedures of the CCC; and
- Values and Ethics for the Public Sector.

7.2 Material and Technical Requirements

Each Call Centre Agent will be provided with a computer, telephone, headset and access to the Canada School of Public Service ILMS software and Intranet site, for the purpose of completing his or her training and assigned duties.

7.3 Quality Assurance and Performance Management

The CSPS will provide the following to assist the Contractor in meeting its commitment with regards to Quality Assurance and Performance Management:

- Quality Assurance Guidelines and training of the Quality Assurance and Performance Management Coordinator with regards to the Quality Assurance procedures already in place;
- CCC's updated policies and procedures (including call scripts);
- Access to recorded calls within the School's premises;
- Daily Break Reports (detailing the agent's log in and log out times, breaks, lunches and online activities); and,
- Access to facilities to conduct feedback sessions with agents.

8. MEETINGS

8.1 Weekly Meetings

The Quality Assurance and Performance Management Coordinator must meet with the Project Authority on a weekly basis in order to achieve the following:

- Discuss short and long term priorities and work plans;
- Report on team's performance levels;
- Report on quality assurance and performance management activities and results;
- Establish and document action plans;
- Follow-up on previously agreed performance management actions; and,
- Allow the Project Authority to communicate specific performance issues it wishes to see addressed. . (e.g. Attendance, Punctuality, Work Ethics, etc.)

The Quality Assurance and Performance Management Coordinator must produce minutes of these meetings and include them in the weekly report submitted to the Project Authority prior to the following meeting.

8.2 Monthly Review Meetings



The Quality Assurance and Performance Management Coordinator must meet with the PA when deficiencies have been identified in the monthly performance review of the delivery of the project requirements. In the event that no deficiency has been identified, this meeting may not be required. (see section 10 for Performance Review details.)

9. REPORTS

9.1 Weekly Reports

The Contractor must submit a weekly report to the PA via e-mail in advance of the weekly meeting. The following information must be included in the report:

- The previous week's call monitoring results and up-to-date cumulative results for each agent;
- Up-to-date cumulative attendance statistics for each agent;
- Up-to-date cumulative punctuality statistics for each agent;
- Minutes from the previous weekly meeting;
- Details of steps taken to address performance issues in the previous week; and,
- Status of ongoing action plans.

The report must be presented in a Microsoft Word or Excel (or a combination of both) file format.

9.2 Monthly Reports

The Contractor must submit a monthly report to the PA via e-mail in advance of the monthly performance review. The following information must be included in the report.

- The previous month's call monitoring results and up-to-date cumulative results for the team;
- Monthly and up-to-date cumulative attendance statistics for the team;
- Monthly and up-to-date cumulative punctuality statistics for the team; and,
- Cumulative list indicating the status of ongoing action plans.

The report must be presented in a Microsoft Word or Excel (or a combination of both) file format.

10. PERFORMANCE REVIEW

Performance reviews will be undertaken to evaluate the Contractor's continued delivery of the project's requirements on a monthly basis.

In any case where the Contractor fails to meet the required performance levels, CSPS reserves the right to terminate the contract.

The following process will be employed:

1. Performance levels will be measured and verified by the Project Authority.
 - a. Project Authority will perform a random audit of the Quality Assurance performed by the Contractor to ensure that the reported results accurately reflect the team members' performance.
 - b. Project Authority will verify that all due deliverables have been received.
 - c. Project Authority will verify that QA results meet established standards.
 - d. Project Authority will verify that action plans that have been agreed upon have been implemented.



2. Failure to meet the established performance levels targets will result in the following:
 - a. A written notification will be given to the Contractor indicating the performance deficiency or deficiencies.
 - b. A review meeting will be arranged between the Project authority and the Contractor's representative within a reasonable period of time (normally two weeks) after receipt of the written notification.
 - c. Within one week following this review, the Contractor will present their plan to address all noted deficiencies.

3. If there is subsequent failure to meet the expected performance levels following the implementation of the Contractor's improvement plan, the above process will again be employed along with the Contractor's explanation of the failure of their previous plans to address the deficiencies and a revised plan for correcting and preventing future deficiencies.

The Contractor's performance will be the primary determinant of CSPA's decision to exercise contract extension options.



Attachment 1 to Annex A – Team Member Roles

Quality Assurance and Performance Management Coordinator

Summary

Working in the context of the CCC team-oriented environment, the Quality Assurance and Performance Management Coordinator is responsible for overseeing a team of call centre agent on behalf of the Contractor. His main goal is to ensure that customer service and service level objectives are met.

Core Duties

The Quality Assurance and Performance Management Coordinator will be expected to perform all of the following duties:

Monitor and evaluate calls, as well as the performance of call centre agents, and provide feedback in a timely fashion;

Perform weekly site visits to provide feedback to call centre agents and address performance issues;

Ensure that the call centre agents meet the established performance levels regarding the call quality;

Ensure that the call centre agents meet the established performance levels regarding the attendance and punctuality;

Meet the Project Authority on a weekly basis and prepare the minutes;

Prepare and submit weekly and monthly reports on the performance of call centre agents; and

Address performance issues raised by the PA and establish performance improvement and prepare action plans when required.

Profile

The following is a list of experiences, competencies and skills that a Quality Assurance and Performance Management Coordinator must display in order to perform proficiently in their duties.

Linguistic Profile

- Fluently bilingual (French and English)

Experiences

- Significant experience in a Customer Service Environment.*
- Significant experience in dealing with clients by phone, by email, by fax or in person.*
- Significant experience in supervising the work of colleagues.*
- Experience working in a call centre an asset.
- Experience working in technical support an asset.
- Experience processing registration using a Learner Management System an asset.
- Experience in dealing with government departments an asset.



* Significant experience is 3 years in the last 5 years

Core Competencies

Professional

- Excellent oral and written communication skills in both official languages
- Excellent customer service and people skills.
- Excellent listening, research and problem-solving skills
- Excellent management skills and strong ability to motivate a team
- Excellent coaching and leadership skills
- Strong time management and organizational skills
- Ability to provide feedback
- Ability to work within a team
- Ability independently, and with little supervision
- Ability to meet deadlines and to prioritize

Technical

- Ability to work with various computer applications such as internet, emails, word processing, spreadsheets, database.
- Ability to troubleshoot and resolve basic technical problems

Personal

- Tact and Diplomacy
- Good judgement
- Ability to work under pressure
- Detail Oriented
- Ability to learn quickly
- Effective Interpersonal skills
- Client Service Orientation
- Reliability
- Initiative



Call Centre Agent

Summary

Working in the context of the CCC team-oriented environment, the call centre agent is responsible for the delivery of quality information and registration services to the clients of the School, mainly by telephone.

Core Duties

The Call Centre Agent will be required to perform all of the following duties.

Answer detailed enquiries from the School's various clients, mainly by telephone;

Provide accurate information to our clients on various subjects pertaining to the programs and services offered by the School. This includes providing information on the courses, the curriculums and registration processes and system procedures;

Provide services to the School's clients such as performing registrations, creating and updating profiles and assisting with I-LMS navigation;

Process and answer e-mail and/or fax enquiries and registration requests, as required;

Record demographic statistics for each transaction, as well as comments, complaints and escalations as necessary;

Develop in-depth knowledge of the CSPS programs and services;

Communicate with and support peers;

Complete administrative tasks as required;

Participate in pairing and coaching activities as required; and,

Understand and follow the work environment's policies and procedures.

Profile

The following is a list of experiences, competencies and skills that a call centre agent must display in order to perform proficiently in their duties.

Linguistic Profile

- Fluently bilingual (French and English)

Experiences

- Significant experience in a Customer Service Environment.*
- Significant experience in dealing with clients by phone, by email, by fax or in person.*
- Experience working in a call centre an asset.
- Experience working in technical support an asset.
- Experience processing registration using a Learner Management System an asset.
- Experience in dealing with government departments an asset.

* Significant experience is 1 year in the last 3 years



Core Competencies

Professional

- Excellent oral and written communication skills in both official languages
- Good customer service and people skills.
- Good listening and research skills
- Ability to work within a team

Technical

- Ability to work with various computer applications such as internet, emails, word processing, spreadsheets, database.

Personal

- Tact and Diplomacy
- Good judgement
- Ability to work under pressure
- Ability to work independently as well as within the context of a team
- Detail Oriented
- Ability to learn quickly
- Effective Interpersonal skills
- Client Service Orientation
- Reliability
- Initiative



ANNEX B

BASIS OF PAYMENT

A – Contract Period (From the date of contract award to xxxxx)

During the period of the contract, for Work performed in accordance with the Contract, the Contractor will be paid as specified below.

1. Professional Fees

The Contractor will be paid all inclusive fixed time rates as follows:

	PERIOD	QUOTED FIRM ALL-INCLUSIVE HOURLY RATE (in Cdn \$)
	Period 1 (insert dates)	
	Quality Assurance and Performance Management Coordinator	
	Call Center Agent	

Total Estimated Cost of Professional Fees: \$ _____ [Insert amount at contract award]

1.1 Overtime:

The Project Authority may request any requirement to work overtime. Canada is not liable for overtime charges that are not preauthorized by the Project Authority.

In accordance with the Quebec provincial legislation, overtime is to be charged for hours in excess of 40 hours in a week at a rate of 1.5 times the normal hourly rate.

2.0 Total Estimated Cost - Contract Period: \$ _____ [insert amount at contract award]

B- Option to Extend the Term of the Contract

This section is only applicable if the option to extend the Contract is exercised by Canada.

During the extended period of the Contract specified below, the Contractor will be paid as specified below to perform all the Work in relation to the Contract extension.

B-1 Extended Contract Period

	PERIOD	QUOTED FIRM ALL-INCLUSIVE HOURLY RATE (in Cdn \$)



	Optional Period 1 (insert dates)	
	Quality Assurance and Performance Management Coordinator	
	Call Center Agent	

	Optional Period 2 (insert dates)	
	Quality Assurance and Performance Management Coordinator	
	Call Center Agent	



ANNEX C

CANADA SCHOOL OF PUBLIC SERVICE CCC CALL QUALITY ASSURANCE

This document aims to define and frame the Quality Assurance process for calls in the Client Contact Centre within the Canada School of Public Service.

The Quality Assurance process aims to reach the following main objectives:

- *To provide an objective tool for performance evaluation.*
- *To identify training needs.*
- *To assist the professional development of CCC employees.*
- *To ensure that we maintain excellence in the service offered to our clients.*

Quality Assurance will be divided between two components: a quantitative component and a qualitative one. The quantitative component will consist of a score card on which will be found relevant information such as the number of calls answered, average talk time and average Not Ready time.

The second component, which is the main focus of this document, will be qualitative. It will be accomplished by the ongoing monitoring and evaluation of recorded calls. These calls will be evaluated on the basis of the expectations outlined in this document. The results of the evaluations will then be shared individually with the agent who was evaluated. In these meeting, areas requiring improvement will be targeted in order to improve the agent's overall performance, and coaching will be provided.

Evaluation Criteria

You will find below a definition of each of the criteria that will be evaluated on each call, as well as the expectations that are linked to them. You will also find the scale according to which each of these criteria will be evaluation.

It is important to note that this document is a work tool and that the definitions contained therein in may be called to change in the future.

The following criteria will be evaluated on an absolute basis, which means that their evaluation will indicate whether the agent has followed the rules that are related to them or not.

**Greeting
Closing
Adherence to Procedures**

For each of these criteria, agents will be marked with a '**Yes**' if they have followed the established protocol, or a '**No**' if they have not followed the established protocol. If the criterion was not evaluated, the '**Not Applicable**' option will be selected.

The following criteria are evaluated on a scaled, meaning that it is recognized that agents may apply them with various degrees of success.

**Probing and Paraphrasing
Ownership and Resolution
Communication Skills
Listening
Language
Diplomacy**



Hold Protocol Information Accuracy

For each of these criteria, agents will be attributed with one of the following marks, depending on their degree of success.

Expectations Met (EM)

The agent has demonstrated satisfactory application of all the elements constituting this criterion. He or she is encouraged to continue displaying the same level of performance.

Improvement Required (IR)

The agent has demonstrated the application of most of the elements constituting this criterion. He or she is expected to show improvement in order to bring his or her performance to a satisfactory level. Feedback and coaching is provided.

Significant Improvement Required (SIR)

The agent has demonstrated the application some of the elements constituting this criterion. He or she is expected to show significant improvements in order to in order to bring his or her performance to a satisfactory level. Feedback and coaching is provided.

Expectations Not Met (ENM)

The agent has not demonstrated the application of vital elements constituting this criterion. He or she is expected to show improvement in order to in order to bring his or her performance to a satisfactory level. Feedback and coaching is provided.

CRITERIA DEFINITIONS

Greeting

The agent must open the call by using the appropriate greeting. The appropriate greeting includes the name of the school and the name of the agent. The greeting must be done in the language of the call.

The correct greeting in English is: "Canada School of Public Service, XXXXX speaking. How may I help you?" The correct greeting in French is : "École de la fonction publique du Canada, bonjour. XXXXX à l'appareil. Comment puis-je vous aider?"

In the event that the caller does not respond, the agent must repeat the greeting before terminating the call.

Yes/No/Not Applicable

Closing

The agent must close the call by first asking the caller whether they can be assisted with anything else. When a caller confirms that they have received all the information and assistance they need, the agent must then close the call by using the correct phrasing.

The correct closing in English is: "Thank you for calling." The correct closing in French is: "Merci d'avoir appelé."



The agent can then follow with a personalized closing statement, such as “Have a nice day,” if they so desire. Please note that seasonal or religious greetings should not be initiated by the agents, but can be responded to if initiated by the caller.

Yes/No/Not Applicable

Probing and Paraphrasing

The agent must initially identify the caller’s reason for calling. The agent must ensure that they clearly understand the caller’s inquiry before they start providing information. In order to do so, the agent must ask a sufficient number of probing questions to clearly establish the nature of the enquiry. When unclear, the agent must also paraphrase the caller’s request, by repeating it in his own words. The agent must then allow the caller the opportunity to confirm their understanding of the request, and to correct or add relevant information if needed.

Note that this step may have to be repeated when a caller ask more than one question over the course of a single call.

EM/IR/SIR/ENM

Ownership and Resolution

The agent must handle the call in a way that demonstrates that he has taken ownership of the call and is working towards resolving the caller’s inquiry or issue. Once the learner has initially explained his inquiry, the agent should be the one driving the conversation. When dealing with a caller who rambles or brings up conversation points that are unrelated to the reason of the call, the agent must politely bring the focus back to the topic of the call. The agent must address each question or concern raised by the caller and ensure that the resolution offered to the caller’s question or concern is satisfactory.

EM/IR/SIR/ENM

Communication Skills

The agent must communicate clearly and efficiently with callers. In order to do so, the agent must use a rate of speech that is appropriate and can be clearly understood. The agent must take into consideration the language proficiency of the caller and adjust his or her rate of speech accordingly. The agent must also ensure that he uses an appropriate tone of voice and volume to be clearly heard the caller.

EM/IR/SIR/ENM

Listening

The agent must always be actively listening to the caller. This means that the caller must be allowed sufficient time to explain his situation without being interrupted. The agent should also refrain from asking questions that have already been answered by the caller, unless the stated goal of that question is to confirm that the agent has correctly understood the information provided by the caller.

EM/IR/SIR/ENM

Language



The agent must answer the call in the language identified in the call description in ICE. The entire call must be completed in that language unless the caller clearly states that he or she prefers otherwise. The agent must ensure that he uses correct words in both official languages and avoid borrowing words from the other language. Agents must also refrain from using ad hoc translations of terms when an appropriate translation exists.

The language used by the agent must always remain professional. The agent must refrain from using familiar language or slang.

EM/IR/SIR/ENM

Diplomacy

The agent must speak with callers in a way that communicates a positive attitude. The agent must always be polite and respectful towards the caller. This means that the agent should never match the tone of a caller who is rude, aggressive, or otherwise impolite. Agents must refrain from making ironic or sarcastic remarks when speaking with a caller.

When addressing a French-speaking caller, agents must use the formal “vous.”

EM/IR/SIR/ENM

Hold Protocol

The agent must use hold periods in order to search information or perform operations that would otherwise create long periods of dead air during the call. In order to place the caller on hold, the agent must first ask the caller’s permission and then thank the caller for their patience upon their return. When they have provided the caller with a timeframe for the duration of the hold period, agents must respect that timeframe and return to the caller to ask for more time, should more time be required.

EM/IR/SIR/ENM/Not Applicable

Information Accuracy

The agent must provide the caller with information that is relevant, accurate and complete. Information should be communicated in a clear and organized fashion.

Note that this criterion may be evaluated more than once in the same call.

EM/IR/SIR/ENM

Adherence to Procedures

The agent must follow all applicable procedures, as stated in the training documents, CCC wiki, e-mails from the supervision teams, and other approved sources. These procedures include, but are not limited to:

- *Locating and updating a learner’s profile in I-LMS.*
- *Asking learners for special needs and allergies at registration.*
- *Informing learners of the cancellation policy after registration.*
- *Informing learners of the waitlist response timeframe when registering to a waitlist.*



- *Informing learners of incoming confirmation e-mails after registration.*
- *Informing learners of the timeframe to provide FIS codes when performing a pending payment registration.*
- *Following the appropriate password reset protocol.*
- *Following the appropriate profile creation protocol.*
- *Entering the appropriate notes to orders and profiles when creating or amending them.*
- *Etc...*

Note that this criterion may be evaluated more than once in the same call.

Yes/No/Not Applicable



ANNEX D

GENERAL CONDITIONS

GC01 Interpretation
GC02 Standard Clauses and Conditions
GC03 Powers of Canada
GC04 Status of the Contractor
GC05 Conduct of the Work
GC06 Subcontracts
GC07 Specifications
GC08 Replacement of Specific Individuals
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GC34 Survival
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GC43 Dispute Resolution
GC44 Security and Protection of Work
GC45 Public Disclosure of Basic Information
GC46 Indemnification
GC 47 Public Disclosure of Contracts with Former Public Servants
GC48 Priority of Documents
GC49 Unauthorized Codes



The general conditions are addressed to any potential suppliers interested in doing business with the Canada School of Public Service and are incorporated in all contractual agreement issued by the Canada School of Public Service.

GC01 Interpretation

In the Contract, unless the context otherwise requires:

"Applicable Taxes" means the Goods and Services Tax (GST), the Harmonized Sales Tax (HST), and any provincial tax, by law, payable by Canada such as, the Quebec Sales Tax (QST) as of April 1, 2013;

"Articles of Agreement" means the clauses and conditions incorporated in full text or incorporated by reference from the *Standard Acquisition Clauses and Conditions* Manual to form the body of the Contract; it does not include these general conditions, any supplemental general conditions, appendices, the Contractor's bid or any other document;

"Canada", "Crown", "Her Majesty", "the President" or "the Government" means Her Majesty the Queen in right of Canada as represented by the President of the Treasury Board and any other person duly authorized to act on behalf of that President;

"Contract" means the Articles of Agreement, these general conditions, any supplemental general conditions, appendices 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;

"Contracting Authority" means the person designated by that title in the Contract, or by notice to the Contractor, to act as Canada's representative to manage the Contract;

"Contractor" means the person, entity or entities named in the Contract to supply goods, services or both to Canada;

"Contract Price" means the amount stated in the Contract to be payable to the Contractor for the Work, exclusive of Applicable Taxes;

"Departmental Representative", "Technical Authority" or "Project Authority" means the person designated in the Contract, or by notice to the Contractor, to act as the representative of the President of the Treasury Board for the Work which is being carried out in matters concerning the technical aspects of the Work.

"Government Property" means anything supplied to the Contractor by or on behalf of Canada for the purposes of performing the Contract and anything acquired by the Contractor in any manner in connection with the Work, the cost of which is paid by Canada under the Contract;

"Party" means Canada, the Contractor, or any other signatory to the Contract and "Parties" means all of them;

"President" means President of the Treasury Board and any other person duly authorized to act on behalf of that President;

"Technical Documentation" means designs, reports, photographs, drawings, plans, specifications, computer software, surveys, calculations and other data, information and material collected, computed, drawn or produced, including computer print-outs,

"Total Estimated Cost", "Revised Estimated Cost", "Increase (Decrease)" on Page 1 of the Contract or Contract Amendment means an amount used for internal administrative purposes only that comprises the Contract Price, or the revised Contract Price, or the amount that would increase or decrease the Contract Price and the Applicable Taxes as evaluated by the Contracting Authority, and does not constitute tax advice on the part of Canada;

"Work" means all the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.



GC02 Standard Clauses and Conditions

Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c. 16, the clauses and conditions identified by number, date and title in the Contract are incorporated by reference and form part of the Contract as though expressly set out in the Contract.

GC03 Powers of Canada

All rights, remedies, powers and discretions granted or acquired by Canada under the Contract or by law are cumulative, not exclusive.

GC04 Status of the Contractor

The Contractor is an independent contractor engaged by Canada to perform the Work. Nothing in the Contract is intended to create a partnership, a joint venture or an agency between Canada and the other Party or Parties. The Contractor must not represent itself as an agent or representative of Canada to anyone. Neither the Contractor nor any of its personnel is engaged as an employee or agent of Canada. The Contractor is responsible for all deductions and remittances required by law in relation to its employees.

GC05 Conduct of the Work

1. The Contractor represents and warrants that:
 - a. it is competent to perform the Work;
 - b. it has everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and
 - c. it has the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.
2. The Contractor must:
 - a. perform the Work diligently and efficiently;
 - b. except for Government Property, supply everything necessary to perform the Work;
 - c. use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
 - d. select and employ a sufficient number of qualified people;
 - e. perform the Work in accordance with standards of quality acceptable to Canada and in full conformity with the specifications and all the requirements of the Contract;
 - f. provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.
3. The Work must not be performed by any person who, in the opinion of Canada, is incompetent, unsuitable or has been conducting himself/herself improperly.



4. All services rendered under the Contract must, at the time of acceptance, be free from defects in workmanship and conform to the requirements of the Contract. If the Contractor is required to correct or replace the Work or any part of the Work, it will be at no cost to Canada.
5. Canada's facilities, equipment and personnel are not available to the Contractor to perform the Work unless the Contract specifically provides for it. The Contractor is responsible for advising the Contracting Authority in advance if it requires access to Canada's facilities, equipment or personnel to perform the Work. The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.
6. Unless the Contracting Authority orders the Contractor to suspend the Work or part of the Work pursuant to section 26, the Contractor must not stop or suspend the Work or part of the Work pending the settlement of any dispute between the Parties about the Contract.
7. The Contractor must provide all reports that are required by the Contract and any other information that Canada may reasonably require from time to time.
8. The Contractor is fully responsible for performing the Work. Canada will not be responsible for any negative consequences or extra costs if the Contractor follows any advice given by Canada unless the Contracting Authority provides the advice to the Contractor in writing and includes a statement specifically relieving the Contractor of any responsibility for negative consequences or extra costs that might result from following the advice.

GC06 Subcontracts

1. Except as provided in subsection 2, the Contractor must obtain the Contracting Authority's written consent before subcontracting or permitting the subcontracting of any part of the Work. A subcontract includes a contract entered into by any subcontractor at any tier to perform any part of the Work.
2. The Contractor is not required to obtain consent for subcontracts specifically authorized in the Contract. The Contractor may also without the consent of the Contracting Authority:
 - a. purchase "off-the-shelf" items and any standard articles and materials that are ordinarily produced by manufacturers in the normal course of business;
 - b. subcontract any portion of the Work as is customary in the carrying out of similar contracts; and;
 - c. permit its subcontractors at any tier to make purchases or subcontract as permitted in paragraphs (a) and (b).
3. In any subcontract other than a subcontract referred to in paragraph 2.(a), the Contractor must, unless the Contracting Authority agrees in writing, ensure that the subcontractor is bound by conditions compatible with and, in the opinion of the Contracting Authority, not less favourable to Canada than the conditions of the Contract.
4. Even if Canada consents to a subcontract, the Contractor is responsible for performing the Contract and Canada is not responsible to any subcontractor. The Contractor is responsible for any matters or things done or provided by any subcontractor under the Contract and for paying any subcontractors for any part of the Work they perform.

GC07 Specifications



1. All Specifications provided by Canada or on behalf of Canada to the Contractor in connection with the Contract, belongs to Canada and must be used by the Contractor only for the purpose of performing the Work.
2. If the Contract provides that Specifications provided furnished by the Contractor must be approved by Canada, that approval will not relieve the Contractor of its responsibility to meet all requirements of the Contract.

GC08 Replacement of Specific Individuals

1. If specific individuals are identified in the Contract to perform the Work, the Contractor must provide the services of those individuals unless the Contractor is unable to do so for reasons beyond its control.
2. If the Contractor is unable to provide the services of any specific individual identified in the Contract, it must provide a replacement with similar qualifications and experience. The replacement must meet the criteria used in the selection of the Contractor and be acceptable to Canada. The Contractor must, as soon as possible, give notice to the Contracting Authority of the reason for replacing the individual and provide:
 - a) the name, qualifications and experience of the proposed replacement; and
 - b) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
3. The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a replacement stop performing the Work. In such a case, the Contractor must immediately comply with the order and secure a further replacement in accordance with subsection 2 of this clause. The fact that the Contracting Authority does not order that a replacement stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

GC09 Time of the Essence

It is essential that the Work be performed within or at the time stated in the Contract.

GC10 Excusable Delay

1. A delay in the performance by the Contractor of any obligation under the Contract that is caused by an event that:
 - a. is beyond the reasonable control of the Contractor;
 - b. could not reasonably have been foreseen;
 - c. could not reasonably have been prevented by means reasonably available to the Contractor; and
 - d. occurred without the fault or neglect of the Contractor,

will be considered an "Excusable Delay" if the Contractor advises the Contracting Authority of the occurrence of the delay or of the likelihood of the delay as soon as the Contractor becomes aware of it. The Contractor must also advise the Contracting Authority, within fifteen (15) working days, of all the circumstances relating to the delay and provide to the Contracting



Authority for approval a clear work around plan explaining in detail the steps that the Contractor proposes to take in order to minimize the impact of the event causing the delay.

2. Any delivery date or other date that is directly affected by an Excusable Delay will be postponed for a reasonable time that will not exceed the duration of the Excusable Delay.
3. However, if an Excusable Delay has continued for thirty (30) days or more, the Contracting Authority may, by giving notice in writing to the Contractor, terminate the Contract. In such a case, the Parties agree that neither will make any claim against the other for damages, costs, expected profits or any other loss arising out of the termination or the event that contributed to the Excusable Delay. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.
4. Unless Canada has caused the delay by failing to meet an obligation under the Contract, Canada will not be responsible for any costs incurred by the Contractor or any of its subcontractors or agents as a result of an Excusable Delay.

GC11 Inspection and Acceptance of the Work

1. All the Work is subject to inspection and acceptance by Canada. Inspection and acceptance of the Work by Canada do not relieve the Contractor of its responsibility for defects or other failures to meet the requirements of the Contract. Canada will have the right to reject any Work that is not in accordance with the requirements of the Contract and require its correction or replacement at the Contractor's expense.
2. The Contractor must provide representatives of Canada access to all locations where any part of the Work is being performed at any time during working hours. Representatives of Canada may make examinations and such tests of the Work as they may think fit. The Contractor must provide all assistance and facilities, test pieces, samples and documentation that the representatives of Canada may reasonably require for the carrying out of the inspection. The Contractor must forward such test pieces and samples to such person or location as Canada specifies.
3. The Contractor must inspect and approve any part of the Work before submitting it for acceptance or delivering it to Canada. The Contractor must keep accurate and complete inspection records that must be made available to Canada on request. Representatives of Canada may make copies and take extracts of the records during the performance of the Contract and for up to three (3) years after the end of the Contract.

GC12 Invoice Submission

1. Invoices must be submitted in the Contractor's name. The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
 - a. the date, the name and address of the client department, item or reference numbers, deliverable/description of the Work, contract number, details of expenditures (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - b. deduction for holdback, if applicable;



- c. the extension of the totals, if applicable; and
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

GC13 Taxes

1. Federal government departments and agencies are required to pay Applicable Taxes.
2. Applicable Taxes will be paid by Canada as provided in the Invoice Submission section. It is the sole responsibility of the Contractor to charge Applicable Taxes at the correct rate in accordance with applicable legislation. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.
3. The Contractor is not entitled to use Canada's exemptions from any tax, such as provincial sales taxes, unless otherwise specified by law. The Contractor must pay applicable provincial sales tax, ancillary taxes, and any commodity tax, on taxable goods or services used or consumed in the performance of the Contract (in accordance with applicable legislation), including for material incorporated into real property.
4. In those cases where Applicable Taxes, customs duties, and excise taxes are included in the Contract Price, the Contract Price will be adjusted to reflect any increase, or decrease, of Applicable Taxes, customs duties, and excise taxes that will have occurred between bid submission and contract award. However, there will be no adjustment for any change to increase the Contract Price if public notice of the change was given before bid submission date in sufficient detail to have permitted the Contractor to calculate the effect of the change.
5. Tax Withholding of 15 Percent – Canada Revenue Agency

Pursuant to the *Income Tax Act*, 1985, c. 1 (5th Supp.) and the *Income Tax Regulations*, Canada must withhold 15 percent of the amount to be paid to the Contractor in respect of services provided in Canada if the Contractor is not a resident of Canada, unless the Contractor obtains a valid waiver from the *Canada Revenue Agency*. The amount withheld will be held on account for the Contractor in respect to any tax liability which may be owed to Canada.

GC14 Payment Period

1. Canada's standard payment period is thirty (30) days. The payment period is measured from the date an invoice in acceptable form and content is received in accordance with the Contract or the date the Work is delivered in acceptable condition as required in the Contract, whichever is later. A payment is considered overdue on the 31st day following that date and interest will be paid automatically in accordance with the section 15.
2. If the content of the invoice and its substantiating documentation are not in accordance with the Contract or the Work is not in acceptable condition, Canada will notify the Contractor within fifteen (15) days of receipt. The 30-day payment period begins upon receipt of the revised invoice or the replacement or corrected Work. Failure by Canada to notify the Contractor within fifteen (15) days will only result in the date specified in subsection 1 to apply for the sole purpose of calculating interest on overdue accounts.



GC15 Interest on Overdue Accounts

1. For the purpose of this section:

"Average Rate" means the simple arithmetic mean of the Bank Rates in effect at 4:00 p.m. Eastern Time each day during the calendar month immediately before the calendar month in which payment is made;

"Bank Rate" means the rate of interest established from time to time by the Bank of Canada as the minimum rate at which the Bank of Canada makes short term advances to members of the Canadian Payments Association;

"date of payment" means the date of the negotiable instrument drawn by the Receiver General for Canada to pay any amount under the Contract;

an amount becomes "overdue" when it is unpaid on the first day following the day on which it is due and payable according to the Contract.

2. Canada will pay to the Contractor simple interest at the Average Rate plus 3 percent per year on any amount that is overdue, from the date that amount becomes overdue until the day before the date of payment, inclusive. The Contractor is not required to provide notice to Canada for interest to be payable.
3. Canada will pay interest in accordance with this section only if Canada is responsible for the delay in paying the Contractor. Canada will not pay interest on overdue advance payments.

GC16 Compliance with Applicable Laws

1. The Contractor must comply with all laws applicable to the performance of the Contract. The Contractor must provide evidence of compliance with such laws to Canada at such times as Canada may reasonably request.
2. The Contractor must obtain and maintain at its own cost all permits, licenses, regulatory approvals and certificates required to perform the Work. If requested by the Contracting Authority, the Contractor must provide a copy of any required permit, license, regulatory approvals or certificate to Canada.

GC17 Ownership

1. Unless provided otherwise in the Contract, the Work or any part of the Work belongs to Canada after delivery and acceptance by or on behalf of Canada.
2. However if any payment is made to the Contractor for or on account of any Work, either by way of progress or milestone payments, that work paid for by Canada belongs to Canada upon such payment being made. This transfer of ownership does not constitute acceptance by Canada of the Work or any part of the Work and does not relieve the Contractor of its obligation to perform the Work in accordance with the Contract.
3. Despite any transfer of ownership, the Contractor is responsible for any loss or damage to the Work or any part of the Work until it is delivered to Canada in accordance with the Contract. Even after delivery, the Contractor remains responsible for any loss or damage to any part of the Work caused by the Contractor or any subcontractor.



4. Upon transfer of ownership to the Work or any part of the Work to Canada, the Contractor must, if requested by Canada, establish to Canada's satisfaction that the title is free and clear of all claims, liens, attachments, charges or encumbrances. The Contractor must execute any conveyances and other instruments necessary to perfect the title that Canada may require.

GC18 Copyright

1. In this section, "Material" means anything that is created by the Contractor as part of the Work under the Contract, that is required by the Contract to be delivered to Canada and in which copyright subsists. "Material" does not include anything created by the Contractor before the date of the Contract.
2. Copyright in the Material belongs to Canada and the Contractor must include the copyright symbol and either of the following notice on the Material: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).
3. The Contractor must not use, copy, divulge or publish any Material except as is necessary to perform the Contract. The Contractor must execute any conveyance and other documents relating to copyright in the Material as Canada may require.
4. The Contractor must provide at the request of Canada a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the Material. If the Contractor is the author of the Material, the Contractor permanently waives its moral rights in the Material.

GC19 Translation of Documentation

The Contractor agrees that Canada may translate in the other official language any documentation delivered to Canada by the Contractor that does not belong to Canada under section 17. The Contractor acknowledges that Canada owns the translation and that it is under no obligation to provide any translation to the Contractor. Canada agrees that any translation must include any copyright notice and any proprietary right notice that was part of the original. Canada acknowledges that the Contractor is not responsible for any technical errors or other problems that may arise as a result of the translation.

GC20 Confidentiality

1. The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work, including any information that is confidential or proprietary to third parties, and all information conceived, developed or produced by the Contractor as part of the Work when copyright or any other intellectual property rights in such information belongs to Canada under the Contract. The Contractor must not disclose any such information without the written permission of the appropriate authorized Government of Canada representative. The Contractor may disclose to a subcontractor any information necessary to perform the subcontract as long as the subcontractor agrees to keep the information confidential and that it will be used only to perform the subcontract.
2. The Contractor agrees to use any information provided to the Contractor by or on behalf of Canada only for the purpose of the Contract. The Contractor acknowledges that all this information remains the property of Canada or the third party, as the case may be. Unless provided otherwise in the Contract, the Contractor must deliver to the designated and authorized Government of Canada representative all such information, together with every copy, draft, working paper and note that contains such information, upon completion or termination of the Contract or at such earlier time as Canada may require.
3. Subject to the *Access to Information Act*, R.S., 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada must not release or disclose outside the Government of



Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.

4. The obligations of the Parties set out in this section do not apply to any information if the information:
 - a) is publicly available from a source other than the other Party; or
 - b) is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information; or
 - c) is developed by a Party without use of the information of the other Party.
5. Wherever possible, the Contractor must mark or identify any proprietary information delivered to Canada under the Contract as "Property of (Contractor's name), permitted Government uses defined under Canada School of Public Service (the School) Contract No. (fill in Contract Number)". Canada will not be liable for any unauthorized use or disclosure of information that could have been so marked or identified and was not.
6. If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED by Canada, the Contractor must at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by Canada.
7. If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED, by Canada; representatives of Canada are entitled to inspect the Contractor's premises and the premises of a subcontractor at any tier for security purposes at any time during the term of the Contract. The Contractor must comply with, and ensure that any subcontractor complies with, all written instructions issued by Canada dealing with the material so identified, including any requirement that employees of the Contractor or of any subcontractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

GC21 Government Property

- 1 All Government Property must be used by the Contractor solely for the purpose of the Contract and remains the property of Canada. The Contractor must maintain adequate accounting records of all Government Property and, whenever feasible, mark it as being the property of Canada.
- 2 The Contractor must take reasonable and proper care of all Government Property while it is in its possession or subject to its control. The Contractor is responsible for any loss or damage resulting from its failure to do so other than loss or damage caused by ordinary wear and tear.
- 3 All Government Property, unless it is installed or incorporated in the Work, must be returned to Canada on demand. All scrap and all waste materials, articles or things that are Government Property must, unless provided otherwise in the Contract, remain the property of Canada and must be disposed of only as directed by Canada.
- 4 At the time of completion of the Contract, and if requested by the Contracting Authority, the Contractor must provide to Canada an inventory of all Government Property relating to the Contract.

GC22 Liability



The Contractor is liable for any damage caused by the Contractor, its employees, subcontractors, or agents to Canada or any third party. Canada is liable for any damage caused by Canada, its employees or agents to the Contractor or any third party. The Parties agree that no limitation of liability or indemnity provision applies to the Contract unless it is specifically incorporated in full text in the Articles of Agreement. Damage includes any injury to persons (including injury resulting in death) or loss of or damage to property (including real property) caused as a result of or during the performance of the Contract.

GC23 Intellectual Property Infringement and Royalties

1. The Contractor represents and warrants that, to the best of its knowledge, neither it nor Canada will infringe any third party's intellectual property rights in performing or using the Work, and that Canada will have no obligation to pay royalties of any kind to anyone in connection with the Work.
2. If anyone makes a claim against Canada or the Contractor concerning Intellectual Property infringement or royalties related to the Work, that Party agrees to notify the other Party in writing immediately. If anyone brings a claim against Canada, according to *Department of Justice Act*, R.S., 1985, c. J-2, the Attorney General of Canada must have the regulation and conduct of all litigation for or against Canada, but the Attorney General may request that the Contractor defend Canada against the claim. In either case, the Contractor agrees to participate fully in the defense and any settlement negotiations and to pay all costs, damages and legal costs incurred or payable as a result of the claim, including the amount of any settlement. Both Parties agree not to settle any claim unless the other Party first approves the settlement in writing.
3. The Contractor has no obligation regarding claims that were only made because:
 - a. Canada modified the Work or part of the Work without the Contractor's consent or used the Work or part of the Work without following a requirement of the Contract; or
 - b. Canada used the Work or part of the Work with a product that the Contractor did not supply under the Contract (unless that use is described in the Contract or the manufacturer's specifications); or
 - c. The Contractor used equipment, drawings, specifications or other information supplied to the Contractor by Canada (or by someone authorized by Canada); or
 - d. The Contractor used a specific item of equipment or software that it obtained because of specific instructions from the Contracting Authority; however, this exception only applies if the Contractor has included the following language in its own contract with the supplier of that equipment or software: "[Supplier name] acknowledges that the purchased items will be used by the Government of Canada. If a third party claims that equipment or software supplied under this contract infringes any intellectual property right, [supplier name], if requested to do so by either [Contractor name] or Canada, will defend both [Contractor name] and Canada against that claim at its own expense and will pay all costs, damages and legal fees payable as a result of that infringement." Obtaining this protection from the supplier is the Contractor's responsibility and, if the Contractor does not do so, it will be responsible to Canada for the claim.
4. If anyone claims that, as a result of the Work, the Contractor or Canada is infringing its intellectual property rights, the Contractor must immediately do one of the following:
 - a. take whatever steps are necessary to allow Canada to continue to use the allegedly infringing part of the Work; or
 - b. modify or replace the Work to avoid intellectual property infringement, while ensuring that



the Work continues to meet all the requirements of the Contract; or

- c. take back the Work and refund any part of the Contract Price that Canada has already paid.

If the Contractor determines that none of these alternatives can reasonably be achieved, or if the Contractor fails to take any of these steps within a reasonable amount of time, Canada may choose either to require the Contractor to do (section 4 c.) or to take whatever steps are necessary to acquire the rights to use the allegedly infringing part(s) of the Work itself, in which case the Contractor must reimburse Canada for all the costs it incurs to do so.

GC24 Amendment and Waivers

1. To be effective, any amendment to the Contract must be done in writing by the Contracting Authority and the authorized representative of the Contractor.
2. While the Contractor may discuss any proposed modifications to the Work with other representatives of Canada, Canada will not be responsible for the cost of any modification unless it has been incorporated into the Contract in accordance with subsection 1.
3. A waiver will only be valid, binding or affect the rights of the Parties if it is made in writing by, in the case of a waiver by Canada, the Contracting Authority and, in the case of a waiver by the Contractor, the authorized representative of the Contractor.
4. The waiver by a Party of a breach of any condition of the Contract will not be treated or interpreted as a waiver of any subsequent breach and therefore will not prevent that Party from enforcing of that term or condition in the case of a subsequent breach.

GC25 Assignment

1. The Contractor must not assign the Contract without first obtaining the written consent of the Contracting Authority. Any assignment made without that consent is void and will have no effect. The assignment will be effective upon execution of an assignment agreement signed by the Parties and the assignee.
2. Assignment of the Contract does not relieve the Contractor from any obligation under the Contract and it does not impose any liability upon Canada.

GC26 Suspension of the Work

1. The Contracting Authority may at any time, by written notice, order the Contractor to suspend or stop the Work or part of the Work under the Contract. The Contractor must immediately comply with any such order in a way that minimizes the cost of doing so. While such an order is in effect, the Contractor must not remove any part of the Work from any premises without first obtaining the written consent of the Contracting Authority. Within these one hundred eighty (180) days, the Contracting Authority must either cancel the order or terminate the Contract, in whole or in part, under section 27 or section 28.
2. When an order is made under subsection 1, unless the Contracting Authority terminates the Contract by reason of default by the Contractor or the Contractor abandons the Contract, the Contractor will be entitled to be paid its additional costs incurred as a result of the suspension plus a fair and reasonable profit.
3. When an order made under subsection 1 is cancelled, the Contractor must resume work in accordance with the Contract as soon as practicable. If the suspension has affected the Contractor's ability to meet any delivery date under the Contract, the date for performing the part of the Work affected by the suspension will be extended for a period equal to the period of



suspension plus a period, if any, that in the opinion of the Contracting Authority, following consultation with the Contractor, is necessary for the Contractor to resume the Work. Any equitable adjustments will be made as necessary to any affected conditions of the Contract.

GC27 Default by the Contractor

1. If the Contractor is in default in carrying out any of its obligations under the Contract, the Contracting Authority may, by giving written notice to the Contractor, terminate for default the Contract or part of the Contract. The termination will take effect immediately or at the expiration of a cure period specified in the notice, if the Contractor has not cured the default to the satisfaction of the Contracting Authority within that cure period.
2. If the Contractor becomes bankrupt or insolvent, makes an assignment for the benefit of creditors, or takes the benefit of any statute relating to bankrupt or insolvent debtors, or if a receiver is appointed under a debt instrument or a receiving order is made against the Contractor, or an order is made or a resolution passed for the winding down of the Contractor, the Contracting Authority may, to the extent permitted by the laws of Canada, by giving written notice to the Contractor, immediately terminate for default the Contract or part of the Contract.
3. If Canada gives notice under subsection 1 or 2, the Contractor will have no claim for further payment except as provided in this section. The Contractor will be liable to Canada for all losses and damages suffered by Canada because of the default or occurrence upon which the notice was based, including any increase in the cost incurred by Canada in procuring the Work from another source. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

GC28 Termination for Convenience

1. At any time before the completion of the Work, the Contracting Authority may, by giving notice in writing to the Contractor, terminate for convenience the Contract or part of the Contract. Once such a notice of termination for convenience is given, the Contractor must comply with the requirements of the termination notice. If the Contract is terminated in part only, the Contractor must proceed to complete any part of the Work that is not affected by the termination notice. The termination will take effect immediately or, as the case may be, at the time specified in the termination notice.
2. If a termination notice is given pursuant to subsection 1, the Contractor will be entitled to be paid, for costs that have been reasonably and properly incurred to perform the Contract to the extent that the Contractor has not already been paid or reimbursed by Canada. The Contractor will be paid:
 - a. on the basis of the Contract Price, for all completed work that is inspected and accepted in accordance with the Contract, whether completed before, or after the termination in accordance with the instructions contained in the termination notice;
 - b. the Cost to the Contractor plus a fair and reasonable profit for all work terminated by the termination notice before completion; and
 - c. all costs incidental to the termination of the Work incurred by the Contractor but not including the cost of severance payments or damages to employees whose services are no longer required, except wages that the Contractor is obligated by statute to pay.



3. Canada may reduce the payment in respect of any part of the Work, if upon inspection, it does not meet the requirements of the Contract.
4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

GC29 Accounts and Audits

1. The Contractor must keep proper accounts and records of the cost of performing the Work and of all expenditures or commitments made by the Contractor in connection with the Work, including all invoices, receipts and vouchers. The Contractor must retain records, including bills of lading and other evidence of transportation or delivery, for all deliveries made under the Contract.
2. If the Contract includes payment for time spent by the Contractor, its employees, representatives, agents or subcontractors performing the Work, the Contractor must keep a record of the actual time spent each day by each individual performing any part of the Work.
3. Unless Canada has consented in writing to its disposal, the Contractor must retain all the information described in this section for six (6) years after it receives the final payment under the Contract, or until the settlement of all outstanding claims and disputes, whichever is later. During this time, the Contractor must make this information available for audit, inspection and examination by the representatives of Canada, who may make copies and take extracts. The Contractor must provide all reasonably required facilities for any audit and inspection and must furnish all the information as the representatives of Canada may from time to time require to perform a complete audit of the Contract.
4. The amount claimed under the contract, calculated in accordance with the Basis of Payment provision in the Purchase Order, is subject to government audit both before and after payment is made. If an audit is performed after payment, the Contractor agrees to repay any overpayment immediately on demand by Canada. Canada may hold back, deduct and set off any credits owing and unpaid under this section from any money that Canada owes to the Contractor at any time (including under other contracts). If Canada does not choose to exercise this right at any given time, Canada does not lose this right.

GC30 Right of Set-off

Without restricting any right of set-off given by law, Canada may set-off against any amount payable to the Contractor under the Contract, any amount payable to Canada by the Contractor under the Contract or under any other current contract. Canada may, when making a payment pursuant to the Contract, deduct from the amount payable to the Contractor any such amount payable to Canada by the Contractor which, by virtue of the right of set-off, may be retained by Canada.

GC31 Notice

Any notice under the Contract shall be in writing and may be delivered by hand or by courier, by registered mail, or by facsimile or other electronic means that provides a paper record of the text of the notice, addressed to the Party for whom it is intended at the address in the Contract or at the last address of which the sender has received notice in accordance with this section. Any notice shall be deemed to be effective on the day it is received at that address.

GC32 Conflict of Interest and Values and Ethics Codes for the Public Service



The Contractor acknowledges that individuals who are subject to the provisions of the *Conflict of Interest Act*, 2006, c. 9, s. 2, the Conflict of Interest Code for Members of the House of Commons, the Values and Ethics Code for the Public Service or all other codes of values and ethics applicable within specific organizations cannot derive any direct benefit resulting from the Contract.

GC33 No Bribe or Conflict

1. The Contractor declares that no bribe, gift, benefit, or other inducement has been or will be paid, given, promised or offered directly or indirectly to any official or employee of Canada or to a member of the family of such a person, with a view to influencing the entry into the Contract or the administration of the Contract.
2. The Contractor must not influence, seek to influence or otherwise take part in a decision of Canada knowing that the decision might further its private interest. The Contractor must have no financial interest in the business of a third party that causes or would appear to cause a conflict of interest in connection with the performance of its obligations under the Contract. If such a financial interest is acquired during the period of the Contract, the Contractor must immediately declare it to the Contracting Authority.
3. The Contractor warrants that, to the best of its knowledge after making diligent inquiry, no conflict exists or is likely to arise in the performance of the Contract. In the event the Contractor becomes aware of any matter that causes or is likely to cause a conflict in relation to the Contractor's performance under the Contract, the Contractor must immediately disclose such matter to the Contracting Authority in writing.
4. If the Contracting Authority is of the opinion that a conflict exists as a result of the Contractor's disclosure or as a result of any other information brought to the Contracting Authority's attention, the Contracting Authority may require the Contractor to take steps to resolve or otherwise deal with the conflict or, at its entire discretion, terminate the Contract for default. Conflict means any matter, circumstance, interest, or activity affecting the Contractor, its personnel or subcontractors, which may appear or may impair the ability of the Contractor to perform the Work diligently and independently.

GC34 Survival

All the Parties' obligations of confidentiality, representations and warranties set out in the Contract as well as the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

GC35 Severability

If any provision of the Contract is declared by a court of competent jurisdiction to be invalid, illegal or unenforceable, that provision will be removed from the Contract without affecting any other provision of the Contract.

GC36 Successors and Assigns

The Contract is to the benefit of and binds the successors and permitted assignees of Canada and of the Contractor.

GC37 Contingency Fees

The Contractor certifies that it has not, directly or indirectly, paid or agreed to pay and agrees that it will not, directly or indirectly, pay a contingency fee for the solicitation, negotiation or obtaining of the Contract to any person, other than an employee of the Contractor acting in the normal course of the



employee's duties. In this section, "contingency fee" means any payment or other compensation that depends or is calculated based on a degree of success in soliciting, negotiating or obtaining the Contract and "person" includes any individual who is required to file a return with the registrar pursuant to section 5 of the *Lobbying Act*, 1985, c. 44 (4th Supplement).

GC38 International Sanctions

1. Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to economic sanctions.
2. The Contractor must not supply to the Government of Canada any goods or services which are subject to economic sanctions.
3. The Contractor must comply with changes to the regulations imposed during the period of the Contract. The Contractor must immediately advise Canada if it is unable to perform the Work as a result of the imposition of economic sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services. If the Parties cannot agree on a work around plan, the Contract will be terminated for the convenience of Canada in accordance with section 28

GC39 Code of Conduct and Certifications - Contract

1. The Contractor agrees to comply with the Code of Conduct for Procurement and to be bound by its terms. In addition to complying with the Code of Conduct for Procurement, the Contractor must also comply with the terms set out in this section.
2. The Contractor further understands that, to ensure fairness, openness and transparency in the procurement process, the commission of certain acts or offences may result in a termination for default under the Contract. If the Contractor made a false declaration in its bid, makes a false declaration under the Contract, fails to diligently maintain up to date the information herein requested, or if the Contractor or any of the Contractor's affiliates fail to remain free and clear of any acts or convictions specified herein during the period of the Contract, such false declaration or failure to comply may result in a termination for default under the Contract. The Contractor understands that a termination for default will not restrict Canada's right to exercise any other remedies that may be available against the Contractor and agrees to immediately return any advance payments.
3. For the purpose of this section, everyone, including but not limited to organizations, bodies corporate, societies, companies, firms, partnerships, associations of persons, parent companies and subsidiaries, whether partly or wholly-owned, as well as individuals and directors, are Contractor's affiliates if:
 - a. directly or indirectly either one controls or has the power to control the other, or
 - b. a third party has the power to control both.Indicia of control, include, but are not limited to, interlocking management or ownership, identity of interests among family members, shared facilities and equipment, common use of employees, or a business entity created following the acts or convictions specified in this section which has the same or similar management, ownership, or principal employees, as the case may be.
4. The Contractor must diligently maintain an up-to-date list of names by informing Canada in writing of any change occurring during the period of the contract. The Contractor must also, when so requested, provide Canada with the corresponding Consent Forms.



5. The Contractor certifies that it is aware, and that its affiliates are aware, that Canada may verify the information provided by the Contractor, including the information relating to the acts or convictions specified herein through independent research, use of any government resources or by contacting third parties.
6. The Contractor certifies that neither the Contractor nor any of the Contractor's affiliates have directly or indirectly, paid or agreed to pay, and will not, directly or indirectly, pay a contingency fee to any individual for the solicitation, negotiation or obtaining of the Contract if the payment of the fee would require the individual to file a return under section 5 of the *Lobbying Act*.
7. The Contractor certifies that no one convicted under any of the provisions under a) or b) are to receive any benefit under the contract. In addition, the Contractor certifies that except for those offences where a criminal pardon or a record suspension has been obtained or capacities restored by the Governor in Council, neither the Contractor nor any of the Contractor's affiliates has ever been convicted of an offence under any of the following provisions:
 - a. paragraph 80(1)(d) (False entry, certificate or return), subsection 80(2) (Fraud against Her Majesty) or section 154.01 (Fraud against Her Majesty) of the *Financial Administration Act*, or
 - b. section 121 (Frauds on the government and Contractor subscribing to election fund), section 124 (Selling or Purchasing Office), section 380 (Fraud) for fraud committed against Her Majesty or section 418 (Selling defective stores to Her Majesty) of the *Criminal Code of Canada*, or
 - c. section 462.31 (Laundering proceeds of crime) or sections 467.11 to 467.13 (Participation in activities of criminal organization) of the *Criminal Code of Canada*, or
 - d. section 45 (Conspiracies, agreements or arrangements between competitors), 46 (Foreign directives) 47 (Bid rigging), 49 (Agreements or arrangements of federal financial institutions), 52 (False or misleading representation), 53 (Deceptive notice of winning a prize) under the *Competition Act*, or
 - e. section 239 (False or deceptive statements) of the *Income Tax Act*, or
 - f. section 327 (False or deceptive statements) of the *Excise Tax Act*, or
 - g. section 3 (Bribing a foreign public official) of the *Corruption of Foreign Public Officials Act*, or
 - h. section 5 (Trafficking in substance), section 6 (Importing and exporting), or section 7 (Production of substance) of the *Controlled Drugs and Substance Act*.

GC40 Harassment in the Workplace

1. The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the Policy on Harassment Prevention and Resolution, which is also applicable to the Contractor, is available on the Treasury Board Web site.
2. The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

GC41 Entire Agreement

The Contract constitutes the entire and only agreement between the Parties and supersedes all previous negotiations, communications and other agreements, whether written or oral, unless they are incorporated by reference in the Contract. There are no terms, covenants, representations, statements or conditions binding on the Parties other than those contained in the Contract.



GC42 Access to Information

Records created by the Contractor, and under the control of Canada, are subject to the *Access to Information Act*. The Contractor acknowledges the responsibilities of Canada under the *Access to Information Act* and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the *Access to Information Act* provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by the *Access to Information Act* is guilty of an offence and is liable to imprisonment or a fine, or both.

GC43 Dispute Resolution

1. In the event of a dispute arising under the terms of this Contract, the Parties agree to make a good faith attempt to settle the dispute. In the event that the Parties could not resolve the dispute through negotiation, they agree to submit the dispute to mediation. The Parties will share the cost of mediation equally. In the event that one or more issues remain in dispute following completion of the mediation, then the Parties agree to submit those issues to binding arbitration pursuant to the *Commercial Arbitration Act*.
2. The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and 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 .

GC44 Security and Protection of Work

1. Notwithstanding the Validity Date of the Contract, it is a precondition of the Contract that the Contractor and his personnel have a Security Clearance at the level designated for Work assignment for the full length of the Contract. The Contractor shall take all reasonable steps necessary to ensure that its performance of the Work, in accordance with the provisions of the Contract, adheres to all requirements of this Security Clearance level. The Ministry may, at any time, conduct an examination of the Contractor's premises, documents and records to verify whether the Contractor is complying with the security requirements of the Contract.
2. Subject to subsection 3 , the Contractor and his personnel shall treat as confidential and shall not disclose, during as well as after the performance of the Work, any information to which the Contractor becomes privy as a result of the Contract and which has not been approved for release to the public.
3. The Contractor and his personnel shall not speak on nor disseminate in any manner to the public, any information in relation to the Contract, including, but not limited to reports, data, findings or conclusions arising from the Contract, without the prior written permission of the Departmental Representative.
4. The Contractor and his personnel shall forthwith remedy any breach of the Contract Security and Protection of Work provisions, in accordance with the President's instructions, failing which the Departmental Representative shall have the right to terminate the Contract for default of the Contractor in accordance with subsection 27.
5. The Contractor and his personnel should be familiar with the contents of the *Security of Information Act* and the Public Work Government Services Canada Industrial Security Manual.



- a) Canadian & International Industrial Security Directorate - Industrial Security Manual
- b) Justice Canada - *Security of Information Act*

GC45 Public Disclosure of Basic Information

The contractor consents, in the case of a contract that has a value in excess of \$10,000, to the public disclosure of basic information - other than information described in any of paragraphs 20(1)(a) to (d) of the Access to Information Act - relating to the contract.

GC46 Indemnification

- 1 The Contractor shall indemnify and save harmless Canada, the President and their servants and agents from and against any damages, costs or expenses or any claim, action, suit or other proceeding which they or any of them may at any time incur or suffer as a result of or arising out of:
 - a) any injury to persons (including injuries resulting in death) or loss of or damage to property of others which may be or be alleged to be caused by or suffered as a result of the performance of the Work or any part thereof, except that Canada and the President shall not claim indemnity under this section to the extent that the injury, loss or damage has been caused by Canada; and
 - b) any seizure, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work-in-process or finished work furnished to, or in respect of which any payment has been made by Canada.
- 2 The President shall give notice to the Contractor of any claim, action, suit or proceeding referred to in subsection 1 and the Contractor shall, to the extent requested by the Attorney General of Canada, at its own expense participate in or conduct the defense of any such claim, action, suit or proceeding and any negotiations for settlement of the same, but the Contractor shall not be liable to indemnify Canada for payment of any settlement unless it has consented to the settlement.

GC47 Public Disclosure of Contracts with Former Public Servants

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

GC48 Priority of Documents

In the event of discrepancies or conflicts between these General Conditions and anything in the other documents making up the Contract, the General Conditions govern.

GC49 Unauthorized Codes

1. The Contractor warrants that any data or software provided to the President under this Contract will not contain any unauthorized code, whether or not through fault or negligence of the Contractor.



2. Without limiting the application of SectionGC19, in the event that the President suffers any damages resulting from the presence of any unauthorized code, the Contractor shall be liable for all costs and expenses incurred by the President to restore the system to its original condition.



ANNEX E

SUPPLEMENTAL GENERAL CONDITIONS

SC01 Former Public Servant
SC02 T1204 Supplemental Slip
SC03 Definition of a day
SC04 Schedule and location of Work
SC05 Closure of Government Offices
SC06 Contract Administration

SC01 Former Public Servants

It is a term of the Contract:

- a) that the Contractor has declared to the Departmental Representative whether the Contractor has received a lump sum payment made pursuant to any work force reduction program, including but not limited to the Work Force Adjustment Directive or the Executive Employment Transition Program;
- b) that the Contractor has informed the Departmental Representative of the terms and conditions of that work force reduction program, pursuant to which the Contractor was made a lump sum payment, including the termination date, the amount of the lump sum payment and the rate of pay on which the lump sum payment was based; and
- c) that the Contractor has declared to the Departmental Representative whether the Contractor is in receipt of a pension paid pursuant to the *Public Service Superannuation Act* as indexed by the *Supplementary Retirement Benefits Act*.

SC02 T1204 Supplementary Slip

Pursuant to paragraph 221(1)(d) of the *Income Tax Act*, payments made by departments and agencies under applicable service contracts must be reported on a T1204 supplementary slip. To comply with this requirement, the Contractor must complete the Contractor Certification form prescribed by Canada School of Public Service.

SC03 Definition of a day

A day is defined as 7.5 hours exclusive of meal breaks. Payment shall be for days actually worked with no provision for annual leave, statutory holidays and sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked in accordance with the following formula:

Hours worked X (firm per diem rate / 7.5 hours)

SC04 Schedule and Location of Work

Where the work is to be performed in the offices of the School, the Contractor shall, for better coordination, follow the same time schedule as applicable to employees of the School.

The schedule and location of work will be set forth in the Statement of Work.

SC05 Closure of Government Offices



Where Contractor's employees are providing services on government premises under this Contract and the said premises become non accessible due to evacuation or closure of government offices, and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

SC06 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will review a complaint filed by the Contractor 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.



ANNEX "F"

SECURITY REQUIREMENTS CHECK LIST

Government of Canada / Gouvernement du Canada	Contract Number / Numéro du contrat
	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 CSPS	2. Branch or Directorate / Direction générale ou Direction CMRSB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant TBD	
4. Brief Description of Work / Brève description du travail The Canada School of Public Service (CSPS) requires a team of bilingual full-time Call Centre agents to meet ongoing demands of the Corporate Management and Registration Services Branch.		
5. a) Will the supplier require access to Controlled Goods? / Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)	<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui	
7. 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		
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"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité



Government of Canada / Gouvernement du Canada

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
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
RELIABILITY STATUS / COTE DE FIABILITE
TOP SECRET - SIGINT / TRÈS SECRET - SIGINT
SITE ACCESS / ACCÈS AUX EMPLACEMENTS
CONFIDENTIAL / CONFIDENTIEL
NATO CONFIDENTIAL / NATO CONFIDENTIEL
SECRET / SECRET
NATO SECRET / NATO SECRET
TOP SECRET / TRÈS SECRET
COSMIC TOP SECRET / COSMIC TRÈS SECRET
Special comments: Agents will need to have access to Place Cartier and Asticou from 7:30 am to 6pm Monday to Friday.

10. b) May unscreened personnel be used for portions of the work?
If Yes, will unscreened personnel be escorted?
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

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?
11. b) Will the supplier be required to safeguard COMSEC information or assets?

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?

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉE			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATION D'ÉMISSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Renseignements / Biens / Production																
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?
- No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".**
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?
- No / Non Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).**
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Annex 'G'

TASK AUTHORIZATION FORM

Contract Number		
Task Authorization (TA) No.		
Contractor's Name and Address		
Original Authorization		
Total Estimated Cost of Task (GST/HST extra) before any revisions:		\$
TA Revisions Previously Authorized (as applicable) - Révisions de l'AT autorisées précédemment (s'il y a lieu)		
<i>{Instructions to the TA Authority: the information for the previously authorized revisions must be presented in ascending order of assigned revision numbers (the first revision must be identified as No. 1, the second as No. 2, etc). If no increase or decrease was authorized, enter \$0.00. Add rows, as needed. }</i>		
TA Revision No.		Authorized Increase or Decrease (GST/HST extra): \$
TA Revision No.		Authorized Increase or Decrease (GST/HST extra): \$
TA Revision No.		Authorized Increase or Decrease (GST/HST extra): \$
New TA Revision (as applicable)		
<i>{Instructions to the TA Authority: the first revision must be identified as No. 1, the second as No. 2, etc. If no increase or decrease is authorized, enter \$0.00. }</i>		
TA Revision No.		Authorized Increase or Decrease (GST/HST extra): \$
Total Estimated Cost of Task (GST/HST extra) after this revision:		\$
Contract Security Requirements (as applicable)		
This task includes security requirements. <input type="checkbox"/> No <input type="checkbox"/> Yes. Refer to the Security Requirements Checklist (SRCL) annex of the Contract. Remarks (as applicable) 		
Required Work		
<i>{The content of sections A, B, C and D below must be in accordance with the Contract. }</i>		
SECTION A - <u>Task Description of the Work required</u>		



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SECTION B - [Applicable Basis of Payment](#)

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SECTION C - [Cost Breakdown of Task](#)

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SECTION D - [Applicable Method of Payment](#)

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Authorization

By signing this TA, the Project Authority or the Contracting Authority or both, as applicable, certify (ies) that the content of this TA is in accordance with the Contract.

Name of Project Authority _____

Signature _____ Date _____



Name of Contracting Authority -

Signature _____

Date _____

Contractor's Signature

Name and title of individual authorized to sign for the Contractor

Signature _____

Date _____

