

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage , Phase III  
Core 0B2 / Noyau 0B2  
Gatineau, Québec K1A 0S5  
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

Proposal To: Public Works and Government  
Services Canada

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

Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada

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

Comments - Commentaires

<b>Title - Sujet</b> NNC CLAIMS PROCESSING SERVICES	
<b>Solicitation No. - N° de l'invitation</b> A7101-130008/B	<b>Date</b> 2015-06-01
<b>Client Reference No. - N° de référence du client</b> A7101-130008	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZG-409-28967	
<b>File No. - N° de dossier</b> 409zg.A7101-130008	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2015-07-13</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Perkins, Deborah	<b>Buyer Id - Id de l'acheteur</b> 409zg
<b>Telephone No. - N° de téléphone</b> (819) 956-8656 ( )	<b>FAX No. - N° de FAX</b> (819) 956-2675
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> ABORIGINAL AFFAIRS & NORTHERN DEVELOPMENT CANADA NUTRITION NORTH CANADA 15 EDDY ST, 10TH FLOOR GATINEAU Quebec K1A0H4 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Business Management and Consulting Services Division /  
Division des services de gestion des affaires et de  
consultation  
11 Laurier St. / 11, rue Laurier  
10C1, Place du Portage  
Gatineau, Québec K1A 0S5

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



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**This bid solicitation cancels and supersedes previous bid solicitation number 08C38-120072/A dated August 22, 2014 with a closing of October 06, 2014 at 2:00 pm. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation. The debriefing may be in writing, by telephone or in person.**

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Notice to the Bidder: If the selected Bidder provided in accordance with the article 3 of Part 2 information on its status with respect to being a Former Public Servant in receipt of a Public Service Superannuation Act (PSSA) pension, the full text of SACC Manual clause A3025C (2013-03-21), Proactive Disclosure of Contracts with Former Public Servants, will form part of the resulting Contract as article 6, and the articles below will be renumbered accordingly.

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## PART 1 - GENERAL INFORMATION

### Part 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 and Financial 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 includes the Pricing Schedule, Technical and Financial Criteria, Certifications Precedent to Contract Award and Certifications required with the Bid.

The Annexes include the Statement of Work, Basis of Payment, Security Requirements Check List and the Insurance Requirements.

## 2. Summary

2.1 PWGSC has a requirement for the Department of Indian Affairs and Northern Development (DIAND) to establish a Contract with a qualified Claims Processor to verify the NNC Food Subsidy Claims, provide related support services (including all initial setup, training and Recipient assistance) and support food subsidy information collection and report compilation, from the claims, supporting invoices, waybills and any other related documents, for use by DIAND in performance measurement and planning activities related to the NNC program. It is intended to award a Contract for a period of three (3) years. Any Contract will include:

- 1) an option to extend the resulting Contract period by up to 2 additional irrevocable one year period(s) under the same terms and conditions of the existing Contract; and
- 2) an option for an additional transition period at the end of the Contract of 60 calendar days under the same conditions.

2.2 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.

Bidders should consult the " Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders " (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents web site.

### 3. Communications Notification

As a courtesy, the Government of Canada requests that successful bidders notify the Contracting Authority in advance of their intention to make public an announcement related to the award of a contract.

### 4. Debriefings

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

## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

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

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

"The 2003 (2013-06-01), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation."

Canada may, at any time, request that a Bidder provides properly completed and signed Consent Forms

(<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/229-eng.html>"Consent to a Criminal Record Verification form

- PWGSC-TPSGC 229) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared nonresponsive."

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

Delete: sixty (60) days

Insert: one hundred and eighty (180) calendar days. "

## 2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation. Bids transmitted to PWGSC by electronic mail will not be accepted.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC 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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information re- quired below before contract award.

### Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the "<http://laws-lois.justice.gc.ca/eng/acts/f-11/>"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 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 "[Ttp://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html](http://laws-lois.justice.gc.ca/eng/acts/P-36/FullText.html)" Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the "<http://laws-lois.justice.gc.ca/eng/acts/S-24/page-2.html>"Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the "<http://laws-lois.justice.gc.ca/eng/acts/C-17/page-1.html>"Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the "<http://laws.justice.gc.ca/eng/acts/D-1.3/>"Defence Services Pension Continuation Act, 1970, c. D-3, the "<http://laws.justice.gc.ca/eng/acts/R-10.6/>"Royal Canadian Mounted Police Continuation Act , 1970, c. R-10, and the"<http://laws-lois.justice.gc.ca/eng/acts/R-11/page-19.html>" Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the "[Part - Partie 2 of - de 2 / Page 6 of - de 97](http://laws-loi</a></p>
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s.justice.gc.ca/Search/Search.aspx?txtS3archA11=the+Members+of+Parliament+Retiring+Allowances+Act&ddCont3ntTyp3=ActsRegs"Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the "<http://laws-lois.justice.gc.ca/eng/acts/C-8/index.html>" 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.

If the answer to the question and, as applicable, the information are not submitted in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

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 "[http://www.tbs-sct.gc.ca/pubs\\_pol/dcgpubs/ContPolNotices/2012/10-31-eng.asp](http://www.tbs-sct.gc.ca/pubs_pol/dcgpubs/ContPolNotices/2012/10-31-eng.asp)" Contracting Policy Notice: 2012-2 and the "<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=14676&section=text>" 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; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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If the answer to the question and, as applicable, the information are not submitted in or with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies 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.

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## **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 (four (4) hard copies);

Section II: Financial Bid (one (1) hard copy); and

Section III: Certifications (one (1) hard copy).

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

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

(a) use 8.5 x 11 inch (216 mm x 279 mm) paper; and

(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

<http://www.tpsgc>

[-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html](http://www.tpsgc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html)"Policy on Green Procurement .

To assist Canada in reaching its objectives, bidders should :

- 1) use 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.

### **Joint Venture Experience:**

Except where expressly provided otherwise, at least one member of a joint venture Bidder must meet any given mandatory requirement of this bid solicitation. Joint venture members cannot pool their abilities to satisfy any single mandatory requirement of this bid solicitation. Wherever substantiation of a mandatory requirement is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the solicitation period.

- a) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- b) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

- c) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;
- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

that show in total 100 billable days.

- d) Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

## 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

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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.

**Substantiation of Technical Compliance:** The technical bid must substantiate the compliance of the Bidder with the specific articles of Annex A (Statement of Work). The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

Where the bid must include a description of previous similar projects:

- (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder);
- (ii) a project must have commenced by the bid closing date;
- (iii) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated. A project will be considered "similar" to the Work to be performed under any resulting contract to "closely match" if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given category.

**Résumés for Proposed Resources:** The technical bid must include résumés for the resources identified in Annex "A" the bid solicitation that demonstrate that each proposed individual meets the qualification requirements described in Attachment 1 to Part 4 (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:

Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work.

For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programs that were successfully completed by the resource by the time of bid closing.

For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.

For work experience, PWGSC will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative programme at a post secondary institution.

For any requirements that specify a particular time period (e.g. 2 years) of work experience, PWGSC will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date).

For work experience to be considered by PWGSC, the résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.

For all projects provided a description of the project must be given, including who the client was, and must demonstrate how the individual's work on the completed project relates to the individual's ability to contribute to successfully providing the services required by this RFP.

**Customer Reference Contact Information:** When requested by PWGSC, the Bidder must provide 2 customer references. For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or/and e-mail address (unless this individual does not have an e-mail address) for a contact person. Bidders are also requested to include the title of the contact person. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

## **Section II: Management**

The Management Bid consists of the following:

**Corporate Profile:** The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

**Description of Experience with Previous Similar Projects:** The bid must include a description of two (2) different previous similar projects that the Bidder has completed by the bid closing date (if the bid includes descriptions of more than this number of projects, Canada will decide in its discretion which ones to evaluate). For this requirement:

The description of each similar project must, at a minimum, include the name and either the title, telephone number or/and e-mail address (unless the individual does not have an e-mail address) for a customer reference who must confirm, when requested by PWGSC, the information provided by the Bidder. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

The project must have been completed by the Bidder itself (and does not include the experience of any proposed subcontractor or any affiliate of the Bidder). However, several entities may combine their experience by submitting a bid as a joint venture; in that case, the bid can describe the previous experience of one or more joint venture members to meet the experience requirement, that is, one similar project could be described for one joint venture member and another different project could be described for another joint venture member, as long as the total number of projects is met.

### **Section III: Financial Bid**

- 1.1 Bidders must submit their financial bid in Canadian funds and 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 must submit their prices and rates, FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.
- 1.3 The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- 1.4 When preparing their financial bid, bidders should review the basis of payment in Annex B and clause 1.2, Financial Evaluation, of Part 4.
- 1.5 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 IV: Certifications**

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In Section III of their bid, Bidders should provide the certifications required under Part 5 and, as applicable any related documentation.

#### Section V: Additional Information

In Section IV of their bid, Bidders should provide:

- For Part 2, article 3, Former Public Servant: the required answer to each question and, as applicable, the required information; and
- For Part 6, article 1, Security Requirement:

the name of all individuals who will require access to classified or protected information, assets or sensitive work sites; and

the address(es) containing the information below of proposed location(s) of work performance or document safeguarding.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State Postal Code / Zip Code Country

### ATTACHMENT 1 to PART 3 PRICING SCHEDULE

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.

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 all inclusive fixed rate (in Cdn \$) for the categories identified.

The rates specified below, when quoted by the Bidder, include the total estimated cost of all travel and living expenses that may need to be incurred for:

- a) work described in Part 7, Resulting Contract Clauses, of this bid solicitation required to be 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:
- B) "<http://laws.justice.gc.ca/eng/acts/N-4/>"<http://laws.justice.gc.ca/eng/acts/N-4/> ;
- C) travel between the successful bidder's place of business and the NCR; and the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the fees to any contract that may result from the bid solicitation.

Calculation of the Bidder's evaluated responsive bid (Pi)

The Bidder's proposed prices (including firm fixed costs, per unit (i.e. claim line) rates and per diem rates) within the Bidder's Financial Proposal, provided in accordance with the Basis of Payment, Annex "B" (as verified by the Contracting Authority) for the entire period of the Contract including the Option Period(s), will be utilized to derive the evaluated price (P) of each responsive bid (i) (Pi) for each compliant Bidder, for evaluation purposes only, as calculated within Table 1 below:

Table 1: Bidder Pi

<b>TABLE A: Bidder Total Assessed Pi Calculation</b>				
<b>Item</b>	<b>Description of Cost Item</b>	<b>Bidder Price (\$CAD)</b>	<b>Multiplier *</b>	<b>Total Price for Evaluation Purposes (\$CAD)</b>
(i)	Price for Deliverable 1 Fixed Cost (from Table 1 of the Fee Schedule)	\$-	N/A	\$ _____
(ii)	Price of Deliverable 2 Fixed Cost (from Table 2 of the Fee Schedule)	\$-	N/A	\$ _____

**TABLE A: Bidder Total Assessed Pi Calculation**

Item	Description of Cost Item	Bidder Price (\$CAD)	Multiplier*	Total Price for Evaluation Purposes (\$CAD)
(iii)	Price of Deliverable 4 Fixed Cost (from Table 3 of the Fee Schedule)	\$_	N/A	\$ _____
(iv)	Price of Total Annual Yearly Operations and Support Cost (from Table 4 of the Fee Schedule)	\$/year	5 years	\$ _____
(v)	Price Per Line Fee (from Table 5 of the Fee Schedule)	\$/ line	2000 lines/month x 60 months	\$ _____
Bidder's Pi **				\$ _____

\* Values used are for the purposes of establishing the Bidder's Total Assessed Price for the Financial Evaluation ONLY. Any actual payment values will be as a result of services rendered and invoices submitted by the Contractor.

\*\* Bidder's Pi is calculated as the sum of all the Bidder's prices [as provided within the respective tables in the Basis of Payment, Annex "B", and reproduced herein] adjusted by the provided multiplier value, to result in the Pi for the purposes of establishing a Pi for each Bidder.

#### Formulae in Pricing Tables

If the pricing tables provided to bidders include any formulae, Canada may reinput the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

## 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, management and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

(d) If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

(e) Canada will issue only one (1) Contract in response to this RFP.

## 1.1 Technical Evaluation

### 1.1.2 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

### 1.1.3 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 Management Evaluation

Mandatory: Refer to Attachment 1 to Part 4.

Point Rated: Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

## 1.3 Financial Evaluation

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

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

Bidders must submit their financial bid in accordance with the Basis of Payment, Annex "B". The total amount of the Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

In the event that more than one (1) Proposal receives the same Total Score, of those Proposals the Proposal with the lower Price (Financial Score) will be considered to represent Best Value and will be recommended for Contract Award.

## 2. Basis of Selection

Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

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**Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)**

1. To be declared responsive, a bid must:
  - (a) comply with all the requirements of the bid solicitation;
  - (b) meet all the mandatory 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 nonresponsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.
3. The lowest evaluated price (LP) of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i) :  $PS_i = LP / P_i \times 30$ .  $P_i$  is the evaluated price (P) of each responsive bid (i).
4. A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i):

$TMS_i = OS_i \times 70$ .  $OS_i$  is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.

5. The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows:  $CR_i = PS_i + TMS_i$
6. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for point rated technical criteria and financial detailed in Attachment 1 to Part 4 will be recommended for award of a contract.
7. The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

**Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)**

Bidder	Bidder 1	Bidder 2	Bidder 3
Overall Score for All the Point Rated Technical Criteria	OS1: 120/135	OS2: 98/135	OS3: 82/135
Bid Evaluated Price	P1: C\$60,000	P2: C\$55,000	LP and P3: C\$50,000

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Calculations	Technical Merit Score (OSi x 70)	Pricing Score ( LP/Pi x 30 )	Combined Rating
Bidder 1	$120/135 \times 70 = 62.30$	$50/60 \times 30 = 24.90$	87.20
Bidder 2	$98/135 \times 70 = 51.10$	$50/55 \times 30 = 27.30$	78.40
Bidder 3	$82/135 \times 70 = 42.70$	$50/50 \times 30 = 30.00$	72.70

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## **ATTACHMENT 1 to PART 4**

### **TECHNICAL CRITERIA**

#### **1. Technical Evaluation**

##### **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 nonresponsive. Each mandatory technical criterion should be addressed separately.

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

##### **1.2 Point-Rated Technical Criteria:**

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.

Reference Checks: For reference checks, Upon request the Bidder shall supply Canada with two contact references in order of preference. Canada will conduct the reference check in writing by email (unless the contact at the reference is only available by telephone). Canada will send all email reference check requests to contacts supplied by all the Bidders on the same day. Canada will not award any points unless the response is received within 5 working days. On the third working day after sending out the mails, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. Should the Bidder determine that the reference is no longer available (i.e. on leave, sick, etc.) they shall inform the PWGSC Contracting Officer who will then conduct the reference check with the second contact provided. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated. Points will not be allocated if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Crown references will be accepted.

No.	Criteria	Maximum Available Points	Minimum Acceptable Pass Mark
R1	Previous experience of the Bidder (Project	100	70
R2	Approach and Methodology	105	73.50
R3	Work Plan	73	51.1
R4	Proposed Quality	5	3.5
R5	Named Resources – Project Manager and	30	21
Overall Score		313	219.10

-200

### BID EVALUATION CRITERIA

Technical proposals will be evaluated and scored in accordance with the following evaluation criteria (Mandatory and Rated Requirements).

The Bidder/Contractor must obtain a pass mark of 70% which equates to 219.10 points out of a maximum of 313 points under the overall Rated Resource Evaluation Criteria.

All criteria under Mandatory Resource Evaluation Criteria will be evaluated on a pass/fail (Met / Not Met) basis.

All criteria under Rated Resource Evaluation Criteria will be evaluated as follows:

- a) Enter a response in the response column that corresponds to the Rated Resource Evaluation Criteria to the left.
- b) Point award methodology: Points will be awarded for demonstrated experience for each of the rated resource evaluation criteria as noted based upon details provided in the proposal/resume. Maximum points are as noted.

When completing the grids, the specific information, which demonstrates the requested criteria and reference to the page number of the proposal/resume, should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the proposal/resume. Only the specific answer should be provided.

Each project or months of experience provided must include the following information:

- 1) Client Organization Name;
- 2) Project description including objective, scope and outcome of the project;

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- 3) Project duration, including start and end dates (months and years) and number of months;
  - 4) Role, responsibility including a lists of tasks and an overview of the process performed (i.e. what was done and how was this accomplished); and
  - 5) Project value - must be \$500,000.00 or greater.

Resumes must be structured to emphasize relevant qualifications and experience of the proposed resources in successfully completing projects of a similar size and scope to those required by this RFP. Resumes must include details clearly identifying the individual's previous experience in completing projects of a similar size and scope to those required by this RFP.

### **Definitions**

**Professional Designation:** A designation earned by a person to assure qualification to perform a job. Certifications are earned from a professional society, university, or from a private certifier, for some specific certifications (e.g. Microsoft, Cisco, etc.). The Professional Designation has to be relevant to Project Management (PM). The Bidder must explain relevance.

**Project Management Services:** the process and activity of planning, organizing, motivating and controlling resources to achieve specific goals.

**CORPORATE - MANDATORY**

NO.	MANDATORY REQUIREMENT	CROSS REFERENCE TO PROPOSAL/ RESUME	COMPLIANT (YES/NO)
<b>M1</b>	<p>The Bidder <b>MUST</b> provide a corporate profile demonstrating:</p> <p>a) The full legal name of the entity submitting the Proposal and identification of all parties to the Proposal, including, as applicable, all joint venture or consortia members, partners or subcontractors;</p> <p>b) That the Bidder has been in business in the provision of Claims Processing services for the past five (5) years, at a minimum;</p> <p>c) An organizational chart and brief description of the Bidder 's management structure as it relates to this requirement, including decision making processes, accountabilities and reporting relationships between the Bidder's operating divisions; and</p> <p>d) A brief discussion of the Bidder's Business Continuity Plan (BCP) as it relates to both internal IT systems and business process continuity.</p>		

<p><b>M2</b></p>	<p>The Bidder <b>MUST</b> provide two (2) distinct and unrelated project summaries describing its experience that is comparable to the requirements for claims processing support stated in the SOW for implementation, training, operation, and support.</p> <p>1.1 Each project <b>MUST</b> have taken place during the past five (5) years, calculated as of the closing date of the RFP. Projects may be on-going.</p> <p>1.2 Projects provided <b>MUST</b> have included at a minimum all of the following Service Elements:</p> <ul style="list-style-type: none"> <li>a) Claims Processing and Adjudication;</li> <li>b) Call Centre and/or Service desk;</li> <li>c) User Training delivery; and</li> <li>d) Training or Communications Materials development and Delivery.</li> </ul> <p>1.3 Projects provided <b>MUST</b> each be valued at \$500,000 or greater (to the Contractor).</p> <p>1.4 Within <u>each</u> project summary provided, the bidder <b>MUST</b> indicate the following:</p> <ul style="list-style-type: none"> <li>a) the name of the client organization;</li> <li>b) the duration, including start and finish dates (dates should be identified by month and year - for example March 2004 - February 2007);</li> </ul>		
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	<p>c) a brief description of the type and scope of services provided (such as requirements definition, process design, transition and data migration, adjudication and follow-up audit, training, and support);</p> <p>d) the number of claimants supported and the average size of the claims processed (in terms of number of individual claim line items); and</p> <p>e) name, title, and valid contact information (a telephone number or e-mail) of a Client Reference within the client organization who possessed oversight or approval authority over the Bidder's work for the cited project.</p> <p>i) The named individual identified as a project Client Reference <b>MUST</b> be a resource affiliated with the identified client organization to which the work was delivered, and <u>not</u> a member or affiliate of the Bidder's organization or Joint Venture Partner organization, or of a subcontractor of the Bidder.</p> <p>The named individual identified as a project Client Reference <b>MUST</b> have held a position of authority within the client organization for the work undertaken by the Bidder in relation to the referenced project.</p>		
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<b>M3</b>	<p><b>Claims Processing Services</b></p> <p>1.1 The Bidder <b>MUST</b> provide a description of the Bidder's claims processing and reporting abilities, including the following information at a minimum:</p> <ul style="list-style-type: none"> <li>a) the Bidder's ability to adapt its existing internal tools and business processes to meet DIAND's requirements for verification of the Nutrition North Canada (NNC) Food Subsidy Claims within forty-five (45) working days after Contract Award;</li> <li>b) the Bidder's ability to update and maintain operational currency of its internal and Claimant available tools, given the requirement to regularly update various claim eligibility factors, as described in the SOW;</li> <li>c) the Bidder's ability to accept and process hardcopy claim forms;</li> <li>d) the Bidder's ability to accept Claimant electronic data files containing claim form information;</li> <li>e) the Bidder's ability to develop custom outputs and reports, based on input information;</li> </ul> <p>1.2 the Bidder's ability to allow a Claimant (user) to prepare and submit NNC Food Subsidy Claim forms in either of Canada's Official Languages (English and French), as selected by the user.</p>		
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	<p>1.3 the Bidder <b>MUST</b> describe its typical turn-around time in working days for processing a submitted claim that is similar in type or format and complexity to that described within the SOW.</p>		
<p><b>M4</b></p>	<p><b>Project Plan and Work Breakdown</b></p> <p>1.1 the Bidder <b>MUST</b> provide a proposed Project Plan and Work Breakdown for undertaking the work required for Deliverable 1 through to the end of the first quarter of Deliverable 3 (i.e. three months), as described in section SW6.0 of the SOW (in accordance with the deliverables and milestone dates indicated in section SW7.0).</p> <p>1.2 the Project Plan and Work Breakdown <b>MUST</b> be accompanied by a narrative which explains the overarching rationale and provides descriptive text for each major activity and milestone, outlining the Bidder's anticipated resource allocation, level of effort and timeline to complete the work.</p> <p>1.3 The Work Plan <b>MUST</b> provide a project schedule structured in weeks, reflecting milestone dates and deliverables, including the planned start and completion dates to complete each task, and the estimated level of effort (i.e. person days) needed to complete each deliverable. The proposed Work Plan may include a matrix and / or time line chart (i.e. Gantt chart).</p>		

	<p>Note: Bidders are reminded that rates <b>MUST</b> appear in the financial proposal <b>ONLY</b> and therefore no pricing is to be included with the Project Plan and Work Breakdown. The Bidder's failure to comply with this condition will result in the Bidder's Proposal being declared non-compliant and being given no further consideration.</p> <p>The Bidder's proposed Project Plan and Work Breakdown and accompanying narrative should address the evaluation factors included within Point Rated Criterion, Section 3.0</p>		
<p><b>M5</b></p>	<p><b>Bidder Service Level Agreement</b></p> <p>1.1 The Bidder <b>MUST</b> describe its offered Service Level Agreement (SLA), that at a <u>minimum</u> meets the expected service standards as described within section SW10 to the SOW. The SLA <b>MUST</b> not simply be a confirmation of the service standards below.</p> <p>a) The Bidder's SLA <b>MUST</b> address Help Desk / support Services hours of availability and means to contact;</p> <p>i) this service offering <b>MUST</b></p>		

include  
toll-free help  
desk /  
support  
services in  
both  
English  
and French,  
that are  
available  
to Claimants  
during  
DIAND  
regular  
office hours  
(09:00 to  
18:00  
ESDT);

b) The  
Bidder's  
SLA  
**MUST**  
address Help  
Desk  
contacting  
methods and  
turnaround  
Timeframes:

- Phone Access: Initial call answered by the operator or voice mail. Follow-up within one (1) working day.
  - E-mail Access: Automated first response within two (2) hours of receipt of the query, follow-up within one (1) working day.
- ii) After Hours:
- Phone Access: Initial call answered by voice mail. Follow-up within one (1) working day.
  - E-mail Access: automated first response within two (2) hours of receipt of the query, follow-up within one (1) working day.
- c) The Bidder's SLA **MUST** address the turnaround timeframes for the Claim Processing Services.
- i) Review Claim Data for validity within 5 working days.
- ii) Eligibility Check and Adjudication, Inspection and Escalation within 20 working days \*for Recipients without Advance Payments and within 25 working days\* for Recipients with Advance Payments (\*excluding time when the Contractor is waiting for information from Recipient).

The Bidder **MUST** describe the process by which it monitors its SLA compliance and any remedies it offers

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	in the event of non-performance with respect to SLA compliance.		
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**RESOURCE – MANDATORY**

The Bidder MUST propose one (1) qualified named Resource in each of the following Categories:

- a) Account Representative; and
- b) Operational Project Manager/Claim adjuster.

An individual may not be proposed by more than one of the above Resource Categories.

**Account Representative**

NO.	MANDATORY REQUIREMENT	CROSS REFERENCE TO PROPOSAL/ RESUME	COMPLIANT (YES/NO)
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<b>M6</b>	<p>Bidder Resources proposed <b>MUST</b> meet all of the minimum qualifications for the Resource Category in which they are proposed:</p> <p>a) At least one (1) of the following professional qualifications relevant to project management services:</p> <p>(1) professional designation; or</p> <p>(2) degree(s), diploma(s), certificate(s) from a recognized post-secondary institution, and</p> <p>b) Five (5) cumulative years experience during the past ten (10) years related directly to the provision of account management</p> <p>c) The resource <b>MUST</b> demonstrate experience managing two (2) projects related directly to claims processing, each valued at \$500,000.00 or greater (to the Contractor).</p> <p>(1) Projects provided above <b>MUST</b> have taken place during the past ten (10) years.</p>		
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**Operational Project Manager/Claim Adjuster**

NO.	MANDATORY REQUIREMENT	CROSS REFERENCE TO PROPOSAL/ RESUME	COMPLIANT (YES/NO)
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<b>M7</b>	<p>a) At least one (1) of the following professional qualifications relevant to project management services:</p> <ol style="list-style-type: none"> <li>1) professional designation; or</li> <li>2) degree(s), diploma(s), certificate(s) from a recognized post-secondary institution; and</li> </ol> <p>b) A minimum of five (5) cumulative years experience during the past ten (10) years related directly to the provision of project management services; and</p> <p>c) A minimum of five (5) cumulative years experience during the past (10) years related directly to the provision of audit, accounting, risk management or forensic review services;</p> <p>d) The resource <b>MUST</b> demonstrate experience managing the implementation of two (2) Claims Processing Projects:</p> <ol style="list-style-type: none"> <li>(1) Each project provided must have include a minimum of the following Service Elements: <ol style="list-style-type: none"> <li>(a) Call Centre and/or Service desk;</li> <li>(b) User Training delivery; and</li> <li>(c) Communications Materials development and delivery.</li> </ol> </li> <li>(2) Projects provided above may have been in either the public or private sector, and <b>MUST</b> each be valued at \$500,000.00 or greater (to the</li> </ol>		
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NO.	MANDATORY REQUIREMENT	CROSS REFERENCE TO PROPOSAL/ RESUME	COMPLIANT (YES/NO)
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	<p>(3) Projects provided above <b>MUST</b> have taken place during the past ten (10) years.</p> <p>e) Possession of one of the following:</p> <p>(1) a Certified Internal Auditor certification from the Institute of Internal Auditors (IIA) in good standing; <b>OR</b></p> <p>(2) a Certified Fraud Examiner (CFE) certification awarded by the Association of Certified Fraud Examiners (ACFE), in good standing; <b>OR</b></p> <p>(3) evidence of education in the area of Fraud Examination from an accredited educational program.</p>		
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**CORPORATE – POINT RATED**

<b>No.</b>	<b>Rated Requirement</b>	<b>Point Rated Evaluation Criteria</b>	<b>Max. Pts Available</b>	<b>Cross Reference to Proposal / Resume</b>
<b>R1</b>	<p>Previous Experience of the Bidder (Project Summaries Mandatory M2) up to a maximum of 100 points</p> <p>a) The similarity and relevance of the reference client organization for which the Bidder provided services (<b>up to 5 points/project</b>)</p> <p>b) The scope and complexity of services provided by the Bidder in terms of the setup, training, and support services provided by the Bidder (<b>up to 20 points/project</b>).</p>	<p><b>5 points/project</b> = Federal level organization (e.g. department, agency or Crown Corporation)</p> <p><b>3 points/project</b> = Other governmental organizations (e.g. at the municipal or provincial level)</p> <p><b>Up to 4 points</b> for each of the following service areas within each cited project:</p> <p>i. Implementation – Bidder's claims process was adapted and undertaken in accordance with client's specific business requirements</p> <p>ii. Training – Bidder provided training to support the uptake of the new process by users</p> <p>iii. Claim Verification/ Adjudication</p>	<p><b>10</b></p> <p><b>40</b></p>	

	<p>c) The scope, range and complexity of the Bidder's Claims Processing and Reporting solution <b>(up to 20 point/project)</b></p>	<p>-Bidder was involved in the follow up investigative process to confirm or reject claim items that were questionable or not immediately approvable.</p> <p>iv. Claim Audit - Bidder was involved in a follow up indepth audit process to review claims, Claimant supporting documentation.</p> <p>v. Support - Bidder provided bilingual (English and French) phone/email help desk support to Claimants/users.</p> <p><b>Up to 2.5 points</b> for each of the following Training-related services within each cited project.:</p> <p>i. Bidder provided training delivery in person and on site at designated location.</p> <p>ii. Training was delivered in both English and French.</p> <p><b>Up to 5 points</b> for each of the following functionalities implemented by the Bidder in the client's solution:</p> <p>i. Automated processing</p>	<p><b>10</b></p> <p><b>40</b></p>	
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		<p>ii. Reporting - Bidder developed customized outputs or reports specific to the client's unique requirements.</p> <p>iii. Scanning / Digitization capabilities to handle paper forms or supporting documentation.</p>		
<b>Maximum Technical Points</b>		<b>100</b>		
<b>Minimum Technical Points</b>		<b>70</b>		
<b>Bidder's Technical Score</b>		<b>170</b>		

No.	Rated Requirement	Point Rated Evaluation Criteria	Max. Pts Available	Cross Reference to Proposal / Resume
R2	<p>Approach and Methodology (<b>up to a maximum of 105 points</b>, based on the extent to which the Bidder's proposed approach and methodology is detailed, feasible, responsive and consistent with the requirement as expressed in the SOW)</p> <p>a) the Bidder's proposed operational activities supporting the cores service of claim processing, Including:</p> <p style="padding-left: 40px;">i) claim verification;</p> <p style="padding-left: 40px;">ii) claim eligibility;</p> <p style="padding-left: 40px;">iii) adjudication;</p> <p>iv) follow-up inspection and verification;</p> <p>v) training;</p>	<p><b>70 points</b> = all seven requirements addressed, and the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>60 points</b> = all seven requirements addressed, and 6 of the activities are supported by descriptions and examples that</p>	<b>70</b>	

	<p>vi) reporting; and</p> <p>vii) records retention requirements.</p>	<p>demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>50 points</b> = all seven requirements addressed, and 5 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>40 points</b> = all seven requirements addressed, and 4 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>30 points</b> = all seven requirements addressed, and 3 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>20 points</b> = all seven requirements addressed, and 2 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p>		
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	<p>b) The Bidder's established procedures described in its Business Continuity Plan (BCP);</p>	<p><b>10 points</b> = all seven requirements addressed, and 1 of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>0 points</b> = requirements not addressed or all seven requirements addressed, but none of the activities are supported by descriptions and examples that demonstrate the services required in the SOW, presented in Annex A.</p> <p><b>10 points</b> = details are precise and indicate sound strategies for both IT continuity and business continuity.</p> <p><b>5 point</b> = details only provide overview processes and procedures indicating a moderately effective strategy, or some areas are lacking in detail or are missing.</p> <p><b>0 points</b> = weak, ineffective strategy, insufficient detail to assess effectiveness or major omission of BCP details.</p>	<p><b>10</b></p>	
	<p>c) The Bidder's proposed Transition Strategy and the Bidder's previous experience</p>	<p><b>Up to 3 points</b> for each of the following</p>	<p><b>9</b></p>	



	<p>d) The Bidder's approach to resource and subcontractor availability and performance management.</p>	<p>dissatisfaction) for major client that meets one of the following - a project worth over \$500,000.00 to the Bidder or with alarge (multi-1000) claimant base, or a highly complex data conversion and Migration requirement);</p> <p><b>Up to 3 points</b> for each of the following:</p> <p>i. Ensures appropriate primary resources are in place and trained on any internal or client specific Operational procedures;</p> <p>ii. Ensures appropriate backup resources are identified for resource replacement requirements;</p> <p>iii. Ensures timely and effective identification and resolution of any performance issues.</p>	<p><b>9</b></p>	
<b>Maximum Technical Points</b>	<b>105</b>			
<b>Minimum Pass Mark (70%)</b>	<b>73.5</b>			
<b>Bidder's Technical Score</b>	<b>/105</b>			

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No.	Rated Requirement	Point Rated Evaluation Criteria	Max. Pts Available	Cross Reference to P
R3	<p>The Bidder's proposed Project Plan and Work Breakdown (provided in response to Mandatory Criterion M4) demonstrates that it meets the requirements as expressed in the SOW, presented in Annex A, with respect to the following specific factors:</p> <p>a) The Bidder provided a clear Project Plan and Work Breakdown, showing a linkage of project milestones / deliverables with proposed resource allocation and expected outcomes and next steps;</p> <p>b) The Bidder's proposed schedule management and control processes;</p>	<p><b>Up to 5 points</b> for each of the following areas:</p> <p>ii. Critical paths and key milestones are clearly identified;</p> <p>ii) Milestones are linked to the expected deliverables;</p> <p>iii) identified time frames and levels of resource allocation necessary to complete the work within DIAND's identified timeframe and meet with requirements expressed in the SOW.</p> <p><b>5 points</b> = Processes are in place to ensure key milestones and deadlines are met, and to prevent the occurrence of schedule slippage.</p> <p><b>0 points</b> = Does not demonstrate that adequate processes are in place to ensure key milestones and deadlines are met,</p>	<p><b>15</b></p> <p><b>5</b></p>	

	<p>c) the Bidder's proposed schedule and methods of communication;</p>	<p>and to prevent the occurrence of schedule slippage.</p> <p><b>Up to 2.5 points</b> for each of the following areas:</p> <p>i) Processes to ensure that DIAND is kept informed of the progress of assigned work are clearly defined;</p> <p>ii) The Bidder's defined issue management and dispute resolution practices to handle problems as they arise are clearly outlined.</p>	<p><b>5</b></p>
	<p>d) The Bidder's proposed quality assurance and control measures, to be implemented during the performance of the work;</p>	<p><b>Up to 3 points</b> for each of the following areas:</p> <p>i) the Bidder's proposed quality assurance and control measures are clearly identified within the Project Plan and Work Breakdown;</p> <p>ii) the Bidder's identified quality assurance and control measures are rigorous and appropriate;</p>	<p><b>9</b></p>
	<p>e) The Bidder's proposed approach to the performance</p>	<p>iii) the Bidder's identified quality assurance and control measures address all of the specific deliverables required under each phase of the work covered by the Project Plan.</p>	<p><b>4</b></p>

	<p>of claim review and verification;</p> <p>f) The Bidder's identification and assessment of two major risks or issues during the period covered by the Project Plan, including but not limited to time frame constraints for initiation of claims processing, and the Bidder's defined strategies to mitigate the identified risks (up to 15 points per identified risk).</p>	<p><b>Up to 2 points</b> for each of the following areas:</p> <p>i) the Bidder's proposed approach is clearly identified within the Project Plan and Work Breakdown;</p> <p>ii) the Bidder's defined claim review and inspection procedures are clearly described and are applicable to DIAND's requirement.</p> <p><b>Up to 5 points</b> for the following:</p> <p>The Bidder's proposed approach addresses solutions for varying degrees of assurance, to periodic spot review and methods for selection of claims for such a periodic review process.</p> <p>For each of the two major risks identified under the Project Plan, <b>up to 15 points per risk</b> for the following factors:</p> <p>i) the issue or area of risk is clearly identified and is relevant to the project;</p> <p>ii) the risk is clearly analysed, and a feasible and effective strategy for risk mitigation or avoidance is presented.</p>	<p><b>5</b></p> <p><b>30</b></p>
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		A maximum of two risks and associated mitigation strategies will be evaluated in the order presented in the Bidder's Technical Proposal.		
<b>Maximum Technical Points</b>		<b>73</b>		
<b>Minimum Pass Mark (70%)</b>		<b>51.1</b>		
<b>Bidder's Technical Score</b>		<b>173</b>		

No.	Rated Requirement	Point Rated Evaluation Criteria	Max, Pts. Available	Cross Reference to Proposa
<b>R4</b>	Presenting the Proposal in a clear and logical fashion and in a manner which facilitates a clear and straightforward evaluation, based on the information requested in the RFP.	<p><b>2 Points</b> - Ordering/structuring the proposal to match the order and sequence of the Mandatory and Point-Rated Criteria in the RFP.</p> <p><b>1 Point</b> -including tabs between the sections of the Proposal.</p> <p><b>2 Points</b> - Overall quality fo the proposal as it relates to presentation of information and ease-of-use.</p>	<b>5</b>	
<b>Maximum Technical Points</b>		<b>5</b>		
<b>Minimum Pass Mark (70%)</b>		<b>3.5</b>		
<b>Bidder's Technical Score</b>		<b>15</b>		

No.	Rated Requirement	Point Rated Evaluation Criteria	Max. Pts. Available	Cross Reference to Proposa
<b>R5</b>	a) Extent of the named <u>Operational Project</u>	<b>20 points</b> = 7 or more specific projects OR 10 or	<b>20</b>	

	<p><u>Manager/Claim Adjuster</u> resource's experience in managing project teams during the development, implementation and operations phases of electronics claims processing, including needs analysis, data cleansing/migration and systems Integration;</p> <p>b) Extent of the named <u>Account Representative</u> resource's experience in managing claims processing and other key areas such as operation of a toll-free call centre and/or service desk, claims verification, and systems Management;</p>	<p>more years of relevant experience in the specified area.</p> <p><b>16 points</b> = 5-6 specific projects OR 8 or more years of relevant experience in the specified area.</p> <p><b>12 points</b> = 3-4 projects with relevant experience in the specified area OR 6 or more years of relevant experience in the specified area.</p> <p><b>0 points</b> = no relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p> <p><b>5 points</b> = 7 or more specific projects OR 10 or more years of relevant experience in the specific area;</p> <p><b>4 points</b> = 5-6 specific projects OR 8 or more years of relevant experience in the specified area;</p> <p><b>3 points</b> = 3-4 projects with relevant experience in the specified area OR 6 or more years of relevant experience in the specified area;</p> <p><b>0 points</b> = no relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>	<p>5</p> <p>5</p>
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	c) Extent of the named <u>Account Representative</u> resource's experience in handling Contractor-client relations, Contract issues and disputes, including sub-Contractors.	<p>5 points = 7 or more specific projects or 10 or more years of relevant experience in the specific area.</p> <p>4 points = 5-6 specific projects or 8 ore more years of relevant experience in the specified area.</p> <p>3 points = 3-4 projects with relevant experience in the specified area OR 6 or more years of relevant experience in the specified area.</p> <p>0 points = no relevant experience in the specified area beyond the minimum required to meet the mandatory experience qualifications.</p>		
<b>Maximum Technica Points</b>	<b>30</b>			
<b>Minimum Pass Mark (70%)</b>	<b>21</b>			
<b>Bidder's Technical Score</b>	<b>/30</b>			

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and documentation 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, if any certification made by the Bidder is found to be untrue whether 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 with this request will also render the bid non-responsive or will constitute a default under the Contract.

### 1. Certifications 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 with 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 "[http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" FCP Limited Eligibility to Bid" list

([http://publiservice.gc.ca/services/fcp-pcf/index\\_f.htm](http://publiservice.gc.ca/services/fcp-pcf/index_f.htm)) available from

"[Http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/index.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/index.shtml)"

Human Resources and Skills Development Canada (HRSDC) - 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

"[http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)"

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

"[http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)"

FCP Limited Eligibility to Bid" , list during the period of the Contract.

the certification relative to the Federal Contractors Program for Before contract award, the Bidder must provide the Contracting Authority with employment equity included in Attachment (insert number: \_\_\_\_\_) to Part 5, Certifications Precedent to Contract Award, completed in accordance with the instructions provided.

## 1.3 Attachment 1 to Part 5, Certifications Precedent to Contract Award

The certifications included in Attachment 1 to Part 5, Certifications Precedent to Contract Award, 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 so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the re- quest of the Contracting Authority and meet the requirement within that time period will render the bid non- responsive.

**ATTACHMENT 1 to PART 5  
CERTIFICATIONS PRECEDENT TO CONTRACT AWARD**

**1. Federal Contractors Program For Employment Equity - Certification**

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

The Bidder must complete A and B.

A. The Bidder must include in the certification one of the following statements:

A1. The Bidder is not a Joint Venture.

Or

A2. The Bidder is a Joint venture.

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

For A1, the Bidder must include in the certification: "The Bidder:" followed by the applicable statement among the statements B.1 to B.5 appearing below.

For A2: the Bidder must include in the certification for each member of the Joint Venture: 1) "I, [insert the name of the member of the Joint Venture], member of the Joint Venture: " followed by the applicable statement among the statements B.1 to B.5 appearing below.

Choose only one of the following statements:

- B1. certifies having no work force in Canada.
- B2. certifies being a public sector employer.
- B3. certifies being a "<http://www.labour.gc.ca/eng/regulated.shtml>"federally regulated employer being subject to the "<http://laws-lois.justice.gc.ca/eng/acts/E-5.401/>"Employment Equity Act.
- B4. certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- B5. certifies having a combined workforce in Canada of 100 or more employees; and

B5.1. certifies already having a valid and current "<http://www.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=prfl&frm=lab1168&ln=eng>" Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

Or

B5.2. certifies having submitted the "<http://www.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=prfl&frm=lab1168&ln=eng>" Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition precedent to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

For further information on the Federal Contractors Program for Employment Equity visit "[http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/index.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/index.shtml)"

"[Http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/index.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/index.shtml)" website.

## 2. 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.

## 3. Education and Experience

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

## PART 6 – SECURITY REQUIREMENT AND FINANCIAL CAPABILITY

### 1. Security Requirement

1.1 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 (as applicable, insert: " ." or " ;")
- (d) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7- Resulting Contract Clauses; and
- (e) the Bidder must provide the address(es) containing the information below of proposed location(s) of work performance or document safeguarding.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

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

- 1.2 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.
- 1.3 For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the "<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a29>" Departmental Standard Procurement Documents Website.

### 2. Financial Capability

SACC Manual clause A9033T (2012-07-16), Financial Capability.

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## 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 agrees to supply to the Client the goods and services described in the Contract, including the Statement of Work (Annex "A"), in accordance with, and at the prices set out in the Contract.

Under the Contract, the "Client" is the Department of Indian Affairs and Northern Development (DIAND).

#### 1.1 Optional Goods and Services, or both

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex A of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

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

### 2. Standard Clauses and Conditions

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

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

#### 2.1 General Conditions

2035 (2013-06-27), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

### 3. Security Requirement

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED A, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services

Canada (PWGSC). Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the Canadian Industrial Security Directorate, Public Works and Government Services Canada, the Contractor personnel **MAY NOT HAVE ACCESS** to PROTECTED information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort.

3. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED A.
4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C; (b) Industrial Security Manual (Latest Edition)

6. Contractor's Site or Premises Requiring Safeguard Measures.

The Contractor must diligently maintain up-to-date the information related to the Contractor's site or premises where safeguard measures are required in the performance of the Work, for the following addresses:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State Postal Code / Zip Code Country

#### 4. Term of Contract

- 4.1 Period of the Contract: The "Period of the Contract" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - (i) the "Initial Contract Period", which begins on the date the Contract is awarded and ends 3 year(s) later; and
  - (ii) the period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

#### 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 terms and 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 10 calendar days before the expiry date of the Contract. The option may only be exercised by the

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Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

### 4.3 Option to Extend - Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of 60 calendar days under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 15 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

## 5. Authorities

### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Deborah Perkins  
Supply Team Leader  
Public Works and Government Services  
Canada Professional Services  
Procurement Directorate (PSPD) Place du  
Portage, Phase III, Tower C, 10th Floor  
11 Laurier Street Gatineau, Quebec K1A 0S5

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:

Name:

Title:

Organization:

Address:

Telephone:

Facsimile:

E-mail address:

1

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 filled in at contract award)

Notice to the Bidder: If the selected Bidder provided (in accordance with the article 3 of Part 2) information on its status with respect to being a Former Public Servant in receipt of a Public Service Superannuation Act (PSSA) pension, the full text of SACC Manual clause A3025C (2013-03-21), Proactive Disclosure of Contracts with Former Public Servants, will form part of the Contract as article 6, and the articles below will be renumbered accordingly.

## 6. Payment - Basis of Payment

### 6.1 Firm Lot Price

In consideration of the Contractor satisfactorily completing all of its obligations under the Basis of Payment, Annex "B", Table 1, 2 and 3 of the Contract, the Contractor will be paid the firm lot prices, customs duties are included and Applicable Taxes are extra.

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

### 6.2 Progress Payments

For the work described in the Basis of Payment, Annex "B", Table 1 through 5 of the Contract: Claims Processing operations and support services and Claim per line costs the Contractor will be paid firm all inclusive lot prices, customs duties are included and Applicable Taxes are extra.

1. Canada will make progress payments in accordance with the payment provisions of the Contract, no more than once a month, for cost incurred in the performance of the Work, up to 90 percent of the amount claimed and approved by Canada if:
  - a. an accurate and complete claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
  - b. the amount claimed is in accordance with the basis of payment;
  - c. the total amount for all progress payments paid by Canada does not exceed 90 percent of the total amount to be paid under the Contract;
  - d. all certificates appearing on form [PWGSC-TPSGC 1111](#), Attachment 1, to the Basis of Payment, Annex "B", have been signed by the respective authorized representatives;
2. The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of the item if the Work has been accepted by Canada and a final claim for the payment is submitted;

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3. Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly to Canada.

### 6.3 Method of Payment

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

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

### 6.4 Limitation of Expenditure

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

### 6.5 Canada's Total Liability

1. For the Work described in the Basis of Payment, Annex "B" Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum
  - (a) when it is 75 percent committed, or
  - (b) four (4) months before the Contract expiry date, or
  - (c) As soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

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

### 6.6 Direct Request by Customer Department

1. Pursuant to paragraph 221 (1)(d) of the Income Tax Act, R.S. 1985, c. 1 (5th Supp.), payments made by departments and agencies to contractors under applicable services

- contracts (including contracts involving a mix of goods and services) must be reported on a T1204 Government Service Contract Payments slip.
2. To enable departments and agencies to comply with this requirement, the Contractor must provide Canada, upon request, its business number or Social Insurance Number, as applicable. (These requests may take the form of a general call-letter to contractors, in writing or by telephone).
- 7. Invoicing Instructions – Progress Payment Claim**
1. The Contractor must submit a claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment. Each claim must show:
    - a. all information required on form PWGSC-TPSGC 1111;
    - b. all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
    - c. a list of all expenses;
    - d. the description and value of the milestone claimed as detailed in the Contract.
  2. Applicable Taxes, must be calculated on the total amount of the claim before the holdback is applied.  
At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.
  3. The Contractor must prepare and certify one original and two (2) copies of the claim on form PWGSC-TPSGC 1111, and forward it to the Project Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

The Project Authority will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

4. The Contractor must not submit claims until all work identified in the claim is completed.

## **8. Certifications -**

### **8.1 Compliance**

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation 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.

### **8.2 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 HRSDC-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 HRSDC will constitute the Contractor in default as per the terms of the Contract.

## 9. Applicable Laws

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

## 10. 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 general conditions 2035 (2013-06-27); General Conditions - Higher Complexity - Services;
- (c) Annex (A), Statement of Work;
- (d) Annex (B), Basis of Payment;
- (e) Annex (C), Security Requirements Check List; and
- (f) the Contractor's bid dated \_\_\_\_\_, as clarified on \_\_\_\_\_ "and" \_\_\_\_\_, as amended on \_\_\_\_\_

## 11. Foreign Nationals

- 11.1 SACC Manual clause A2001C (2006-06-16), Foreign Nationals (Foreign Contractor)
- 11.2 SACC Manual clause A2000C (2006-06-16), Foreign Nationals (Canadian Contractor)

## 12. Insurance

SACC Manual clause G1005C (2008-05-12), Insurance.

## 13. Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: [list all the joint venture members named in the Contractor's original bid].
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

- 
- (i) \_\_\_\_\_ has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
- (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
- (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

Note to Bidders: This Article will be deleted if the bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

#### **14. Professional Services for Pre-Existing Software**

**Pre-Existing Software:** The "Pre-Existing Software" consists of the computer programs listed in Annex A, which are either proprietary to Canada or licensed to Canada by a third party, in respect of which Canada requires certain professional services.

**Software Services:** During the Contract Period, the Contractor must provide the Client with the following "Services for Pre-Existing Software" as and when requested by Canada:

accessing, downloading, storing, installing, loading, processing, configuring and implementing any additional software code related to the Pre-Existing Software (such as new releases, versions, patches, and bug fixes), as soon as it becomes available; keeping track of the software publisher's software releases for the purpose of configuration control; and

**No Software Development:** The Contractor is not required to develop, program or provide additional software code related to the Pre-Existing Software as part of the Work performed under the Contract.

**Providing Training related to Pre-Existing Software:**

The Contractor must provide training in the use of the Pre-Existing Software on an “as-and-when-requested” basis during the Contract Period.

The training must be provided at various locations across Canada as requested. The training must be available within 15 working days of the request being issued.

The training, including both the instruction and the course materials, must be provided in English or French as requested by the Project Authority.

Before providing any training, at least 10 working days in advance of the first training session, the Contractor must submit the course syllabus and schedule, the training materials, and the names and qualifications of the instructors to the Project Authority for approval.

Title: Except as otherwise specifically provided in these Articles of Agreement, title to the Pre-Existing Software will be unaffected by the performance of the Services for Pre-Existing Software and, to the extent that the Pre-Existing Software is subject to a license for use from a third party, its use will remain subject to the conditions of Canada's license.

Access: Canada will provide to the Contractor any information regarding any passwords, authorization codes or similar information that might be necessary to perform the Software Services, provided that in doing so Canada is not in default of any obligations regarding the use of the Pre-Existing Software. The Contractor agrees that it is a term of the Contract that it will not disclose or distribute any part of the Pre- Existing Software to any other person or entity or otherwise violate the proprietary rights of the owner of the Pre-Existing Software.

#### **15. Safeguarding Electronic Media**

Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.

If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

#### **16. Reporting Requirements**

The Contractor must provide the all reports as outlined in the Statement of Work Annex "A".

#### **17. Representations and Warranties**

The Contractor made statements regarding its [and its proposed resources'] experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **18. Government Property**

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Canada agrees to supply the Contractor with the items listed in the Statement of Work Annex "A" ("Government Property"). The section of the General Conditions entitled "Government Property" also applies to the use of the Government Property by the Contractor.

#### **19. Transition Services at end of Contract Period**

The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to 30 calendar days afterwards, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

## ANNEX A

### STATEMENT OF WORK

#### SW1 SW1 TITLE

Nutrition North Canada Food Subsidy Claims Processing Support Services - Department of Indian Affairs and Northern Development

#### SW2 BACKGROUND

The Department of Indian Affairs and Northern Development (DIAND) is responsible for two mandates, Indian and Inuit Affairs and Northern Development, which together support Canada's Aboriginal and northern peoples in the pursuit of healthy and sustainable communities and broader economic and social development objectives.

DIAND supports Aboriginal people (First Nations, Inuit and Métis) and Northerners in their efforts to:

- improve social well-being and economic prosperity;
- develop healthier, more sustainable communities; and
- participate more fully in Canada's political, social and economic development to the benefit of all Canadians.

DIAND's responsibilities are largely determined by numerous statutes, negotiated agreements and relevant legal decisions.

Nutrition North Canada (NNC) is a food subsidy program for isolated northern communities. The program subsidizes nutritious foods shipped from the South and "country" or traditional foods commercially-processed in the North.

NNC provides the subsidy directly to retailers, suppliers, and country food processors (the recipients) that apply, meet the program's requirements and register with NNC by signing funding agreements with the Department. Funding Agreements with retailers and suppliers set out the responsibilities for program accountability and transparency. Community residents benefit from the subsidy via lower purchasing prices.

As part of this program, recipients submit monthly claims for a subsidy based on the weight of eligible foods (see Food Eligibility List link below) shipped by air to eligible communities. NNC also subsidizes the costs of shipping commercially produced northern ("country") foods, such as Arctic char, musk ox and caribou meat, to eligible communities.

Recipients are also required to submit information detailing the items shipped, including shipping weight, by destination (which must be an eligible community) in order to provide a verification process by which to review, and approve or require correction of subsidy claims under the NNC program. Invoices and air waybills will be reviewed to establish the accuracy of submitted claims.

As of June 30, 2013, of the 103 eligible communities, 84 are eligible for full subsidy and the remaining 19 are eligible for a nominal level of subsidy (see Community Eligibility link below). Other communities could also become eligible for NNC over time. Subsidy rates differ for each eligible community. Therefore subsidy claims are made on a per community basis.

As a by-product of the claims verification process, DIAND requires the collection and compilation of information relating to the types and amounts of foods delivered to eligible communities. This information, in conjunction with other measures is used by DIAND to measure program performance and for planning purposes.

For additional information relating to the program, refer to: Nutrition North Canada

[Http://www.nutritionnorthcanada.ca/eng/1351088285438/1351088295799](http://www.nutritionnorthcanada.ca/eng/1351088285438/1351088295799)

Nutrition North Canada Backgrounder

[Http://www.nutritionnorthcanada.ca/eng/1366824567819/1366824594396](http://www.nutritionnorthcanada.ca/eng/1366824567819/1366824594396)

Community Eligibility List and subsidy rates

[Http://www.nutritionnorthcanada.ca/eng/1366896628975/1366896685293](http://www.nutritionnorthcanada.ca/eng/1366896628975/1366896685293)

Food Eligibility List <http://www.nutritionnorthcanada.ca/eng/1366891504776/1366891534000>

### SW3 OBJECTIVE

Canada is seeking to establish a Contract with a qualified Claims Processor to verify the NNC Food Subsidy Claims, provide related support services (including all initial set-up, training and Recipient assistance) and support food subsidy information collection and report compilation, from the claims, supporting invoices, waybills and any other related documents, for use by DIAND in performance measurement and planning activities related to the NNC program.

### SW4 DEFINITIONS AND APPLICABLE DOCUMENTS

- 4.1 The following list of definitions and acronyms is relevant to and forms a part of this Statement of Work (SOW). The list is not exhaustive, but rather is intended to ensure clarity of understanding of critical terms used within this SOW. It is therefore imperative that questions of interpretation be directed to the PWGSC Contracting Authority.

Term Acronym	Definition
Adjudication	Within the context of Claims Processing, it is the multi-step process used to decide if a claim (or part thereof) should be approved or reimbursed.
Approach	A way of doing or thinking about something.
Confidential Business Information (CBI)	Information whose disclosure may harm a business, including: <ul style="list-style-type: none"> <li>• Sales and marketing plans, new product plans, and notes associated with patentable inventions;</li> <li>• Manufacturing or quality control processes; and</li> </ul>

- Monetary value of sales and other financial and commercial information.

Contractor

The qualified Supplier selected pursuant to the competitive selection process which under a valid Contract is eligible to do the work as detailed in the SOW.

Country Food

Also referred to as Traditional Foods. Foods that are obtained through local hunting, fishing or harvesting activities. Examples include caribou, ptarmigan, seal, Arctic char, shellfish and berries.

Demonstrate

To illustrate and explain (something) by showing examples or evidence.

DIAND

Department of Indian Affairs and Northern Development also referred to as Indian and Northern Affairs Canada (INAC) or Aboriginal Affairs and Northern Development Canada (AANDC).

Direct Orders

A feature of the NNC program that allows individuals, social institutions (such as schools or daycares) and establishments (such as restaurants and hotels) located in eligible communities to buy subsidized items directly from a supplier in the South that is registered with the NNC program.

Methodology

the general research strategy that outlines the way in which a project is to be undertaken and, among other things, identifies the methods to be used in it.

GoC

Government of Canada.

NCR

National Capital Region.

NNC

Nutrition North Canada

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NNC Food Subsidy

An amount of money that the federal government transfers to eligible recipients to help reduce the cost of nutritious foods in eligible isolated northern communities.

Proof of Contents of

For the purposes of NNC Claim verification, documentation that clearly identifies the eligible food items (see

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[Http://www.nutritionnorthcanada.ca/eng/1366891504776/  
136689153000](http://www.nutritionnorthcanada.ca/eng/1366891504776/136689153000)

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to one of the eligible Northern Communities. This documentation may be any one of an invoice, packing list, receipted store order, or potentially other forms of documentation, as reviewed and deemed acceptable by DIAND.

Proof of Delivery

For the purposes of NNC Claim verification, documentation that clearly demonstrates air transit of a shipment of cargo to a location that falls within one of the eligible Northern Communities (See

[Http://www.nutritionnorthcanada.ca/eng/1366891504776/1366891534000](http://www.nutritionnorthcanada.ca/eng/1366891504776/1366891534000))

This documentation may be any one of a House Air Waybill, a Master Air Waybill, or potentially other forms of documentation, as reviewed and deemed acceptable by DIAND.

PWGSC

Public Works and Government Services  
Canada.

**Recipient**

Northern Retailers, Southern Suppliers and Country Food Processors involved in the NNC supply chain, who can submit a claim for a subsidy under the NNC program (e.g. authorized claimants).

All Recipients involved in the program will have defined Funding Arrangements with DIAND that contain certain reporting and audit obligations tied to the receipt of payment of NNC subsidy amounts on a regular basis. Payment to Recipients is made directly by DIAND.

**Service Level Agreement between (SLA) minimum**

An agreement concerning a measureable level of service the Contractor and Canada, documenting the required

acceptable level of service that the Contractor is required to meet or exceed in order to fulfill its obligations under the Contract including, but not limited to, the levels of accessibility, availability, response time, etc.

**SOW**

Statement of Work.

**SW5 BUSINESS AND TECHNICAL ENVIRONMENT****5.1 Business Environment**

5.1.1 DIAND's regular working hours are Monday to Friday, 08:00 to 17:00 Eastern Time (ET).

5.1.2 The Contractor is expected to be available for meetings and inquiries relating to the administration of this Contract and for progress and status updates during the initial setup phases of the work (as described in SW 6) within regular working hours (as specified in SW 5.1.1 above), at a minimum.

5.1.3 The Contractor's normal working and service delivery hours may extend beyond DIAND's normal hours of work, subject to the service delivery provisions contained within the Contractor's proposal, as accepted by Canada.

- 5.1.4 The Contractor must provide the Contractor's Help Desk phone and email support in accordance with the availability and accessibility standards defined in SW 10.2.

## 5.2 DIAND Technical Environment

- 5.2.1 It is the responsibility of the Contractor to ensure that all deliverables and services provided are in conformance with DIAND's departmental standard software for written deliverables, as defined in SW 7.3.

- 5.2.2 DIAND currently has a software (s/w) package Runtime that is a stand alone application. The application will function on Windows 7.0, Windows 8.0 and higher, Windows XP and Mac OS X v10.6 and higher. Runtime will be provided to the supplier upon contract award for incorporation into their system.

## 5.3 Food Subsidy Claim Format and Submission.

- 5.3.1 Some recipients in the program have the capability to adapt their internal electronic systems (already used to track and store purchasing and inventory information) to produce the required data as an output in an electronic format (such as in MS Excel format or as a comma separated values (CSV) text file).

- 5.3.2 However, some recipients do not have advanced information management capabilities and produce the required reports and claims manually in MS Excel. In addition to accepting claims in MS Excel format, the Contractor must utilize and adapt the software (an on-line tool) to facilitate data entry and claim production for these recipients.

- 5.3.3 Recipient submission of the claim forms, detailed reports and supporting documentation must be sent via an electronic data interchange system (or on-line tool) provided by the Contractor that allows large files to be submitted.

## 5.4 Food Subsidy Claim Volumes

- 5.4.1 The forecasted volume of claim data is being provided purely for information purposes. Although it represents the best information currently available to DIAND about the anticipated volume of NNC Claims, Canada does not warrant or represent that the data is complete or free from error.

- 5.4.2 Most of the time, there is more than one (1) invoice per community per shipment. In addition,

the subsidy eligible items from a single invoice might be shipped in separate shipments (e.g. on different planes).

5.4.3 Approximately 75,000 lines of shipment data are submitted each month by all recipients combined.

5.4.4 The Contractor must perform duties listed in SW 6.10.1b) to 6.10.1c) ii inclusive, on an average of 1,000 to 2,000 lines per month (as determined by the Project Authority). The remainder of the duties in SW 6.10 are to be performed on all lines of shipment data submitted.

## 5.5 Food Subsidy Business Rules

5.5.1 The Program Manual in Annex "E" represents the business rules related to the Nutrition North Canada program.

5.5.2 These business rules may be subject to change in the future based upon any changes to the implementation of the program required by DIAND, as a result of legislation, operational lessons learned, outcomes of the data collection related to the program, or other factors.

## SW6 DESCRIPTION AND SCOPE OF WORK

6.1 The Contractor is not responsible for actual payment of NNC subsidy amounts to Recipients. However the Contractor must be responsible for recommending the amounts to be paid by DIAND according to the Reporting schedules defined in SW 6.8.7.

6.2 DIAND's requirement for service has been divided into four (4) deliverables. Each deliverable must be carried out by the Contractor subject to Departmental acceptance and authorization. The four (4) deliverables are as follows:

6.2.1 Deliverable 1 – Business Process Confirmation

6.2.2 Deliverable 2 – Claims Process Setup and Training

6.2.3 Deliverable 3 – Ongoing Claims Processing Operations and Support

6.2.4 Deliverable 4 – Contract Phase Out

6.3 The Contractor will be required to undertake specific work for Deliverables 1 through 3, as required by the Project Authority, and as authorized by DIAND for Deliverable 4, each of which is expected to build on lessons learned from the experience gained through the completion of the previous deliverables of the work.

6.4 The work performed by the Contractor within each deliverable of the project must be found to be acceptable to Canada, and the outcomes of the previous deliverables must be in-line with Canada's objectives related to the Nutrition North Canada program, in order for the Contractor to be authorized by Canada to begin work on the next deliverable of the project.

6.5 The work will, at a minimum, consist of specific and defined deliverables within deliverables 1 through 3, as required by the Project Authority, which involve a combination of one-time/limited-time only undertakings (including establishment of the business process and workflow requirements), plus ongoing/recurring components (including claims processing and any necessary follow-up or adjudication processes, Recipient support, etc.).

## 6.6 Deliverable 1 – Business Process Confirmation

6.6.1 During Deliverable 1, the Contractor must effectively undertake the activities described below, as required by the Project Authority, to complete the review and confirmation of the Nutrition

North Canada business processes and establish DIAND's specific needs for claims processing and related metrics compilation services in a timely and compliant manner.

### 6.6.2 The main objectives of Deliverable 1 include:

- a) Establish process of claim validation, including reasons for claim rejection, validation parameters and business logic, and adjudication procedures;
- b) Refine reporting requirements and report structure(s);
- c) Confirm methodology to allow all recipients access to the Contractor's updated Claim Forms or automated systems;
- d) Confirm the requirements for the software or on-line tool to be developed to facilitate data entry and claim production for some recipients; and
- e) Confirm training requirements and locations.

### 6.6.3 Contractor Work Plan

- a) The Contractor must participate in initial Project Coordination Meeting(s) with the Project Authority to identify appropriate contacts and stakeholders, to confirm any required adjustments to the Contractor's proposed preliminary Work Plan, as provided within the Contractor's Proposal (refer to SW7.0 Deliverables), to finalize timelines and identify and resolve other related project start-up issues.
- b) It is anticipated that regular status meetings will be required throughout Deliverable 1 and Deliverable 2, until the Contractor's Claims Processing system has commenced regular processing of NNC Claims.
- c) According to the timeline identified in SW 7, the Contractor must present to DIAND the Work Plan detailing:
  - i) The proposed timeframes for the Requirements Definition (RD) process;
  - ii) The schedule for delivery of the NNC Claim Verification Workflow; and
  - iii) The proposed timeframes, number of attendees and locations for any necessary training delivery to be provided to Recipients on the correct

completion of any Claims Forms or online interfaces, as deemed necessary by DIAND.

#### 6.6.4 Requirements Definition (RD) Analysis

- a) The Contractor must undertake a RD process to complete the following:
  - i) Meet with program officials to confirm operational requirements;
  - ii) Identify and define the business rules or administrative needs of the Nutrition North Canada subsidy program (beyond or in addition to what has been described in Annex "E");
  - iii) Identify and confirm all of the business events and subsequent responses that the Contractor must support and any necessary anti-fraud tests or procedures to incorporate into the claims review process;
  - iv) Identify any unique elements specific to NNC claim validation, including reasons for claim rejection, validation parameters and NNC business logic, and adjudication and escalation procedures;
  - v) Confirm all data to be compiled and reported to DIAND (as Performance Metrics Data Reports) for the purposes of developing program performance metrics and measuring program uptake, including final report format and content, and timing of report delivery.
- b) The Contractor must provide an NNC Claim Validation Process Report document that describes the results of this process to DIAND for review and acceptance prior to undertaking any changes to the Contractor's internal work processes or tools.

#### 6.7 Deliverable 2 – Claims Process Setup and Training

##### 6.7.1 The main objectives of Deliverable 2 are:

- a) Prepare internal Contractor processes for the verification of NNC claims;
- b) Train internal adjudication resources how to properly assess NNC claims (as required);
- c) Train existing (as of contract award) subsidy Recipients (approximately 40) on the electronic data interchange system (or on-line tool) provided by the Contractor (SW5.3.3)

SW 6.7.1, b) is an ongoing requirement throughout the life of the contract.

##### 6.7.2 Contractor Work Plan

The Contractor must present, as required by the Project Authority, to DIAND the updated Work Plan detailing:

- i) The updated project plan and timeline for Deliverables 2 and 3;

- ii) The steps and schedule required to move from business process requirements definition, through to training delivery and commencement of NNC Claims processing, and the first quarter of operational use by Recipients, including the submission of required deliverables (as described in SW 7 below); and
- iii) Any identified risks to the provision of deliverables on time and within budget.

### 6.7.3 NNC Operations Procedures Documentation

Using the information acquired during the Requirements Definition process in Deliverable 1, the Contractor must provide as required by the Project Authority to DIAND a deliverable (in a format in accordance with DIAND's Technical Environment) that must clearly identify the following information:

- i) The Contractor's Recipient support processes (including escalation procedures for Recipient problems), as determined in consultation with the DIAND Project Authority; and
- ii) The Contractor's defined Service Level Agreement for:
  - turn-around time for claims processing
  - responding to Recipient support requests.

### 6.7.4 Recipient User Support, Tools and Training Materials

- a) The Contractor must provide soft copies in both English and French of the Contractor's training and user support material including tutorials, and user guides on how to submit NNC Claims and how to request additional information or assistance from the Contractor.
- b) The Contractor must provide an electronic documentation interchange system to allow large files (up to 2G) to be transferred between the Recipients, the Contractor and DIAND.
- c) The Contractor must have a timeline for the implementation and adaptation of the electronic application for the creation and submission of monthly NNC claims within 45 working days of the contract award date, including providing soft copies in both English and French of the Contractor's training and user support material including tutorials and user guides.

### 6.7.5 Training Delivery

- a) The Contractor must provide all necessary training to their internal resources related to the correct procedures for reviewing and verifying the submitted NNC Claim information including escalation paths and criteria for Claim rejection or requesting supporting documentation (as required) as well as training on the systems (6.7.4 c) ;
- b) The Contractor must provide training delivery related to the submission of NNC Claims in English and French (as specified at the time of request) to authorized Recipient

representatives and DIAND resources (approximately 6) (as requested by the DIAND Project Authority).

## **6.8 Deliverable 3 – On-going Claims Processing Operations and Support**

6.8.1 The main objectives for Deliverable 3 are:

- a) Accept, input, and review submitted subsidy claims against established eligibility criteria.
- b) Perform an eligibility check and adjudication on subsidy claims.
- c) Answer questions (via phone / email) in relation to subsidy claims.
- d) Collect and compile related information from the submitted claims forms, to provide detailed information necessary for validation of claims and to support program performance measurement objectives.
- e) Train subsidy Recipients on the electronic data interchange system (or on-line tool) provided by the Contractor (as required) (SW5.3.3).
- f) Train subsidy Recipient on how to properly submit claims (as required).
- g) Retain comprehensive records of all claims and operations performed under this contract.

DIAND may request copies of these records at any time.

**6.8.2** The Contractor must hold itself in an audit-ready state at all times during the execution of the work during Deliverable 3, such that should DIAND chose to exercise its right to Audit the work of the Contractor, or as part of a larger audit of the NNC Program, it will be able to do so with minimal advance notification.

### **6.8.3 Contractor Work Plan**

- A) The Contractor must present to DIAND the updated Work Plan detailing:
  - i) The updated project plan and timeline for Deliverable 3 (beyond the first quarter) including the timing of delivery of the required operational reports required (see SW 6.8.7 below).

### **6.8.4 Commencement of Operations**

- a) The Contractor must provide ongoing Claims Processing and Related Support Services (as described in detail in SW 6.10).

### **6.8.5 Commencement of Operational Reporting**

- a) The Contractor must confirm with the DIAND Project Authority the timing and final contents and format of all Operational Reports (see described in SW 6.8.7).

- 
- b) The Contractor must commence compilation and delivery of these reports (as set out in SW 6.8.7 below) according to a schedule of reporting determined in consultation with the DIAND Project Authority.

#### **6.8.6 Update of Subsidy Rates and Eligibility Lists**

- a) The Contractor must update any internal tools to reflect the most recent Subsidy Rates, as released by DIAND. Updated tools must be available for internal Contractor and Recipient on the day the new rates go into effect.
- b) The Contractor must update any internal tools made available to Recipients to reflect changes to the list of eligible communities and the list of eligible foods. Updated tools must be available for internal Contractor and Recipient use on the day the new lists go into effect.

#### **6.8.7 Operational Reporting**

- a) The Contractor must submit the following electronic reports to DIAND according to the defined reporting schedule, including:

<b>Report Name</b>	<b>Description</b>	<b>Format</b>	<b>Frequency</b>
<b>NCC Claims Subsidy Statements</b>	Duly attested NNC Subsidy Statements for <u>each</u> active Recipient, showing a detailed review of the most recently submitted claim (showing any rejected claim items), including the financial total for each claim, and any corrections for previous monthly claim (for corrections as a result of follow-up inspection and rejection of in-eligible items).	Excel as per format provided by DIAND.	Weekly as per schedule provided by DIAND.
<b>Claims Reception Status</b>	Report detailing all the Reception Dates of the claims per Recipient (showing the reception dates for the complete claim, complete detailed report and complete back up documentation).	Excel as per format provided by DIAND.	Monthly as per schedule provided by DIAND.
<b>Weekly NNC Issues Report</b>	Report on various issues encountered during the evaluation process to be discussed during the weekly meeting between NNC officials and the Contractor.	Word / Excel as per format provided by DIAND.	Weekly as per schedule provided by DIAND.
<b>Performance Metric Data Reports</b>	Compilations of itemized claim information into a merged dataset to support the development of performance measurement indicators of the NNC program (by DIAND).	Excel as per DIAND'S specifications	Monthly The first working day of every month.
<b>SLA Reports</b>	Verification of the Contractor's performance against the established Service Level Agreement (SLA), including items such as claim validation timeframes, responsiveness to Recipient support requests (by phone and by email) as described in SW10.	Excel/ Word/ PDF	Quarterly Within 25 days of the end of the quarter.

## 6.9 Deliverable 4 – Contract Phase Out

**6.9.1** Prior to the end of the Contract (or any extension thereof), at the exclusive option of the DIAND Project Authority, the Contractor must, in consultation with Canada and in accordance with SW 7.2.2.:

- a) Deliver a comprehensive Transition Plan during any transition of Claim data, claims processing and reporting services delivery to another Contractor or to Canada, to ensure a smooth, efficient and complete transition to the new arrangement without interruption;
- b) Provide knowledge transfer to DIAND or incoming Contractor (as required) and otherwise provide assistance, to facilitate smooth transition of claims processing and reporting services;
- c) Provide all Recipient or Claim-related data back to the Department, such that no Recipient or Claim-related information is retained by the Contractor beyond the end date of the Contract.
- d) Provide detailed software specifications, if necessary, on the software used to facilitate data entry and claim production for the recipients).

**6.9.2** During any required Contract Phase Out process the continued provision of ongoing Claims Processing Operations and Support (including operational reporting) by the Contractor must remain unaffected.

### **6.10 Claims Processing and Related Support Services**

The Contractor must perform duties listed in SW 6.10.1b) to 6.10.1c) ii inclusive, on an average of 1,000 to 2,000 lines per month (as determined by the Project Authority). The remainder of the duties in SW 6.10 are to be performed on all lines of shipment data submitted.

#### **6.10.1 Claims Processing Procedures**

##### **a) Step 1: Review Claim Data for Validity**

The Contractor must perform the following activities:

- i. Verify the Claim is from an authorized Recipient;
- ii. Check all mandatory fields to ensure the values have been submitted in the correct format and with valid codes and valid combination of codes (e.g., valid communities, valid food subsidy items).
- iii. Check all mandatory backup documentation is provided.
- iv. Reject the claim if it does not meet these data validity requirements.
- v. Flag the rejected Claim to indicate the rejection reason and follow-up with the Recipient to correct or update any incorrectly entered data or invalid items.

**b) Step 2: Eligibility Check**

The Contractor must perform the following activities:

- i. Verify the match between the Food Item and the Subsidy Category;
- ii. Verify the validity of the Subsidy level, based on Food Item and Community;
- iii. Verify that the weight claimed is consistent with invoices;
- iv. Verify claimed items against other more complex business rules (e.g. particular items not shipped by air during particular seasons, as cross checked against date of invoice);
- v. Verify that client on invoice (for Southern suppliers and country food processors only) is a valid client as per the Nutrition North Canada guidelines and verify that the client is properly coded (under Client Type);
- vi. Verify that the proper subsidy has been passed on to the client in the form of a credit on the invoice (for Southern suppliers and Country Food processors only);
- vii. Verify any accompanying supporting Proof of Transit and Proof of Contents of Delivery documentation (e.g. receipted invoices, air waybills, etc.) matches the submitted electronic claim form;
- vii. Reject the claim if it does not meet these data eligibility requirements;
- ix. Flag the rejected Claim to indicate the rejection reason and follow-up with the Recipient to correct or update any incorrectly entered data or invalid items;
- x. Compare amounts claimed versus amounts identified in the itemized report.

**c) Step 3: Adjudication, Inspection and Escalation**

The Contractor must perform the following activities:

- i. Communicate with the Recipient to correct or update any incorrectly entered data or invalid items (which caused the Claim or a portion thereof to be rejected);
- ii. Perform adjudication function on steps above (SW 6.10.1 b) to 6.10.1 c) i); iii. Provide explanatory notes for adjusted or rejected claims or claim line items; iv. If deemed appropriate, flag adjusted or rejected claims for additional follow-up, which may include reviews of original Recipient information (e.g. receipts, invoices, air waybills, etc.) where not previously provided substantiate the Claim information;
- iv. If deemed appropriate, escalate rejected claims to the DIAND Project Authority with a suggestion for follow-up inspection by DIAND's identified Auditor responsible for audit of the Recipients' Funding Agreements with DIAND;

- v. Attend weekly meetings (via teleconference wherever appropriate) with DIAND on various issues encountered during the claims verification process. The Contractor must provide toll-free telephone access for teleconference.

**d) Step 4: Reporting of Subsidy Claims Results to DIAND**

The Contractor must perform the following reporting activities (see SW 6.8.7 for additional details about these reports):

On a weekly basis, send electronic Claim Summary reports to DIAND indicating:

- i. Revised Subsidy amount for the period in question, including any adjustments to the Recipients' claimed amounts as a result of rejection of ineligible items during the claims review process (including a justification); and
- ii. Any adjustments of Recipients' Subsidy totals (including previous months' claim amounts) to correct for any rejection of ineligible items identified during follow-up inspection.

**6.10.2 Claims Processing Service Desk**

- a) The Contractor must maintain and provide a Service Desk for responding to questions from Recipients regarding how to complete and submit the Claims, how to use the electronic documentation interchange system, how to use the system in place to produce and send claims and general information about NNC in a knowledgeable, helpful, and efficient manner (in English and French, as per the Recipient's preferred language).
- b) For Recipient inquiries outside of the scope of these service parameters (as defined in SW 6.10.2 a)), Recipients will be referred to a DIAND representative for additional information and assistance.
- c) The Contractor must provide toll-free telephone access to the Service Desk in accordance with the response times and availability identified in SW 10.2.
- d) The Contractor must provide phone-based Claims Processing Help Desk support services in both English and French; and
- e) The Contractor must provide Recipients with an email address as an alternate method of access to the Service Desk in accordance with the response times and availability identified in SW 10.2.

**SW7 DELIVERABLES**

- 7.1 The Contractor must submit to the Project Authority all deliverables/services as specified in each Project Deliverables.
- 7.2 Milestones and Dates
  - 7.2.1 DIAND requires that NNC Claims Processing commence no later than 45 working days after contract award.
  - 7.2.2 Specific deliverables and service requirements include, but are not limited to, the following:

<b>Deliverable</b>	<b>Date/Timeframe Required</b>
<b>Deliverable 1 – Business Process Confirmation</b>	
Project Coordination Initial Meeting	Within five (5) working days of Contract Award, and as requested by the Project Authority.
Project Schedule	Within two (2) weeks after Initial Meeting.
NNC Claim Verification Workflow	Within three (3) weeks after Initial Meeting.
DIAND Review of NNC Claim Verification Workflow (attend review meeting)	Within four (4) weeks after Initial Meeting.
Progress Reports	Weekly or as requested by the Project Authority
<b>Deliverable 2 – Claims Process Setup and Training</b>	
Updated Work Plan	
<del>Within one (1) week of the DIAND's approval of the NNC Claim Verification Workflow</del>	
Operations Procedures	As agreed upon within the Project Schedule
Recipient User Support, Tools and Training Materials	Within 2 weeks after DIAND's approval of the NNC Claim Verification Workflow
Claims Processing Training Delivery	Before commencement of Deliverable 3
Claims Processing Training Delivery (External)	Before commencement of Deliverable 3 or as required
Progress Reports	Weekly or as requested by the Project Authority
<b>Deliverable 3 – On-going Claims Processing Operations and Support</b>	
Deliverable	
Commencement of NNC Claim Processing	Within forty five (45) working days after Contract Award
Processed Claims	Daily
Adjudication for Rejected Claims	Daily
NNC Claims Subsidy Statements	Weekly
Claims Reception Status	Monthly
NNC issues report	Weekly
SLA Reports	Quarterly
Performance Metric Data Reports	Monthly
Receive Updated Subsidy Rates and Eligibility	As released by DIAND
Updated Interfaces, to use the new rates and eligibility lists	Before effective date of changes
<b>Deliverable 4 – Contract Phase Out</b>	

Transition Plan A minimum of 60 calendar days prior to contract expiry or as requested by the Project Authority	
Knowledge Transfer	As requested by the Project Authority
Transfer of all NNC Data	Prior to contract end date or as requested by the Project Authority
Software Specifications	As requested by the Project Authority

### 7.3 Deliverable Format

- 7.3.1 It is the responsibility of the Contractor to ensure that all reports and document-based deliverables under this Contract are provided in a format compatible with DIAND's standard desktop processing software, currently, Microsoft Office Suite (Word, Excel, and PowerPoint) and MS Project.
- 7.3.2 Any functional, technical system and database diagrams (e.g. data flow diagrams, physical and logical data models, etc.) provided by the Contractor are to be compatible with DIAND's standard diagramming software, Microsoft Office Visio.

### 7.4 Deliverable Acceptance

- 7.4.1 Under the Contract, payment will be made upon receipt of an invoice, as accepted by the DIAND Project Authority, based on the terms of payment specified within the Contract, in accordance with the Basis of Payment of the Contract.
- 7.4.2 In meeting its obligations under the Contract, the Contractor must ensure that all deliverables submitted and services rendered are in conformity with the schedule identified in SW 7.2.2 (above), and in accordance with the 'Performance and Service Standards' as described in SW.
- 7.4.3 Canada reserves the right to verify the accuracy and completeness of all deliverables and services submitted by the Contractor.
- 7.4.4 Should any deliverable or service provided not be to the satisfaction of the Project Authority, as submitted, the Project Authority will have the right to reject it or require correction by the Contractor before any payment will be authorized to the Contractor.

## SW8 CONTRACTOR RESOURCE REQUIREMENTS

### 8.1 Resource Categories

- 8.1.1 While it is the responsibility of the Contractor to determine its own resourcing needs for the other phases of work, the following Resource Categories represent areas of functional and technical expertise which have been identified as necessary by Canada.
- 8.1.2 The Contractor must provide the services of qualified named resources within each of the following Resource Categories:

- a) Account Representative; and
- b) Operational Project Manager/Claims Adjuster.

8.1.3 At a minimum, deployed Resources must meet the required qualifications and experience, as defined herein, for the Resource Category in which they are to perform the work.

## 8.2 Resource Category Typical Role / Responsibility

### 8.2.1 Account Representative

- a) Confirm with in writing, the receipt of all instructions issued by DIAND pursuant to the Contract;
- b) Monitor all resources (including subcontractors) that are providing services and/or deliverables pursuant to the Contract;
- c) Provide regular written and ad hoc verbal status updates and reports to the DIAND Project Authority, including updated timelines for project completion. During initial set-up deliverables (1-2) and any Transition period (Deliverable 4) this function must be supported by a designated Project Manager;
- d) Assist in resolving any Contract dispute issues;
- e) Negotiate any changes to the SLA with DIAND's Project Authority (as described in SW 10.1
- f) Negotiate any changes to the extent of Claims Processing services provided (as described in SW 6.10);
- g) Manage resource turnover to ensure no negative impact to service throughout the duration of the contract;
- h) Monitor subcontractor relationships and performance;
- i) Maintain accurate and complete records of decisions for all stages/milestones of a Contract Phase; and
- i) Liaise with the Project Authority and stakeholders identified by the Project Authority for meetings, project reviews and other related project management activities.

### 8.2.2 Operational Project Manager/Claims Adjuster

The Operational Project Manager/Claims Adjuster is engaged on a daily basis with DIAND and must:

- a) Manage the Contractor's associated project team during the initial implementation and operations start-up by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;
- b) Maintain the project schedule during crucial initial set-up deliverables (1-2) prior to commencement of subsidy claims processing;
- c) Liaise with the Project Authority and stakeholders identified by the Project Authority for meetings, project reviews and other related project management activities during initial set-up deliverables (1-2) and any Transition period (Deliverable 4);

- d) Assist in managing the transition of services to a new Claims Provider under any required Transition period (Deliverable 4);
- e) Provide status updates and reports to Project Authority during early project deliverables (implementation) and during any transition period;
- f) Participate in front-end reviews of proposed claims processes and claimant abilities to meet these processes;
- g) Assist in the development of risk-based audit plans;
- h) Perform a comprehensive series of audits and reviews designed to identify various claim error conditions for on-site analysis and validation;
- i) Identify systemic and non-systemic claims administrative weaknesses for corrective action;
- j) Evaluate practices and procedures to identify systemic vulnerabilities that invite fraudulent behaviour;
- k) Select claims for in-depth review;
- l) Participate in the in-depth review of claims and develop and finalize reports to reflect validated audit findings; and
- m) Participate in third-party audits.

## **SW9 APPROACH AND METHODOLOGY**

- 9.1 The management by the Contractor of service delivery for the implementation, training, and on-going claims processing operations and support must be undertaken in accordance with all applicable Acts, Codes, Departmental and/or federal government regulations, policies and procedures.
- 9.2 The Contractor must ensure that all resources deployed in the provision of services under the Contract are properly trained and qualified to fulfil their responsibilities.
- 9.3 In providing Services described herein, the Contractor must utilize an effective approach and methodology, in conformance with Government of Canada approved methodologies and approaches, within each of the following areas:
  - 9.3.1 Project management and control;
  - 9.3.2 Quality and compliance assurance; and
  - 9.3.3 Information management.

## **SW10 PERFORMANCE AND SERVICE STANDARDS**

### **10.1 Service Level Agreement (SLA)**

- 10.1.1 The work required during Deliverable 3 must be subject to ongoing transactional client measurement, monitoring and/or enforcement over an extended period of time, in the form of an SLA.
- 10.1.2 The Contractor's SLA for Claims Processing performance, including its defined Recipient support processes (as included within its Proposal and as accepted by DIAND) must form part of the basis for the definitions of the quality standards, minimum acceptable parameters, and performance remedies, to which the Contractor must adhere during the provision of work, or be subject to corrective penalties/remedies.
- 10.1.3 In the provision of operation, support and maintenance services for the Contractor's Claims Processing and Reporting solution, the Contractor must, at a minimum, meet the following standards for accessibility, availability and support services described in SW 10.1.4 below.

#### 10.1.4 Service Standards

- i. The Contractor must provide the following access and availability to Recipients, excepting during any DIAND approved scheduled changes or maintenance periods:

Support Hours of Access		
Access Periods		
Core Hours	Mon-Fri (excluding statutory holidays)	09:00 to 18:00 EST
After Hours	Mon-Fri	18:01 to 08:59 EST
	Sat-Sun	00:01- 24:00 EST
	Statutory Holidays	00:01 - 24:00 EST

- ii. The Contractor must provide the following timeframes and methods of contacting the Contractor's Help Desk for Recipient support services (as identified in SW 6.10.2):

Support Service		
Access Periods		
Core Hours	a) Phone Access	Initial call answered by live operator or voice mail. Follow-up within one (1) working day.
	b) E-mail Access	Automated first response within two (2) hours of receipt of the query, follow-up within one (1) working day.
After Hours	a) Phone Access	Initial call answered by voice mail. Follow-up within one (1) working day.

	b) E-mail Access	Automated first response within two (2) hours of receipt of the query, follow-up within one (1) working day.
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- iii. The Contractor must respect the following resolution timeframes for the Claims Processing Services (as identified in SW 6.10.1):

Timeframes for Processing a Submitted Claim	
Step	
Review Claim Data For Validity (SW 6.10.1 a)	5 working days after reception of the claim
Eligibility Check and Adjudication, inspection and Escalation (SW 6.10.1 b) to SW 6.10.1 c) iv.)	-20 working days* after reception of the claim for Recipients <u>without</u> Advance Payments -25 working days* after reception of the claim for Recipients <u>with</u> Advance Payments  * excluding time when the Contractor is waiting for information from Recipient

## 10.2 Service Standard Measurement

10.2.1 Each quarter, the Contractor's performance in meeting the Service Standards requirements will be documented (see SLA Report in SW 10.1) and delivered to DIAND.

10.3 In the event that the Contractor fails to comply with the conditions of the Service Standards, as described above, the Contractor will be found to be in either Minor or Major breach.

10.3.1 For the purposes of determining the appropriate remedy or sanction for Non-Compliance with Service Standards, the following definitions must apply:

a) Minor Breach:

- i) failure to submit reports to the Project Authority as required by SW 6.8.7, within thirty (30) days of the time such reports are required;
- ii) failure to attain the service standards established above and in particular, a failure to meet
  - standards for responding to Recipient support requests, set out in SW 10.1.4 ii.; and
  - standards for processing a submitted claim (as set out in SW 10.1.4 iii).

b) Major breach:

- i) failure to protect the confidentiality of the information contained within Claims Forms (which include Confidential Business Information of the subsidy recipients);
- ii) breach of applicable federal law concerning the protection of personal information; and
- iii) failure to perform any condition or term contained in SW 7.2.2 where if capable of being remedied, is not remedied within thirty (30) days of notice of such failure being given to Canada.

### 10.3.2 Remedies Applied in instances of Minor Breach

- a) In the event of a Minor Breach, as defined above, the Contractor must be placed on notice that it has thirty (30) calendar days to remedy such a breach and must report the status of the item which generated the Minor Breach to the Project Authority on a weekly basis until Canada is satisfied that the item has been remedied.
- b) In the event that the Contractor does not remedy the Minor Breach to the satisfaction of Canada within the thirty (30) day period, the Minor Breach must be deemed to be a Major Breach, and dealt with accordingly.

### 10.3.3 Remedies Applied in instances of Major Breach

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- a) Any Major Breach of the Service Standards, by the Contractor, will cause damage to Canada which cannot be properly compensated in monetary damages.
- b) Notwithstanding the above, Canada reserves the right to hold back up to 10% of the current cumulative Yearly Operations and Support Fee, until such time as the Contractor has demonstrated to the Project Authority's satisfaction that any Major Breach to the Performance Standards has been remedied and maintained in the remedied state for a period of not less than 60 calendar days.
- c) In the event that the Contractor fails to comply with the conditions of the Contract or is found to be in Major Breach of the Performance Standards for an extended period of time without taking steps to remedy the breach, as identified in Canada's review of the Contractor's work, deliverables and reports, Canada reserves the right to terminate the Contract.

#### **10.4 Service Standard Exceptions**

10.4.1 Notwithstanding SWs 10.3.1 through 10.3.3 above, Canada reserves the right to identify any exceptional circumstances pertaining to any specific service deliveries that, having been assessed as not having met the requirements of the Service Standards (defined above), are so deemed by Canada to be due to circumstances determined to have been outside of the Contractor's control (for example: extreme weather conditions), and which, in the absence of such exceptional circumstances Canada, in its sole discretion, determines that the delivery would have otherwise met the requirements of the Service Standard. In the event that Canada exercises this right, any delivery so identified will be deemed to have met the requirements of the Service Standard.

10.4.2 Any such determinations are the sole jurisdiction of Canada.

#### **SW11 REPORTING AND COMMUNICATION REQUIREMENTS**

11.1 Reporting requirements (in addition to those reports described in SW 6.8.7) may include, but are not limited to, any of the following:

11.1.1 Periodic timesheets reports;

11.1.2 Invoicing reports;

11.1.3 Status or progress reporting against the proposed (and agreed to) work schedule and identification of any outstanding issues; and

11.1.4 Other related reporting.

11.2 Notwithstanding what is already specified above and within SW 7 (Deliverables) concerning the timely submission of all deliverables and fulfilment of obligations specified within the Contract, it is the responsibility of the Contractor to facilitate and maintain daily communication with the Project Authority.

11.3 Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation and results of work, to ensure that the work is progressing

well and in accordance with expectations. Communication may include (but is not limited to) phone calls, electronic mail, faxes, mailings and meetings.

- 11.4 In addition, the Contractor must immediately notify the Project Authority of any issues, problems, or areas of concern that could adversely affect the ability of the Contractor to complete the work specified under the Contract, adhere to the schedule of deliverables specified in SW 7 Deliverables, or could adversely affect the Contractor's daily operation of claims processing and reporting services, as they arise.

## **SW12 RISKS AND CONSTRAINTS**

- 12.1 The following risks or constraints may impact the Contractor in fulfilling its obligations under the Contract:
- 12.1.1 The NNC claim process (as configured during this initial program delivery) may require future configuration of features and functionality or service offerings, to align to procedural updates over time as the NNC program evolves, based on lessons learned and stakeholder feedback.
- 12.1.2 Due to the short timeframe between Contract award and the commencement of Claims processing, it is expected that the Contractor will be required to work under tight deadlines and produce a number of deliverable on a highly compressed timeline to meet DIAND's requirement for operational NNC Claims processing and reporting.
- 12.1.3 The volume of accompanying documentation required with the monthly submission of NNC Claims and associated Data Reports is substantial. To reduce the reporting burden, some of the Recipients (based on the outcomes of a risk-based review) may be exempted from the requirement to provide specific supporting documentation at the time of claim submission, and will instead be required to retain it and submit only the documents requested by the Contractor for verification purposes.
- 12.1.4 The volume of claim information (i.e. number of line items per claim) is an estimate based upon historical NNC data.
- 12.1.5 The number of Recipients can vary over time.
- 12.1.6 Subsidy rates and eligibility lists will be adjusted periodically. The Contractor's tools and systems must be updated in accordance with these changes, to avoid potential inaccuracies in the reporting of claimed subsidy amounts.

## **SW13 CONTRACTOR RESPONSIBILITIES**

- 13.1 In fulfilling the terms and conditions of the Contract, the Contractor agrees to:
- 13.1.1 Be in possession of all the required software and tools required to complete the work;
- 13.1.2 Ensure that all resources deployed in the provision of services are properly trained and qualified to fulfil their responsibilities;
- 13.1.3 Provide a mutually agreed-upon Account Representative (refer to SW 8.2.1 for minimum qualifications and typical activities for this resource), who must act as a principal Point of Con-

tact for the Contractor, who will be actively involved in, and responsible for, all activities undertaken;

- 13.1.4 Provide a work plan, schedule and confirmation of any previously provided estimates of all costs/prices, prior to the commencement of work on each Phase of the project;
- 13.1.5 Work in conjunction and close contact with GoC personnel, project stakeholders and any other Contractors required by Canada for the completion of the work;
- 13.1.6 Complete assigned work according to pre-defined schedules and standards; and
- 13.1.7 Provide Quality Assurance monitoring on all deliverables.

- 13.2** It is the responsibility of the Contractor to, at all times, conduct itself and to ensure the performance of its deployed personnel in accordance with the terms and conditions of the Contract in the completion of all work, and in accordance with the Code of Conduct for Procurement (available for reference online at:

<http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/index-eng.html>

### **13.3 Confidentiality**

The Contractor must keep in confidence and not use or disclose without the express written instruction of the DIAND Project Authority, any proprietary or confidential information provided by the NNC Recipients as part of the NNC Claim submission process. This information includes any Business information discovered as part of any evaluation or review of the Recipients' claim audits that the Contractor may take part in.

- a) The Contractor must take the necessary security precautions to keep confidential all information deemed confidential and must not make unauthorized copies. The Contractor further undertakes to notify DIAND immediately upon discovery of any unauthorized use or disclosure of confidential material and must assist DIAND in regaining of such material and mitigating the loss to DIAND there from.
- b) The Contractor must deliver to DIAND whenever required to do so, or in any event at the termination of the Contract with DIAND, all documentation and data pertaining to the Recipients, the Claims and the supporting documents (in hardcopy and stored image files, as applicable).

### **13.4 Right to Audit**

- 13.4.1 The Contractor must grant access to DIAND's identified Auditor (upon reasonable advance notice to the Contractor and subject to providing a reasonable and appropriate confidentiality agreement) to any of the Contractor's claims processing and reporting systems, files, and records which are directly related to the implementation, operation, adjudication and support services provided by the Contractor in the performance of work for this Contract. Such access must be for the purposes of determining compliance with the terms and conditions of the contract between DIAND and the Contract

## **SW14 GOVERNMENT SUPPORT**

- 14.1 The PWGSC Contracting Authority, as defined in SW 4, Definitions and Applicable Documents, will be named in the Contract.
- 14.2 The Project Authority, as defined in SW 4, Definitions and Applicable Documents, will be named in the Contract.
- 14.3 As required for the completion of the work, Canada will also provide the following:
- 14.3.1 Access to Canada 's facilities, the Project Authority, GoC personnel and other program stakeholders (i.e. Recipients) as required for the successful provision of requirements definition, functional analysis, or other related Professional Services (if requested by Canada), and training delivery;
- 14.3.2 Access to relevant documentation and reference materials to which the Contractor would not otherwise have access;
- 14.3.3 Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner; and
- 14.3.4 Other assistance and support as appropriate.

## **SW15 LOCATION OF WORK AND TRAVEL**

### 15.1 Location of Work

- 15.1.1 It is anticipated that the work will be conducted at the Contractor's work location(s), with requirements for work on-site at GoC facilities to support initial requirements definition and business analysis, and stakeholder consultation.

### 15.2 Travel Requirements

- 15.2.1 As required, the Contractor must attend face-to-face meetings with the Project Authority at facilities within the National Capital Region (NCR), or at any of the Contractor's locations or must attend via telepresence.
- 15.2.2 The Contractor must be responsible for its own travel and accommodation costs (i.e. no reimbursement) to attend meetings with the Project Authority at Departmental premises in the NCR or at any of the Contractor's locations.

## **SW16 LANGUAGE OF WORK**

- 16.1 Canada is required under the Official Languages Act to provide its services in both Official Languages of Canada (English and French).
- 16.2 The Contractor must ensure that all verbal and written progress reports and other communication with Canada are in the preferred language of the Project Authority.
- 16.3 The Contractor must provide all written internal deliverables and reports to DIAND in English or French at the direction of the Project Authority.

- 
- 16.4 The Contractor must provide any Recipient User Support and Training Materials (as requested by DIAND) in both English and French.
- 16.5 The Contractor must provide phone-based Claims Processing Help Desk support services in both English and French; and
- 16.6 The Contractor must provide email correspondence in relation Claims Processing Help Desk support services in both English and French, with responses to questions returned in the preferred language of the questioner (as per the language used in the initial correspondence);
- 16.7 The Contractor must provide training delivery services in English and French (as requested by the DIAND Project Authority).

#### **SW17 GREEN PROCUREMENT AND SERVICES**

- 17.1 The Contractor must ensure, where possible, that all materials employed and work methods utilized by both the Contractor and its deployed resources and sub-contractors accommodate DIAND's commitment to the GoC's Green Procurement Strategy.
- 17.2 The following website provides a link to the Green Procurement Policy:
- <http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy- eng.html>

**ANNEX B****BASIS OF PAYMENT**

The GST/HST is extra and payable by the Contractor if applicable to the costs outlined below.

<b>TABLE 1</b>		
<b>Deliverable 1 (Business Process Confirmation) Fixed Costs</b>		
<b>Item</b>	<b>Description of Fixed Costs</b>	<b>Firm Unit Price</b>
1.1	Price for Deliverable 1 (as per SOW section 6.6.)	\$ _
<b>Total of Deliverable 1 Fixed Cost (Sum of item 1.1)</b>		\$ _ (i)

<b>TABLE 2</b>		
<b>Deliverable 2 (Claims Process Setup and Training) Fixed Costs</b>		
<b>Item</b>	<b>Description of Fixed Costs</b>	<b>Firm Unit Price</b>
2.1	Price for Deliverable 2 Contractor Work Plan and Operations Procedures Documentation (as per SoW section 6.7.2 and 6.7.3)	\$ _
2.2	Price for Deliverable 2 Claimant User Support, Tools and Training Materials (as per SoW section 6.7.4)	\$ _
2.3	Price for Deliverable 2 Training Delivery (as per SoW section 6.7.5)	\$ _
<b>Total of Deliverable 2 Fixed Cost (Sum of items 2.1 – 2.3)</b>		\$_(ii)

**TABLE 3****Deliverable 4 (Contract Phase Out) Fixed Costs**

<b>Item</b>	<b>Description of Fixed Costs</b>	<b>Firm Unit Price</b>
3.1	Price for Deliverable 4 Transition Plan (as per SoW section 6.9 a))	\$ _
3.2	Price for Deliverable 4 Knowledge Transfer and Transition of NNC Data to DIAND (as per SoW section 6.9 a) and b))	\$ _
<b>Total of Deliverable 4 Fixed Cost (Sum of items 3.1 – 3.2)</b>		\$_(iii)

**OPERATIONS AND SUPPORT COSTS**

Upon commencement of Deliverable 3 On-going Claims Processing Operations and Support, the Contractor will be paid a firm all-inclusive Yearly Operations and Support Fee for twelve (12) months of operational costs associated with the day-to-day performance of NNC Food Subsidy Claims Processing and Reporting services, as per the work and deliverables specified under Deliverable 3 in the SOW (section 6.8 ), inclusive of the completion of:

- i. all required ongoing Operations (including the services of the Contractor's designated Account Representative),
- ii. ongoing Operational Reporting (as per SoW section 6.8.7),
- iii. any required updates to the Contractor's tools and forms to incorporate revised Subsidy Rates, Eligible Community Lists and Eligible Food Lists,
- iv. training subsidy Recipients on how to properly submit claims, including training on systems (or in-line tool), and
- v. the operation of the Contractor's Service Desk for phone and email support.

The firm all-inclusive annual rate for Phase 3 operational work shall also be inclusive of all other costs, materials, labour, profit, and overhead required to complete the work.

The Contractor shall invoice on a monthly basis one-twelfth (1/12) of the annual rate (see item 4.6 in Table 4 below). The twelfth billed amount in any Contract year shall be the firm annual rate for that year less the total of the eleven (11) previous billings.

The Operations and Support Fee is exclusive of the costs for Claims Processing, which are itemized separately below as the Per Line Electronic Claim Processing rate (in Table 5 below).

**TABLE 4**

<b>Firm All-Inclusive Annual Operations and Support Fee (\$CAD)</b>							
<b>Coverage Period</b>							
<b>Item</b>	<b>Annual Service Fee</b>	<b>Initial Contract Period Year 1 (A)</b>	<b>Initial Contract Period</b>	<b>Initial Contract Period</b>		<b>Option Year 1 (D)</b>	<b>Option Year 1 (E)</b>
4.1	Operations and Reporting	\$_	\$_	\$_		\$_	\$_
4.2	Updating Claims Process to us revised Subsidy Rates, Eligible Community Lists and Eligible Food Lists	\$_	\$_	\$_		\$_	\$_
4.3	Training subsidy Recipients on how to properly submit claims	\$_	\$_	\$_		\$_	\$_
4.4	Service Desk (phone and e-mail) Support	\$_	\$_	\$_		\$_	\$_
4.5	Yearly Operations and Support Fee (\$CAD) (Sum of items 4.1 – 4.4)	\$_	\$_	\$_		\$_	\$_
4.6	Monthly Operations and Support Fee (\$CAD) (1/12 of Annual Fee)	\$_	\$_	\$_		\$_	\$_

\* For Financial Evaluation Purposes only, the firm all-inclusive Yearly Operations and Support Fee (item 4.5) for each Contract Year (A-C) including Option Periods (D-E) will be used in the calculation to determine the Total Assessed Price for evaluation purposes.

## **ELECTRONIC CLAIM PROCESSING FEES**

Solicitation No. - N° de l'invitation  
A7101-130008/B

Amd. No. - N° de la modif.  
409zgA7101-130008

Buyer ID - Id de l'acheteur  
409zg

Client Ref. No. - N° de réf. du client  
A7101-130008

File No. - N° du dossier  
409zgA7101-130008

CCC No./N° CCC - FMS No/ N° VME

The Contractor will be paid a fixed, all inclusive fee per line for Claim processing for each year of the Contract (see Table 5). All fees must be in Canadian Dollars (\$). Prices must not be quoted as a range. Fees must exclude all taxes.

The fixed, all-inclusive Per Claim Line Processing Fee includes all costs related to claims processing, electronic claims processing system requirements and associated maintenance, and uploads of client claim data, as set out in the SOW (sections 6.8 and 6.10).

Should it be necessary to establish fees for higher claim line volume ranges than those identified under the Contract, the Contractor agrees to negotiate in good faith with Canada to establish fair and reasonable fees for higher annual volume ranges.

The volume of Claim Lines processed shall not include returned Claim Lines for Claims (or parts thereof) returned due to Contractor (or subcontractor) error.

TABLE 5						
Firm All-Inclusive Per Line Fee for On-going Claim Processing (\$CAD)						
Maximum Monthly Claim Line Volume: 2,000 (see SW 5.4.4)						
Item	Initial Contract Period Year 1 (A)	Initial Contract Period Year 2 (B)	Initial Contract Period Year 3 (C)	Average Per Line Fee* <sup>1</sup>	Option Year (D)	Option Year (E)
5.1	\$ _____ /line		\$ _____ /line	\$ _____ /line	\$ _____ /line	\$ _____ /line
<b>Overall Average Per Line Fee (\$CAD)</b>						\$ _____ (v)

\* For Financial Evaluation Purposes only, the firm all-inclusive Yearly Per Line Fees for each Contract Year (A-C) including the Option Period(s) (D-E) will be used in the calculation to determine the Total Assessed Price for evaluation purposes.

The Contractor shall invoice at month end in accordance with its applicable rate. Canada retains the right to verify the actual volume of transactions processed each month vis-à-vis the Contractor's reported volume.

Solicitation No. - N° de l'invitation

A7101-130008/B

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

A7101-130008

Amd. No. - N° de la modif.

File No. - N° du dossier

409zgA7101-130008

Buyer ID - Id de l'acheteur

409zg

CCC No./N° CCC - FMS No/ N° VME

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**ANNEX C**

**SECURITY REQUIREMENTS CHECK LIST**

**(attached hereto)**

**ANNEX D**

**IT Security Safeguard Requirements**

**(attached hereto)**

**ANNEX E**

**Program Manual**

**(attached hereto)**

**ANNEX F**

**NUTRITION NORTH CANADA RULES AND REGULATIONS**

**(attached hereto)**

**The following Program Manual represent the Business Rules related to Nutrition North Canada Food Subsidy program as they are known and understood at the current time. (attached hereto)**



Contract Number / Numéro du contrat A7101-13-0008
Security Classification / Classification de sécurité UNCLASSIFIED

**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		2. Branch or Directorate / Direction générale ou Direction Aboriginal Affairs and Northern Development Canada / Northern Affairs, Devolution an	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Nutrition North Canada subsidy Claims Processing Support Services			
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? (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"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays: <input type="checkbox"/>		Specify country(ies) / Préciser le(s) pays: <input type="checkbox"/>	Specify country(ies) / Préciser le(s) pays: <input type="checkbox"/>
7. c) Level of information / Niveau d'information			
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input 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"/>



Contract Number / Numéro du contrat A7101-13-0008
Security Classification / Classification de sécurité UNCLASSIFIED

**PART A (continued) / PARTIE A (suite)**

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

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?  No / Non  Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux : \_\_\_\_\_

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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



Contract Number / Numéro du contrat A7101-13-0008
Security Classification / Classification de sécurité UNCLASSIFIED

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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

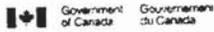
Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET / COSMIC TRÈS SECRET	PROTECTED / PROTÉGÉ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

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

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

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

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



Contract Number / Numéro du contrat  
**A7101-13-0008**  
Security Classification / Classification de sécurité

13. Organization Project Authority / Chargé de projet de l'organisme Name (print) - Nom (en lettres majuscules): Stephen Van Dine Telephone No. - N° de téléphone (619) 997-3222 Facsimile No. - N° de télécopieur (619) 853-8323 E-mail address - Adresse courriel: Stephen.VanDine@csdnc.s995c.gc.ca Signature: [Signature] Date: 2013-10-11			
14. Organization Security Authority / Responsable de la sécurité de l'organisme Name (print) - Nom (en lettres majuscules): JOELLE SMITH Office: 619 953-3730 Fax: 619 954-6774 Telephone No. - N° de téléphone: 619 953-3730 Facsimile No. - N° de télécopieur: 619 954-6774 E-mail address - Adresse courriel: joelle.smith@tpsgc-pwgsc.gc.ca Title - Titre: Head Personal Security Contractor and Awareness Signature: [Signature] Date: 2013-10-09			
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide), attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? No <input type="checkbox"/> Yes <input type="checkbox"/>			
16. Procurement Officer / Agent d'approvisionnement Name (print) - Nom (en lettres majuscules): Deborah Beckins Telephone No. - N° de téléphone: 619 956-8456 Facsimile No. - N° de télécopieur: 619 956-8456 E-mail address - Adresse courriel: [blank] Title - Titre: Supply team leader Signature: [Signature] Date: [blank]			
17. Contracting Security Authority / Autorité contractante en matière de sécurité Name (print) - Nom (en lettres majuscules): [blank] Telephone No. - N° de téléphone: [blank] Facsimile No. - N° de télécopieur: [blank] E-mail address - Adresse courriel: [blank] Signature: [Signature] Date: 9/11/2013			

Joelle Smith McGrath  
Contract Security Officer, Contract Security Division  
Joelle.Smith@tpsgc-pwgsc.gc.ca  
Tel/Tél - 613-948-1726 / Fax/Télex - 613-954-4171

TBS/SC1 320-103(206w12)

Security Classification / Classification de sécurité

Canada



# Aboriginal Affairs and Northern Development Canada

## IT Security Safeguard Requirements

---

Contractor Name	<b>RFP</b>
Contract Number	<b>A7101-13-0008</b>
Document Number:	<b>5613584</b>
Date:	<b>October 09, 2013</b>
Designation / Classification	<b>Unclassified</b>



**Overview**

As per the Security Requirement Checklist (SRCL) for contract # A7101-13-0008, the contractor will access, store and transmit up to **Protected A** data. It is the contractor's responsibility to ensure that this information remains secure at all times by complying with the Treasury Board's Policy on Government Security (PGS), the Treasury Board's Management of Information Technology Security Standard (MITS) and the Aboriginal Affairs and Northern Development Canada's (AANDC) Electronic Storage and Transmission standards listed below.

Public Works and Government Services Canada (PWGSC) may perform a site inspection to confirm and certify that the contractor meets these requirements. Items of non-compliance will be noted and communicated to AANDC for immediate action.

The contractor was provided with a copy of the IT Security Requirement Safeguards and is therefore aware of these requirements as well as his or her responsibility to:

- Comply with these requirements;
- Immediately report the loss or theft of any media devices containing AANDC data to AANDC's Departmental Security Officer
- Notify AANDC's Departmental Security Officer regarding any security breach or suspected security breach which could impact AANDC data; and
- Inform all staff who will be handling AANDC data of these requirements.

**Failure to comply with these requirements is a breach of contractual obligations and may result in contract termination**

## Electronic Storage of Departmental Data

When there is a requirement to store or transport departmental data outside of AANDC premises or off AANDC's internal network, the contractor must ensure that the data remains secure at all times by adhering to the following requirements:

### Protected "A"

- Computing devices used to process AANDC data are equipped with up to date Anti-Virus which is configured to automatically receive and install product updates.
- Computing devices used to process departmental data must be equipped with up to date software and Operating System versions, and configured to automatically receive and install updates.
- Computing devices are protected by a firewall (be it a network perimeter firewall appliance or host based firewall application installed on the computer).
- The contractor has the means to securely dispose of electronic data in accordance with CSEC standards. (<http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg06-eng.html>).

## Electronic Transmission of Departmental Data

The section provides the accepted methods in which data can be exchanged between AANDC and the contractor based on the level of sensitivity of the information. The contractor may use a combination of these transmission methods in order to share information with AANDC. The use of transmission methods other than those listed below is prohibited.

Classification Level	AANDC Approved Transmission Methods	Requirements (PWGSC to verify if contractor meets these requirements)
Protected A	Email	<ul style="list-style-type: none"> <li>• Each user has their own corporate e-mail account which is protected with a username and password.</li> <li>• The e-mail account is not a publically accessible web-mail based service (ex: hotmail, yahoo mail, gmail etc)</li> </ul>
	Fax	<p>Contractor can transmit Protected A Data to AANDC via fax so long as the following requirements are met:</p> <ul style="list-style-type: none"> <li>• The sending fax machines is located on the contractor's premises</li> <li>• The sender contacts the recipient to confirm fax number and advise recipient of incoming fax</li> <li>• Recipient is present at the fax machine ready to receive fax</li> <li>• Sender obtains confirmation from sender of receipt</li> </ul>

	Wireless Communications	<p>If a wireless access point is installed on the contractor's premises, and devices processing AANDC data will be connected to this network, the wireless infrastructure must at a minimum include the following safeguards:</p> <ul style="list-style-type: none"><li>▪ The administrator user name and password must be changed from their default values.</li><li>▪ The network name (SSID) has been changed from its default value.</li><li>▪ WPA2 encryption with an AES algorithm enabled.</li></ul>
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NUTRITION NORTH CANADA  
PROGRAM

NATIONAL MANUAL

For Program Recipients

Last updated: October 25, 2013

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## Updates since the previous version (April 1, 2013)

- Modification of the due date of the second Monthly Forecast Report, which is due on December 1<sup>st</sup> instead of November 1<sup>st</sup> (error in the previous version of the Manual).

## Glossary

**AANDC** – Acronym for the Department of Aboriginal Affairs and Northern Affairs Canada, which is responsible for the Nutrition North Canada (NNC) program. In the contribution agreements, the Department is referred to as DIAND (Department of Indian Affairs and Northern Development), which represents the legal name of the Department as per the Act under which the Department was created in 1985.

**Aboriginal-owned business** - A band as defined by the Indian Act, a sole proprietorship, a limited company, a co-operative, a partnership, a not-for-profit organization in which Aboriginal persons have at least 51 percent ownership and control, OR a joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture. When an Aboriginal business has six or more full-time employees at the date of submitting their application, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contribution (funding) agreement.

**Aboriginal people** - A collective name for the original peoples of North America and their descendants. The Constitution of Canada recognizes three groups of Aboriginal people: Indians (commonly referred to as “First Nations”), Métis and Inuit. These are three distinct peoples with unique histories, languages, cultural practices and spiritual beliefs.

**Advance payments** - Payments, specifically provided for in the funding agreement for a contribution, that are made before the performance obligations of the funding agreement that would justify payment of the contribution have been met.

**Applicant** - An entity that applies to become a registered recipient under the Nutrition North Canada (NNC) Program.

**Community eligibility list** - A list of isolated Northern communities that are eligible for the NNC Program.

**Compliance review** - An independent assessment to provide assurance on a recipient's compliance with a funding agreement. The scope of a recipient audit may address any or all financial and non-financial aspects of the funding agreement.

**Country foods** (also referred to as “Traditional foods”) - Foods that are obtained through local hunting, fishing or harvesting activities. Examples include caribou, ptarmigan, seal, Arctic char, shellfish and berries.

**Country Food Processor/Distributor** - A country food processor/distributor located in an eligible community, who possesses a Canada Revenue Agency issued Business Number, who supplies eligible items to eligible communities, who meets the Program’s eligibility criteria as set by AANDC and who agrees to the terms and conditions of the arrangement to be made with AANDC to govern the transfer of funds (the subsidy). There are currently three Country Food Processors that are recognized by NNC and therefore eligible to become a recipient of the subsidy: Kitikmeot Food Ltd. (Cambridge Bay, NU), Kivalliq Arctic Foods Ltd. (Rankin Inlet, NU) and Pangnirtung Fisheries Ltd. (Pangnirtung, NU).

**Contribution** - See *Subsidy*

**Contribution agreement (CA)** (also referred to as “funding agreement”) - A written agreement or document constituting an agreement between the Government of Canada and a recipient and setting out the obligations or understandings of both parties with respect to one or more transfer payments.

**Direct order** - The purchase of eligible items from southern suppliers registered with the NNC Program as a means to benefit from the subsidy. Direct orders can be made by northern retailers (i.e. northern retail orders); eligible commercial establishments (i.e. establishment orders by hotels, restaurants, etc); eligible social institutions (i.e. institutional orders by daycares, schools, etc); or individuals (i.e. personal orders).

**Eligible Community** - An isolated northern community without year-round marine or land access that is eligible for a subsidy under the NNC Program. The list of eligible communities is posted on the AANDC website and subject to occasional revision by the Department (<http://www.nutritionnorthcanada.ca/isr/index-eng.asp>).

**Eligibility criteria** - A set of characteristics or requirements that must be satisfied before an applicant can enter into a funding agreement (e.g., must possess a valid Business Number issued by The Canada Revenue Agency, must sell eligible items).

**Establishment order** - A feature of the NNC Program that allows establishments (hotels, restaurants, etc.) in eligible communities to benefit from the subsidy when buying eligible items directly from a Southern Supplier that is registered with the NNC Program.

**Experience in shipping in the North** - Experience in shipping a minimum of 15,000 (Kg) by air to eligible communities over the last two calendar years.

**Funding agreement** - See *Contribution agreement*

**Institutional order** - A feature of the NNC Program that allows institutions (e.g. schools, daycares) in eligible communities to benefit from the subsidy when buying eligible items directly from a Southern Supplier who is registered with the NNC Program.

**Item eligibility list** - A list of items that are eligible for subsidy under the NNC Program. The list is posted on the AANDC website and subject to occasional revision by the Department (<http://www.nutritionnorthcanada.ca/fel/index-eng.asp>). Eligible items are divided into five categories for program reporting purposes:

- Foods in Category 1, considered to be the most nutritious, receive a higher level of subsidy to encourage their consumption (Level 1).
- Foods in Category 2 receive a lower level of subsidy (Level 2) to reflect either a lower level of nutritional value or the fact that these foods can be shipped by more cost-effective modes of transportation than by air.
- Non-perishable foods in Category 3 and non-food items in Category 4 are eligible for the lower level of subsidy (Level 2) when shipped by air to Old Crow, Yukon only.
- Country foods supplied by Country Food Processors/Distributors make up Category 5.

**Marine service** - The transport of goods to communities by means of sealift, ferry and barge.

**Northern Retailer** - A retailer who operates stores located in eligible communities, where eligible items are available for purchase, who possesses a Business Number issued by the Canada Revenue Agency, who meets the Program's eligibility criteria as set by AANDC and who agrees to the terms and conditions of the arrangement to be made with AANDC to govern the transfer of funds (the subsidy).

**Northern retailer order** - A feature of the NNC Program that allows northern retailers in eligible communities to benefit from the subsidy by buying eligible items directly from a Southern Supplier that is registered with the NNC Program.

**Packaged weight** - Weight of eligible items, including the weight of the product container (e.g. plastic jug containing milk) and the weight of the container in which a number of eligible items are packaged for shipment (e.g. cardboard box containing 12 jugs of milk).

**Personal order** - A feature of the NNC Program that allows individuals living in eligible communities to benefit from the subsidy by buying eligible items directly from a Southern Supplier that is registered with the NNC Program.

**Recipient** - An entity that has signed a contribution agreement with AANDC to receive a contribution under the NNC Program.

**Recipient General Risk Assessment (General Assessment (GA))** - The GA is a risk assessment tool that will be applied to all recipients in order to provide an assessment of a recipient's performance relative to its funding agreement. The GA will help determine the

appropriate level of management support required for a recipient to control and mitigate risk in the management of its funding agreement.

**Runtime** –Computer application created by Crawford and Company used to create and submit NNC itemized shipment reports and subsidy claims. This application can replace the need to manually fill the above-mentioned documents in the prescribed Excel format.

**Selection criteria** - A set of characteristics and experience that describe suitable rationale for ranking and selecting Southern Supplier applicants.

**Southern Supplier** - A retailer and/or wholesaler who operates a business located in Canada, where eligible items are available for purchase, who possesses a Canada Revenue Agency issued Business Number, who sells eligible products to northern retailers, eligible institutions, establishments and individuals, who meet the Program’s eligibility criteria as set by AANDC and who agrees to the terms and conditions of the arrangement to be made with AANDC to govern the transfer of funds (the subsidy).

**Subsidy** (also referred to as “contribution”) - An amount of money that the federal government transfers to recipients to help reduce the cost of eligible items in eligible isolated northern communities.

**Subsidy Level** - Subsidy rates for each community are classified into three levels.

- Level 1 (higher level) applies to foods in Category 1.
- Level 2 (lower level) applies to foods in Category 2.
  - Level 2 (lower level) applies to foods in Category 3 and to non-food items in Category 4 only when shipped by air to Old Crow, Yukon.
- Country Food (CF) applies to country foods in Category 5, i.e. supplied from Country Food Processors/Distributors, either registered with or recognized by NNC.

**Subsidy Rate** - Refers to the amount of money per kilogram that AANDC pays to a recipient for an eligible item shipped by air. This rate is different for each community and for each subsidy level. The rates are posted on the AANDC website and subject to occasional revision by the Department (<http://www.nutritionnorthcanada.ca/istr/index-eng.asp>).

## **1.0 Introduction**

### **1.1 Purpose of the Manual**

This manual is intended to assist recipients of Nutrition North Canada's (NNC) subsidy in fulfilling the terms and conditions of their contribution agreements.

### **1.2 Intended Audience**

The primary intended users of the manual are recipients of the NNC subsidy. These include Southern Suppliers, Northern Retailers and Country Food Processors/Distributors registered with the program.

This manual is intended to be a public document. It may be copied and distributed without restrictions.

### **1.3 What the Manual Covers**

The manual provides a glossary of terms pertaining to the program. It provides a background on the program, a summary of roles and responsibilities, a description of the Funding Agreement, and guidance in reporting and claims processing.

### **1.4 Revision Process**

As the NNC program evolves, changes to the manual will be required from time to time. As changes are made, this manual will be updated and reissued.

Until the Manual is available online on Aboriginal Affairs and Northern Development Canada's (AANDC) web site, up-to-date versions will be provided by e-mail to all recipients.

## **2.0 Background**

### **2.1 History**

On April 1, 2011, the *Food Mail Program* (Food Mail) was replaced by Nutrition North Canada (NNC), a new Government of Canada food subsidy program. NNC provides improved access to healthy food for Northerners by applying a higher level of subsidy to the most perishable nutritious foods.

## **2.2 Program Objectives and Principles**

The objective of the NNC program is to make healthy foods more accessible to residents of isolated northern communities that lack year-round surface and marine transportation links with southern centres. Specifically, the program aims to reduce the cost of nutritious perishable food to must be flown-in, thereby improving nutrition, health and well-being in isolated northern communities.

Since the objective of the Program is to pass the subsidy on to the consumer, in the form of a price discount at the retail level, recipients of the contribution payments are required to distribute it to their clients at the time of purchase.

## **3.0 Roles and Responsibilities**

### **3.1 Role of Program Recipients**

Under this program, registered retailers and suppliers are responsible for managing their own supply chain and are accountable for passing the savings associated with the subsidy along to their clients. This streamlined approach improves efficiency and ensures Northerners get the maximum benefit from the subsidy for healthy foods.

They are also responsible to respect the requirements described in their respective contribution agreement and in this Manual.

### **3.2 Role of Saskatchewan Indian Institute of Technologies**

The Saskatchewan Indian Institute of Technologies (SIIT) provides academic, career education and training to First Nations adults in Saskatchewan. SIIT has partnered with Crawford Canada to manage and deliver all claims processing services of the subsidy program as defined by NNC.

SIIT, in partnership with Crawford Canada, was awarded the contract to develop a claims processing system and administer a process for verifying shipping invoices and documents to reimburse recipients for the shipment of foods. Audits and financial controls will be used to ensure the subsidy is applied only to eligible foods.

SIIT is accountable for the overall project management including the supervision of the NNC subsidy program evaluators and the timely verification of all monthly claims submitted by the recipients participating in the program. This includes verifying a randomly selected subset of line entries from the monthly itemized claims report. Based on their evaluation, the claim will either be moved forward into the audit process or declared deficient requiring additional information or clarification. Regular contact with the recipients in the form of written and telephone communications is required including answering recipients' questions regarding deficiency letters or other questions related to the program.

### **3.3 Role of Crawford and Company (Canada) Inc.**

Crawford Class Action Services (“CCAS”) is an operating Division of Crawford and Company (Canada) Inc., a wholly owned subsidiary of Crawford and Company, the largest claims adjudication and management firm in the world.

CCAS provides verification support and assistance to NNC subsidy program evaluators. CCAS staff members are available during normal business hours to assist and provide one-on-one advice during verification. Once a monthly claim has been verified and validated by the evaluators, CCAS will perform an independent audit of their findings to ensure the claim has been completed under NNC program requirements.

CCAS also provides training and end-user support for the Electronic Document Interchange (EDI), which is a secure and efficient technology for the electronic transfer of documents. The EDI is used by the recipients to securely transport their monthly claim forms, itemized reports and back up documents, as required, to CCAS and SIIT. The EDI Help Desk is available Monday – Friday from 9:00 AM – 6:00 PM Eastern.

The Crawford Class Action Administration Database System (CAADS) is the computer claims administration system used by Crawford Class Action Services for recording and tracking all aspects of the claim from receipt to recommendation. A special version of CAADS was created to accommodate the specific requirements of the Nutrition North Canada program. CAADS tracks all aspects of the claims process from intake to payment recommendation. CAADS can produce custom designed reports on almost all data that is captured. Any verbal or written correspondence is tracked within CAADS and this includes the exact date and time that the particular note was entered into the system.

### **3.4 Role of Nutrition North Canada (NNC) Officials**

NNC officials are responsible for the overall management of the subsidy program. With respect to recipients, this includes:

- Managing program policies and operations (e.g. subsidy rates, eligibility lists, etc.);
- Implementing, managing and enforcing the contribution agreements;
- Providing of guidance, interpretations and decisions with respect to program rules and policies;
- Making subsidy payments to recipients;
- Analyzing program data and managing the program’s budget;
- Raising awareness and communicating the program and its various elements;
- Etc.

## 4.0 Contribution Agreement

The Contribution Agreement (CA) governs the terms and conditions under which recipients will receive their subsidies. The CA specifies the recipient's responsibilities for services, record keeping and reporting among other things. It provides access by Canada to the recipient's records and auditors' access to accounts, records and premises. Five annexes are attached to and form part of the Agreement:

- Annex 1 – Definitions of Words and terms underlined in the Agreement
- Annex 2 – Program, Service, and Activity Delivery Requirements and Adjustment Factors – DIAND funding
- Annex 3 – Conditions of Payment – DIAND funding
- Annex 4 – Payment Plan
- Annex 5 – Reporting Requirements and Due Dates – DIAND funding

### 4.1 Annex 1 – Definitions of Words and terms underlined in the Agreement

This annex provides the meaning of certain words and terms used in the contribution agreement.

### 4.2 Annex 2 – Program, Service, and Activity Delivery Requirements and Adjustment Factors – DIAND funding

This annex refers to this Manual with respect to program delivery requirements. These requirements include:

#### ***Respect of Program Rules***

Recipients must respect program rules and policies which are amended from time to time.

For example, it is not the intent of the NNC program to subsidize the operations of resource companies, construction companies and government establishments in or near eligible communities. Therefore, northern retailers, southern suppliers and country food processors / distributors registered with NNC will not be allowed to claim a subsidy for products sold to or ordered on behalf of the following kinds of businesses and establishments (note: the list is not intended to be comprehensive):

- mining companies
- oil and gas companies
- exploration companies and camps
- companies providing support activities for mining and oil and gas extraction, exploration and development
- surveying and mapping services
- construction companies
- environmental cleanup operations
- electricity companies

- weather stations
- research stations and projects
- military establishments and operations
- other such businesses and establishments

All recipients must ensure that they do **not** claim a subsidy for eligible items sold/shipped to businesses and government agencies in accordance with the Program’s policy (<http://www.nutritionnorthcanada.ca/pg/index-eng.asp>). In addition, Southern Suppliers must inform their clients that they cannot sell and/or ship subsidized items to such businesses and government agencies.

### ***Passing on the Subsidy***

Recipients must ensure that they pass on the subsidy to consumers at the time of sale and certify in each claim submission that the subsidy is fully passed on. Fully passing on the subsidy means that the entire amount of the subsidy is deducted from selling prices and that the recipient will calculate profit margins on the product “landed” cost net of the subsidy.

### ***Claims and Reporting***

Claiming and reporting requirements and instructions are explained in Section 5 and Appendix A of this Manual.

At AANDC’s discretion, the Recipient may also be required to provide additional reasonable reports with respect to the program.

Recipients must make the necessary arrangements to ensure that, in situations where the Recipient and its northern retail clients or southern supplier are both registered recipients under the program, claims and reports do not include any duplication, i.e., only one of them can include the items shipped between the two parties in their monthly claims and reports.

### ***Type and Nature of Eligible Costs***

Recipients can claim a subsidy only for eligible costs. The payments are based on the packaged weight of eligible items shipped by air to eligible communities. Payment amounts are calculated using the following formula: weight (Kg) of eligible items shipped multiplied by the subsidy rate for the community where it was shipped and for the appropriate subsidy level (level 1, level 2 or country food).

Lists of eligible items by subsidy level are maintained by AANDC and posted on the Program’s website (<http://www.NutritionNorthCanada.ca>).

A schedule of subsidy rates per kilogram per community is maintained by AANDC and posted on the Program’s website. Subsidy rates vary by community and by subsidy level (<http://www.nutritionnorthcanada.ca/isr/index-eng.asp>).

Recipients may be entitled to claim an administration fee to cover a portion of its incremental costs associated with the requirements of the contribution agreement such as claims processing, program visibility and reporting. This fee is negotiated between the recipients and AANDC, based on reasonable incremental expenditures, is identified in Annex 3 of the contribution agreement, and included in the total amount of the agreement. The Recipient must include the allocated monthly fee on its claims for the subsidy.

At AANDC's request, the Recipient may be required to pass on additional funding to its northern retail clients in compensation for food pricing reports produced by the northern retail client. The Requests to produce such reports would be made directly from AANDC to the northern retail client.

### ***Program Visibility***

Recipients must ensure that the NNC Program is visible and the subsidy is transparent to consumers as follows:

- Southern Suppliers and Country Food Processors/Distributors must clearly identify the amount of the price reduction associated with the subsidy. An example of proper identification is provided in Appendix D. If instructed, they must also include communication material and other information about the program that has been provided to them by AANDC.
- Northern Retailers must include on-receipt messages (80 characters maximum) accepted by AANDC through notices to the recipient. They must also provide in-store signage and displays as follows:
  - Install posters in every store benefiting from the Program in **areas where they will be visible to customers** (within five days of receiving them from AANDC). Posters can be supplemented or replaced by on-screen displays where the technology is available.
  - Install shelf hangers to identify key products that are subsidized in every store benefiting from the Program (within five days of receiving them from AANDC).
  - Distribute information/promotional material provided by AANDC to customers in every store benefiting from the Program.
  - Install or distribute in every store benefiting from the Program, other information/promotional material provided by AANDC.
  - It is recognized that movable visibility products may be displaced or damaged over time. The recipient will make a reasonable effort to maintain their presence in its stores and replace lost or damaged material.

- It is understood that the recipient will not be forced to install or distribute material that promotes provisions of the program that are not in the recipient's business interests.
- Recipients will also make the program visible through the use of other tools and activities as agreed to by both parties of the Contribution Agreement.
- Northern Retailers will work with Health Canada officials or with a third party named by Health Canada to support nutrition education and health promotion activities.

### ***Adjustment Factors***

This annex also provides information on the adjustment factors that may affect the funding provided to the recipient. AANDC can adjust the funding provided to reflect changes in the amount of kilos shipped, changes in subsidy rates and/or changes in communities served.

### **4.3 Annex 3 – Conditions of Payment – DIAND funding**

Funding under the NNC is transferred to recipients as Set Contribution Funding (SET), which means that any unexpended funding or ineligible costs must be reimbursed by the recipient to Canada. This annex provides the total initial maximum amount payable under of the agreement, which is subject to adjustment, as the Department reconciles and adjusts actual claims monthly. Although Annex 4 is updated monthly, no revisions are recorded to the total funding amount identified in Annex 3 for the duration of the funding period.

Annex 3 also provides information on provisions for advance payments (when applicable), administration fee allocations (when applicable) and holdback requirements. It also describes the requirements to be met in order for a payment to be made to the recipient.

### **4.4 Annex 4 – Payment Plan**

Four components or tables comprise the Payment Plan. Each of these tables identifies the Arrangement # and Type, and Recipient number and name. This four digit recipient number is assigned for internal departmental purposes and should not be confused with the 4-letter Recipient ID assigned to each recipient by the NNC program. The tables are specific to the Contribution Agreement that was signed by the recipient and can be updated monthly to reflect actual claims and revised forecasts.

The first Table (1.0 Program/Service Budgets, Authorities and Schedule of Monthly Payments Plan) is explained here. Tables 2 to 4 are based on Table 1 in alternative formats and are intended for internal departmental purposes.

**Recipients without Advance Payments:**

When the contribution agreement is signed, P1 to P12 will show 0.00. The amount recorded under “Pool” will be equivalent to the maximum amounts payable as per Annex 3. As claims are processed each month, P1 to P12 will be updated and the amounts will be deducted from the “Pool”. The funding provided to the recipient can be adjusted by AANDC to reflect changes in the amount of kilos shipped, changes in subsidy rates and/or changes in communities served. Adjustments made to the Annex 4 total will not be reflected in Annex 3.

Since payments are made based on verified claims, there will be no “Holdback” for recipients without advance payments.

**Recipients with Advance Payments:**

When the contribution agreement is signed, the first three months (P1 to P3) will reflect advance payments to be made based on the forecast of estimated monthly shipments provided by the recipient. P4 to P12 will show 0.00. The amount recorded under “Pool” will be equivalent to the maximum amounts payable as per Annex 3 minus these three payments and the indicated “Holdback” amount.

Subsequent advance payments will be made based on revised forecasts of estimated monthly shipment reports to be provided by the recipient according to Annex 5 and adjusted by the amount of previous months’ actual claims made by the recipient. Subject to timely submission of complete and accurate claims and reports according to Annexes 3 and 5, advance payments will be made on the first day of each month covered by the agreement, with the exception of the first month, for which the advance payment will be made within 28 days of signature of the agreement.

The advance payment for the last month of the agreement will be reduced by a holdback amount and payment will be made in accordance with the Agreement.

As claims are processed each month, P4 to P12 will be updated and the amounts will be deducted from the “Pool”. The funding provided to the recipient can be adjusted by AANDC to reflect changes in the amount of kilos shipped, changes in subsidy rates and/or changes in communities served. Adjustments made to the Annex 4 total will not be reflected in Annex 3.

To be entitled to advance payments under the terms of the agreement, the recipient must provide AANDC with a copy of its latest financial statements and meet certain criteria with respect to the General Risk Assessment.

#### 4.5 Annex 5 – Reporting Requirements and Due Dates

Annex 5 lists the reports that are to be provided by the recipient, in addition to the reports required under “Conditions of Payment”.

All recipients must submit updated Forecasts of Estimated Monthly Shipment by August 1<sup>st</sup>, December 1<sup>st</sup> and February 1<sup>st</sup>.

Itemized Shipment Reports and Subsidy Claims are due on the 15<sup>th</sup> of each month. Since these reports are “Conditions of Payment,” they are not listed in Annexe 5 of Contribution Agreements.

Northern Retailers must produce monthly Food Prices Reports between the 12<sup>th</sup> and the 18<sup>th</sup> of each month and submit them by the 25<sup>th</sup> of each month. Since these reports are “Conditions of Payment,” they will not be listed in Annexe 5 of Contribution Agreements beginning in 2013-14.

## 5.0 Recipient Reporting Guide

There are two types of reports recipients must produce in order to receive payments for the subsidy:

- 1) Payment request requirement reports as per Annex 3; and
- 2) Reports identified in Annex 5.

**All reporting requirements must be met before a subsidy payment can be made.**

**Untimely or incomplete/inaccurate submission of claims and reports will affect the timing of subsidy payments, may affect recipients' eligibility to receive advance payments and could prevent the funding agreement from being renewed.**

Recipients must respond to claims and reports related inquiries or requests from the claims processor or NNC within five (5) working days.

### 5.1 Payment Request Requirement Reports

#### 5.1.1 NNC Itemized Shipment Report

The Itemized Shipment Report, along with the Claim Form, is the basis on which monthly payments for the subsidy are made. It must be submitted electronically, in the prescribed Excel format or via Runtime, **within 15 days of the end of the month for which a claim is submitted (with the exception of the claim for the month of March which must be submitted by April 6)**. This monthly report must provide the total *weight* of items in kilogram shipped to a community, broken down by NNC Item ID and client. Each line must be tagged to the appropriate Proof of Content delivered number(s) (e.g. invoice) and Proof of Delivery number(s) (e.g. waybill). The sum of weights by community and subsidy level (and by client type for Southern Suppliers and Country Food Processors/Distributors) must be reported on the Subsidy Claim Form (this is done automatically when using Runtime).

Excel forms are provided via e-mail by NNC to recipients not using Runtime.

Instructions for completing and submitting the Itemized Shipment Report in Excel format are presented in **Appendix A** of this manual. Instructions for utilization of the Runtime application are provided by Crawford and Company.

Information contained in the Itemized Shipment Reports will also be consolidated by AANDC to report to the public on program usage (weight) and funding (subsidy) by period, community, recipient, client type, etc.

#### 5.1.2 NNC Subsidy Claim Form

The Claim Form, along with the Itemized Shipment Report, is the basis on which monthly payments for the subsidy are made. It must be submitted electronically via Crawford's EDI, in

the prescribed Excel format, or via Runtime, within 15 days of the end of the month for which a claim is submitted (with the exception of the claim for the month of March which must be submitted by April 6).

**Note that NNC will not be able to make any subsidy payment for any claim submitted after April 6 of every year.** This deadline is a requirement of the Receiver General for Canada so the program does not have any discretion regarding this deadline.

An authorized representative of the recipient must sign-off on the Claim Form to certify that the information contained on the claim is accurate and that the subsidy is fully passed on to their clients. A scan of the signed copy must also be submitted via Crawford's EDI at the time of submission of the claim. Recipients submitting their claims via Runtime do not need to sign the claim but must provide this attestation electronically within the application before submitting a claim.

Unless specified otherwise, the Claim Form and Itemized Shipment Report must be accompanied by electronic copies of all invoices and waybills associated with the claim.

Excel forms are provided via e-mail by NNC to recipients not using Runtime. New forms are prepared and sent by NNC when subsidy rates are updated (usually in April and October).

Instructions for completing and submitting the NNC Subsidy Claim Form are presented in Appendix A of this manual. Instructions for utilization of the Runtime application are provided by Crawford and Company.

### **5.1.3 NNC Food Prices Report (Northern Retailers only)**

The Food Prices Report, submitted by Northern retailers only, is used to track trends in food prices over time. Northern retailers must submit the actual selling prices of a pre-determined list of items for every store they operate, and claim a subsidy for, in eligible communities. These prices are used to calculate the price of the Northern Food Basket (four a family of four for one week) for all eligible communities. An average basket price is calculated when more than one retailer operate in a single community. Information on food prices by community will be posted regularly on the program's website.

This monthly report must be **produced between the 12<sup>th</sup> and the 18<sup>th</sup>** of each month and submitted electronically, in the prescribed Excel format, **by the 25<sup>th</sup>** of each month.

Instructions for completing and submitting the NNC Food Prices Report are presented in **Appendix A** of this manual.

## 5.2 Other Reporting Requirements as per Annex 5 of the Agreement

### 5.2.1 NNC Monthly Forecast Report

The Monthly Forecast Report is required to determine the appropriate advance payments to be made (when applicable) and to allow NNC to manage the program's fixed subsidy budget. Updated forecasts must be submitted electronically in the prescribed Excel format, and are due:

- By **August 1<sup>st</sup>**: updated monthly forecast for the remaining 8 months of the fiscal year (August to March)
- By **December 1<sup>st</sup>**: updated monthly forecast for the remaining 5 months of the fiscal year (December to March)
- By **February 1<sup>st</sup>**: monthly forecast for the upcoming fiscal year (April to March)

Forms, in Excel format, are provided to recipients by NNC via e-mail, a few weeks prior to the due dates.

Instructions for completing and submitting the NNC Monthly Forecast Report are presented in **Appendix A** of this manual.

## Appendix A: Reporting Instructions

### Payment Request Requirements

Each month, recipients must submit an electronic claim for the subsidy (if they shipped eligible items during the month). A full claim submission is comprised of:

1. Itemized Shipment Report in prescribed Excel format or done via Runtime
2. Subsidy Claim Form in prescribed Excel format or done via Runtime
3. Scanned copy of the signed Subsidy Claim Form (e.g. pdf) (not required when done via Runtime)
4. Copies of all invoices and waybills related to the claim (unless specified otherwise by NNC)

All elements must be submitted electronically, via Crawford's EDI to **Claim submission – Demande de remboursement** (see Appendix C for sending instructions), **within 15 days of the end of the month for which a claim is submitted (with the exception of the claim for the month of March which must be submitted by April 6).**

**Note that NNC will not be able to make any subsidy payment for any claim submitted after April 6 of every year.** This deadline is a requirement of the Receiver General for Canada so the program does not have any discretion regarding this deadline.

**In situations when no claim is being submitted for a specific month, recipients must notify NNC, by sending a message via Crawford's EDI to Claim submission – Demande de remboursement.**

Northern Retailers must also produce a Food Price Report every month for a payment to be processed.

#### 1. Itemized Shipment Report in Excel format

Whether they are produced manually or automatically via recipients' informatics systems, the Itemized Shipment Report provided must be submitted electronically via Crawford's EDI, in Excel format, and contain all the mandatory fields, in the same order as presented below. In addition, the appropriate values presented in the table below must be correctly reflected. NNC will provide the Excel spreadsheet to be used via e-mail when required.

The sum of weights by community and subsidy level (and by client type for Southern Suppliers and Country Food Processors/Distributors) must be reported on the Subsidy Claim Form. To facilitate this task, the form provided contains filters on the second line (for more information on how to use filters, refer to your Excel Help function by clicking on the “?” icon).

*a) Itemized Shipment Report for Northern Retailers and Southern Suppliers*

Field	Description	Format	Values
Fiscal Year	Government fiscal year for which the report is being submitted	Use dropdown menu	2012-2013
Period	Period for which the report is being submitted	Use dropdown menu	01 = April, 02 = May,... , 12 = March
Recipient Type	Category of recipient	Use dropdown menu	N = Northern Retailer, S = Southern Supplier, C= Country Food Processor/Distributor
Recipient ID	Your 4 letter ID supplied to you by AANDC	Use dropdown menu	AANDC provided a 4 letter ID unique to each recipient
Community ID	Alphabetic ID of the community where items are shipped.	Use dropdown menu (Appendix B, Table 1 contains a list ID codes for all Eligible Communities)	e.g., Akulivik=QC-NQC-AKU
Client Type	This information varies only for Southern Suppliers and Country Food Processor/Distributors. <u>Northern Retailers will always use R in this field.</u>	Use dropdown menu	Client Type must be one of: P= individual, S = social institution (school, daycare), R =Northern retailer, E = Establishment (hotel/restaurant)
Client Name	This information must be provided by Southern Suppliers and Country Food Processor/Distributors.  <u>Names must not be provided for individuals</u> , only for social institutions, northern retailers, and establishments.  Data for shipments to individuals must be aggregated under a single client name identified as: "Individual/Particulier".	Text	e.g., Corner gas
NNC Item ID	A NNC-specific code used to identify the eligible item. The first digit of the code is linked to the subsidy level.	Field will be populated automatically by making a selection for "NNC Item	e.g., 1-A01, 2-B03 (see Appendix B, Table 2 for all values).

Field	Description	Format	Values
		Description".  In cases where the recipient requested that the selection be made on the NNC Item ID, use dropdown menu.	
NNC item Description	Description of the item shipped.	Use dropdown menu.  In cases where the recipient requested that the selection be made on the NNC Item ID, the field will be populated automatically by making a selection for "NNC Item ID".	e.g. Bell peppers (green, yellow, orange and red) (see Appendix B, Table 2 for all descriptions).
Subsidy Level	Subsidy rates are classified into 3 levels. Higher Subsidy (Level 1) is for foods with ID codes beginning with 1. Lower Subsidy (Level 2) is for items with ID codes beginning with 2, 3 or 4 (3 and 4 are only for Old Crow, Yukon). Subsidy Level CF is for country food with ID codes beginning with 5.	Field will be populated automatically by making a selection for "NNC Item Description" or "NNC Item ID".	1= Subsidy Level 1, 2= Subsidy Level 2, CF = Subsidy level for country food supplied from Country Food Processors/ Distributors
Weight Shipped in kg* <b>See Note</b>	The total weight of a specific item, shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal	e.g., 200.5
Proof of Content Delivered #	The proof of content delivered (e.g. invoice) number(s) associated with the shipment of the NNC Item.	General	TBD by recipient
Proof of Delivery #	The proof of delivery number (s) (e.g. air waybill) associated with the shipment of NNC Item.	General	TBD by recipient



***b) Itemized Shipment Report for Country Food Processors/Distributors***

Field	Description	Format	Values
Fiscal Year	Government fiscal year for which the report is being submitted	Use dropdown menu	2012-2013
Period	Period for which the report is being submitted	Use dropdown menu	01 = April, 02 = May,... , 12 = March
Recipient Type	Category of recipient	Field will be populated automatically by making a selection for "Period".	C= Country Food Processor/Distributor
Recipient ID	Your 4 letter ID supplied to you by AANDC	Use dropdown menu	AANDC provided a 4 letter ID unique to each recipient
Community ID	Alphabetic ID of the community where items are shipped.	Use dropdown menu (Appendix B, Table 1 contains a list ID codes for all Eligible Communities)	e.g., Akulivik=QC-NQC-AKU
Client Type	This information varies only for Southern Suppliers and Country Food Processor/Distributors. <u>Northern Retailers will always use R in this field.</u>	Use dropdown menu	Client Type must be one of: P= individual, S = social institution (school, daycare), R =Northern retailer, E = Establishment (hotel/restaurant)
Client Name	This information must be provided by Southern Suppliers and Country Food Processor/Distributors.  <u>Names must not be provided for individuals</u> , only for social institutions, northern retailers, and establishments.  Data for shipments to individuals must be aggregated under a single client name identified as: "Individual/Particulier".	Text	e.g., Corner gas

Field	Description	Format	Values
NNC Item ID	A NNC-specific code used to identify the eligible item. The first digit of the code is linked to the subsidy level.	Field will be populated automatically by entering a name in the "Client Name" field.	The unique NNC Item ID for Country Food supplied by Northern Country Food processors/distributors is 5-D01 - <i>Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied by Northern Country Food processors/distributors</i>
NNC item Description	Description of the item shipped.	Field will be populated automatically by entering a name in the "Client Name" field.	The unique NNC Item Description for Country Food supplied by Northern Country Food processors/distributors is <i>Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied by Northern Country Food processors/distributors</i>
Subsidy Level	Subsidy rates are classified into 3 levels. Higher Subsidy (Level 1) is for foods with ID codes beginning with 1. Lower Subsidy (Level 2) is for items with ID codes beginning with 2, 3 or 4 (3 and 4 are only for Old Crow, Yukon). Subsidy Level CF is for country food with ID codes beginning with 5.	Field will be populated automatically by entering a name in the "Client Name" field.	CF = Subsidy level for country food supplied from Country Food Processors/ Distributors
Weight Shipped in kg* <b>See Note</b>	The total weight of a specific item, shipped to a specific community, within the reporting period, expressed in kg.	Numeric to 1 decimal	e.g., 200.5
Proof of Content Delivered #	The proof of content delivered (e.g. invoice) number(s) associated with the shipment of the NNC Item.	General	TBD by recipient
Proof of Delivery #	The proof of delivery number (s) (e.g. air waybill) associated with the shipment of NNC Item.	General	TBD by recipient



## 2. Subsidy Claim Form in Excel format

If the Runtime application is not used, the mandatory Excel form to be used includes pre-populated cells and is provided in advance to recipients by NNC via e-mail every time subsidy rates are modified. Recipients are to fill in cells highlighted in blue only.

You must “Enable macros” to use the file.

When asked to update links, click: “Continue” or “Do not update” (depending on the Excel version used).

Note that there are two pages (tabs) in the Excel file. Sections A to C are on page 1 and section D is on page 2.

The sum of weights by community and subsidy level (and by client type for Southern Suppliers and Country Food Processors/Distributors) from the Itemized Shipment Report must be reported on page 2 of the Subsidy Claim Form.

The completed form must be submitted electronically, via Crawford’s EDI.

Form structure varies according to the following types of recipients:

- a) Northern Retailers without provision for packaging
- b) Northern Retailers with provision for packaging
- c) Southern Suppliers without provision for packaging
- d) Southern Suppliers with provision for packaging
- e) Country Food Processors/Distributors without provision for packaging
- f) Country Food Processors/Distributors with provision for packaging

**a) Subsidy Claim Form for Northern Retailers without provision for packaging**

This form is used by Northern Retailers when packaging is already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	General	
Recipient ID	ID provided by AANDC	4 letters	AANDC provided a 4 letter ID unique to each recipient
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/Territory	Mailing address	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with contribution agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the recipient and AANDC, based on reasonable incremental expenditures and identified in the contribution agreement.	Enter the monthly amount negotiated with AANDC

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b> <b>This section summarizes information provided on the Recipient’s Itemized Shipment Report.</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Weight	Shipment Weights (Kg) for Subsidy Level 1, Subsidy Level 2, Country Food from Cambridge Bay, Country Food from Rankin Inlet Country Food from Pangnirtung	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community on the Itemized Shipment Report

➤ Subsidy Claim Form for Northern Retailers without provision for packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Northern Retailers  
Effective October 1, 2011**

*Please provide input for cells highlighted in blue only*

**SECTION A - Recipient Information**

<b>Company Name</b>		<b>Recipient I.D.</b>
<b>Company Address</b>		
<b>City/Town</b>	<b>Province/Territory</b>	<b>Postal Code</b>
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)		
<b>Title</b> <input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input checked="" type="radio"/> Other	<b>Given Name</b>	<b>Family Name</b>
<b>Telephone</b>	<b>Email</b>	<b>Facsimile</b>
<b>Language of Preference</b> <input checked="" type="checkbox"/> English <input type="checkbox"/> French		

**SECTION B - Totals Per Subsidy Level**

Claim Period (mm-dd-yy)	From	To	Total Weight (Kg)	Total Subsidy (\$)
Total of Subsidy Level 1			-	-
Total of Subsidy Level 2			-	-
Total of Subsidy for Country Food from Cambridge Bay			-	-
Total of Subsidy for Country Food from Rankin Inlet			-	-
Total of Subsidy for Country Food from Pangnirtung			-	-
Administration fee		<del>X</del>		
<b>Total</b>			-	-

**SECTION C - CERTIFICATION**

As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consumers.

\_\_\_\_\_  
 Name

\_\_\_\_\_  
 Position Title

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date (mm/dd/yy)

➤ Subsidy Claim Form for Northern Retailers without provision for packaging (p.2)

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<a href="#">Click to Add a New Community</a>

<b>Community Name:</b>	<b>Community I.D.:</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total</b>	-		-

<b>Community Name:</b>	<b>Community I.D.:</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total</b>	-		-

<b>Community Name:</b>	<b>Community I.D.:</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
Subsidy for Country Food from Cambridge Bay		-	-
Subsidy for Country Food from Rankin Inlet		-	-
Subsidy for Country Food from Pangnirtung		-	-
<b>Total</b>	-		-

***b) Subsidy Claim Form for Northern Retailers with provision for packaging***

This form is used by Northern Retailers when packaging is not already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	General	
Recipient ID	ID provided by AANDC	4 letters	AANDC provided a 4 letter ID unique to each recipient
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/Territory	Mailing address	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with contribution agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and AANDC, based on reasonable incremental expenditures and identified in the contribution agreement.	Enter the monthly amount negotiated with AANDC

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Weight	Shipment and packaging weights (Kg) for Subsidy Level 1, Subsidy Level 2, Country Food from Cambridge Bay, Country Food from Rankin Inlet Country Food from Pangnirtung	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community on the Itemized Shipment Report

➤ Subsidy Claim Form for Northern Retailers with provision for packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Northern Retailers  
Effective October 1, 2011**

*Please provide input for cells highlighted in blue only*

**SECTION A - Recipient Information**

<b>Company Name</b>		<b>Recipient I.D.</b>
<b>Company Address</b>		
<b>City/Town</b>	<b>Province/Territory</b>	<b>Postal Code</b>
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)		
<b>Title</b> <input type="radio"/> Mr <input type="radio"/> Mrs <input checked="" type="radio"/> Ms <input type="radio"/> Other	<b>Given Name</b>	<b>Family Name</b>
<b>Telephone</b>	<b>Email</b>	<b>Facsimile</b>
<b>Language of Preference</b> <input type="checkbox"/> English <input type="checkbox"/> French		

**SECTION B - Totals Per Subsidy Level**

<b>Claim Period (mm-dd-yy)</b>	<b>From</b>	<b>To</b>
<b>Subsidy Level</b>	<b>Total Weight (Kg)</b>	<b>Total Subsidy (\$)</b>
Total of Subsidy Level 1	-	-
Total Packaging Level 1	-	-
Total of Subsidy Level 2	-	-
Total Packaging Level 2	-	-
Total of Subsidy for Country Food from Cambridge Bay	-	-
Total of Subsidy for Country Food from Rankin Inlet	-	-
Total of Subsidy for Country Food from Pangnirtung	-	-
Administration fee	<del>                    </del>	<del>                    </del>
<b>Total</b>	-	-

**SECTION C - CERTIFICATION**

As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consumers.

\_\_\_\_\_  
 Name

\_\_\_\_\_  
 Position Title

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date (mm/dd/yy)

➤ Subsidy Claim Form for Northern Retailers with provision for packaging (p.2)

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<a href="#">Click to Add New Community</a>

<b>Community Name:</b>		<b>Community I.D.:</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>	
Subsidy Level 1		-	-	
Packaging Level 1	-	-	-	
Subsidy Level 2		-	-	
Packaging Level 2	-	-	-	
Subsidy for Country Food from Cambridge Bay		-	-	
Subsidy for Country Food from Rankin Inlet		-	-	
Subsidy for Country Food from Pangnirtung		-	-	
<b>Total</b>	-		-	

<b>Community Name:</b>		<b>Community I.D.:</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>	
Subsidy Level 1		-	-	
Packaging Level 1	-	-	-	
Subsidy Level 2		-	-	
Packaging Level 2	-	-	-	
Subsidy for Country Food from Cambridge Bay		-	-	
Subsidy for Country Food from Rankin Inlet		-	-	
Subsidy for Country Food from Pangnirtung		-	-	
<b>Total</b>	-		-	

<b>Community Name:</b>		<b>Community I.D.:</b>		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>	
Subsidy Level 1		-	-	
Packaging Level 1	-	-	-	
Subsidy Level 2		-	-	
Packaging Level 2	-	-	-	
Subsidy for Country Food from Cambridge Bay		-	-	
Subsidy for Country Food from Rankin Inlet		-	-	
Subsidy for Country Food from Pangnirtung		-	-	
<b>Total</b>	-		-	

**c) Subsidy Claim Form for Southern Suppliers Retailers without provision for packaging**

This form is used by Southern Suppliers when packaging is already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	General	
Recipient ID	ID provided by AANDC	4 letters	AANDC provided a 4 letter ID unique to each recipient
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/Territory	Mailing address	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with contribution agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and AANDC, based on reasonable incremental expenditures and identified in the contribution agreement.	Enter the monthly amount negotiated with AANDC

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Personal Orders	Report number of individuals that received subsidized shipments during the period	Numeric	e.g., 10
Weight	Shipment Weights (Kg) for Subsidy Level 1 and Subsidy Level 2	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment Weights (Kg) for Subsidy Level 1 and Subsidy Level 2	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report

➤ Subsidy Claim Form for Southern Suppliers without provision for packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Southern Suppliers  
Effective October 1, 2011**

*Please provide input for cells highlighted in blue only*

**SECTION A - Recipient Information**

<b>Company Name</b>		<b>Recipient I.D.</b>
<b>Company Address</b>		
<b>City/Town</b>	<b>Province/Territory</b>	<b>Postal Code</b>
<b>Contact Person</b> (Please provide the name of a person with whom questions regarding this claim can be directed to)		
<b>Title</b> <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input checked="" type="checkbox"/> Other	<b>Given Name</b>	<b>Family Name</b>
<b>Telephone</b>	<b>Email</b>	<b>Facsimile</b>
<b>Language of Preference</b> <input type="checkbox"/> English <input type="checkbox"/> French		

**SECTION B - Totals Per Subsidy Level**

<b>Claim Period (mm-dd-yy)</b>	<b>From</b>	<b>To</b>
<b>Subsidy Level</b>	<b>Total Weight (Kg)</b>	<b>Total Subsidy (\$)</b>
Total of Subsidy Level 1	-	-
Total of Subsidy Level 2	-	-
Administration fee	<del>                    </del>	<del>                    </del>
<b>Total</b>	-	-

**SECTION C - CERTIFICATION**

As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consumers.

\_\_\_\_\_  
 Name

\_\_\_\_\_  
 Position Title

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date (mm/dd/yy)

➤ **Subsidy Claim Form for Southern Suppliers without provision for packaging (p.2)**

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<b><a href="#">Click to Add a New Community</a></b>

<b>Community Name:</b> <input type="text"/>		<b>Community ID:</b> <input type="text"/>	
<b>Personal Orders</b>			
	Indicate the number of individuals that received subsidized shipments		
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
<b>Total for the personal orders</b>	-	<del>                    </del>	-
<b>Northern Retail Orders</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
<b>Total of the Northern retailer orders</b>	-	<del>                    </del>	-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
<b>Total of the Establishment Orders</b>	-	<del>                    </del>	-
<b>Institutional Orders (Schools, daycares, etc.)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Subsidy Level 2		-	-
<b>Total of the Institutional Orders</b>	-	<del>                    </del>	-

**d) Subsidy Claim Form for Southern Suppliers with provision for packaging**

This form is used by Southern Suppliers when packaging is not already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	General	
Recipient ID	ID provided by AANDC	4 letters	AANDC provided a 4 letter ID unique to each recipient
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/Territory	Mailing address	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with contribution agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and AANDC, based on reasonable incremental expenditures and identified in the contribution agreement.	Enter the monthly amount negotiated with AANDC

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Personal Orders	Report number of individuals that received subsidized shipments during the period.	Numeric	e.g., 10
Weight	Shipment and packaging weights (Kg) for Subsidy Level 1 and Subsidy Level 2.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment and packaging weights (Kg) for Subsidy Level 1 and Subsidy Level 2.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report

➤ Subsidy Claim Form for Southern Suppliers with provision for packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Southern Suppliers  
Effective October 1, 2011**

*Please provide input for cells highlighted in blue only*

SECTION A - Recipient Information			
Company Name		Recipient I.D.	
Company Address			
City/Town	Province/Territory	Postal Code	
Contact Person (Please provide the name of a person with whom questions regarding this claim can be directed to)			
Title <input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Ms <input checked="" type="radio"/> Other	Given Name	Family Name	
Telephone	Email	Facsimile	
Language of Preference <input checked="" type="checkbox"/> English <input type="checkbox"/> French			

SECTION B - Totals Per Subsidy Level		
Claim Period (mm-dd-yy)	From	To
Subsidy Level	Total Weight (Kg)	Total Subsidy (\$)
Total of Subsidy Level 1	-	-
Total Packaging Level 1	-	-
Total of Subsidy Level 2	-	-
Total Packaging Level 2	-	-
Administration fee	<del>                    </del>	<del>                    </del>
<b>Total</b>	-	-

SECTION C - CERTIFICATION	
As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consu	
_____	_____
Name	Position Title
_____	_____
Signature	Date (mm/dd/yy)

➤ **Subsidy Claim Form for Southern Suppliers with provision for packaging (p.2)**

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<b>Click to Add a New Community</b>

<b>Community Name:</b>		<b>Community ID:</b>	
<b>Personal Orders</b> <small>Indicate the number of individuals that received subsidized shipments</small>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
<b>Total for the personal orders</b>	-	<del>                    </del>	-
<b>Northern Retail Orders</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
<b>Total of the Northern retailer orders</b>	-	<del>                    </del>	-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
<b>Total of the Establishment Orders</b>	-	<del>                    </del>	-
<b>Institutional Orders (Schools, daycares, etc.)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Subsidy Level 1		-	-
Packaging Level 1	-	-	-
Subsidy Level 2		-	-
Packaging Level 2	-	-	-
<b>Total of the Institutional Orders</b>	-	<del>                    </del>	-

***e) Subsidy Claim Form for Country Food Processors/Distributors without provision for packaging***

This form is used by Country Food processors/Distributors when packaging is already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	General	
Recipient ID	ID provided by AANDC	4 letters	AANDC provided a 4 letter ID unique to each recipient
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/Territory	Mailing address	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with contribution agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and AANDC, based on reasonable incremental expenditures and identified in the contribution agreement.	Enter the monthly amount negotiated with AANDC

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Akulivik= QC-NQC-AKU
Personal Orders	Report number of individuals that received subsidized shipments during the period	Numeric	e.g., 10
Weight	Shipment Weights (Kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment Weights (Kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Totals and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report



➤ **Subsidy Claim Form for Country Food Processors/Distributors without provision for packaging (p.2)**

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<b><a href="#">Click to Add a New Community</a></b>

<b>Community Name:</b> <input type="text"/>		<b>Community ID:</b> <input type="text"/>	
<b>Personal Orders</b> <small>Indicate the number of individuals that received subsidized shipments</small>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
<b>Total for the personal orders</b>	-	<del>                    </del>	-
<b>Northern Retail Orders</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
<b>Total of the Northern retailer orders</b>	-	<del>                    </del>	-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
<b>Total of the Establishment Orders</b>	-	<del>                    </del>	-
<b>Institutional Orders (Schools, daycares, etc.)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
<b>Total of the Institutional Orders</b>	-	<del>                    </del>	-

**f) Subsidy Claim Form for Country Food Processors/Distributors with provision for packaging**

This form is used by Country Food Processors/Distributors when packaging is not already included in the weight reported on the Itemized Shipment Report.

Field	Description	Format	Values
<b>SECTION A – Recipient Information</b>			
Company Name	Recipient name (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	General	
Recipient ID	ID provided by AANDC	4 letters	AANDC provided a 4 letter ID unique to each recipient
Company Address	Mailing address	General	
City/Town	Mailing address	General	
Province/Territory	Mailing address	Use dropdown menu	e.g., NU=Nunavut
Postal Code	Mailing address	General	
Contact Person	Name and contact coordinates of a person to whom questions regarding this claim can be directed	General	Title/Given Name/ Family Name/ Telephone/Email/ Facsimile
Language of Preference	Official language to be used with contact person	Check appropriate box	English or French
<b>SECTION B – Totals Per Subsidy Level</b>			
Claim Period	Period for which the report is being submitted	Dates: From and To	mm-dd-yy
Subsidy Level	Roll-up of community data reported in Section D	Fields will be populated automatically by completing Section D of the Subsidy Claim Form	Total Weight (Kg) and Total Subsidy (\$)
Administration fee	Amount allowed to cover a portion of incremental costs associated with contribution agreement requirements, such as claims processing, program visibility and reporting.	This fee is negotiated between the Recipient and AANDC, based on reasonable incremental expenditures and identified in the contribution agreement.	Enter the monthly amount negotiated with AANDC

Field	Description	Format	Values
<b>SECTION C – CERTIFICATION</b>			
Name, Position Title, Signature and Date (mm/dd/yy)	Fields to be completed and signed by the authorized agent of the recipient.	A scanned copy of signed certification must be submitted.	
<b>SECTION D – Shipment Information Per Community</b>			
Community Name	Name of the community where items are shipped. Each community is reported separately using the “Add a Community” button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Iqaluit
Community ID	Alphabetic ID of the community where items are shipped.	Field will be populated automatically once Community Name has been selected.	e.g., Iqaluit= NU-BAF-IQA
Personal Orders	Report number of individuals that received subsidized shipments during the period.	Numeric	e.g., 10
Weight	Shipment and packaging weights (Kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report
Report shipment weights for <b>Northern Retail Orders, Establishment Orders</b> (Hotels/Restaurants) and <b>Institutional Orders</b> (Schools, daycares, etc.) in the relevant fields.			
Weight	Shipment and packaging weights (Kg) for Country Food.	Numeric to one decimal. Subsidy Rates (\$/kg) are pre-populated once the community has been identified. Total and Subsidy (\$) are automatically populated as Weights (kg) are entered into the relevant fields. Extra packaging weights (kg) are automatically populated and represent 5% of the weight entered.	e.g., 200.5 Should match the sum of weights identified for the community and client type on the Itemized Shipment Report

➤ Subsidy Claim Form for Country Food Processors/Distributors with provision for packaging (p.1)

**Nutrition North Canada  
Subsidy Claim for Country Food Processors (Cambridge Bay)  
Effective October 1, 2011**

*Please provide input for cells highlighted in blue only*

SECTION A - Recipient Information			
Company Name		Recipient I.D.	
Company Address			
City/Town	Province/Territory	Postal Code	
Contact Person (Please provide the name of a person with whom questions regarding this claim can be directed to)			
Title <input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input checked="" type="checkbox"/> Other	Given Name	Family Name	
Telephone	Email	Facsimile	
Language of Preference	<input type="checkbox"/> English	<input type="checkbox"/> French	

SECTION B - Totals Per Subsidy Level		
Claim Period (mm-dd-yy)	From	To
Subsidy Level	Total Weight (Kg)	Total Subsidy (\$)
Total of Country Food	-	-
Total Packaging	-	-
Administration fee	<del>                    </del>	<del>                    </del>
<b>Total</b>	-	-

SECTION C - CERTIFICATION	
As an authorized agent of the recipient, I hereby certify that the information given on this form and the supporting documents submitted with this form are true, correct, and complete in every respect and that the subsidy is being fully passed on to consu	
_____ Name	_____ Position Title
_____ Signature	_____ Date (mm/dd/yy)

➤ **Subsidy Claim Form for Country Food Processors/Distributors with provision for packaging (p.2)**

<b>SECTION D - Shipment Information Per Community</b>	
<i>Please use a separate section for each community you are submitting a claim for. Provide summary shipment information for each level of subsidy.</i>	<a href="#">Click to Add a New Community</a>

<b>Community Name:</b> <input type="text"/>		<b>Community ID:</b> <input type="text"/>	
<b>Personal Orders</b> <small>Indicate the number of individuals that received subsidized shipments</small>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
Packaging	-	-	-
<b>Total for the personal orders</b>	-	<del>                    </del>	-
<b>Northern Retail Orders</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
Packaging	-	-	-
<b>Total of the Northern retailer orders</b>	-	<del>                    </del>	-
<b>Establishment Orders (Hotels/Restaurants)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
Packaging	-	-	-
<b>Total of the Establishment Orders</b>	-	<del>                    </del>	-
<b>Institutional Orders (Schools, daycares, etc.)</b>			
<b>Subsidy Level</b>	<b>Weight (Kg)</b>	<b>Subsidy Rate (\$/kg)</b>	<b>Subsidy (\$)</b>
Country Food		-	-
Packaging	-	-	-
<b>Total of the Institutional Orders</b>	-	<del>                    </del>	-

### 3. Scanned Copy of the Signed Subsidy Claim Form

Once completed, the Subsidy Claim Form must be printed, signed, scanned and submitted electronically (e.g. pdf) via Crawford's EDI, along with the other required documents. This is not required when submitting a claim prepared with Runtime.

### 4. Copies of all invoices and waybills related to the claim

Unless specified otherwise by NNC, copies of all proofs of content delivered (e.g. invoices) and proofs of delivery by air (e.g. waybills) related to the claim submitted must be submitted electronically via Crawford's EDI, along with the Claim Form and Itemized Shipment Report.

When the recipient has only hard copies of the invoices and/or waybills, they must be scanned, ideally into a single electronic file and chronologically.

### 5. NNC Food Prices Report (Northern Retailers only)

This monthly report must be **produced between the 12<sup>th</sup> and the 18<sup>th</sup>** of each month and submitted **by the 25<sup>th</sup>** of each month during the term of the agreement. It must be submitted electronically, in Excel format, either **by e-mail** to [rapportnncreport@aadnc-aandc.gc.ca](mailto:rapportnncreport@aadnc-aandc.gc.ca) or **via Crawford's EDI** to **'Forecasts-Price Reports - Mise-a-jour previsions-rapports de prix.'**

The instructions below refer to reports produced manually. However, whether they are produced manually or automatically via recipients' informatics systems, the Food Prices Report must contain all the mandatory fields, in the same order as presented below. In addition, the appropriate values presented in the table below must be correctly reflected. NNC will provide via e-mail, the Excel spreadsheet to be used by Northern Retailers producing the report manually.

Field	Description	Format	Values
Fiscal Year	Government fiscal year for which the report is being submitted	Use dropdown menu	2012-2013
Period	Period for which the report is being submitted	Use dropdown menu	01 = April, 02 = May,... , 12 = March
Recipient ID	Recipient ID (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	Use dropdown menu	AANDC provided a 4 letter ID unique to each recipient

Community ID	Alphabetic ID of the community where items are shipped.	Use dropdown menu (Appendix B, Table 1 contains a list of ID codes for all eligible communities)	e.g., Akulivik= QC-NQC-AKU
Product Type	Generic listing of products sold.	Pre-populated	e.g., STEAK - fresh/frozen; CANNED CARROTS; EGGS (regular)(white)
Variety/Brand/Name	For each <b>Product Type</b> , the preferred <b>Variety/Brand/Name</b> is <b>bolded</b> .	<p>If the retailer is <b>ABLE</b> to provide a <u>price for the preferred <b>Variety/Brand/Name</b> and <b>Size</b> of a <b>Product Type</b>: it is <b>not</b> necessary to provide a price for any of the other <b>Variety/Brand/Name(s)</b> and <b>Size(s)</b> listed for that <b>Product Type</b>.</u></p> <p>If the retailer is <b>UNABLE</b> to provide a <u>price for the preferred <b>Variety/Brand/Name</b> and <b>Size</b> of a <b>Product Type</b>: it is necessary to provide a price for any/all other <b>Variety/Brand/Name (s)</b> and <b>Size(s)</b> for that <b>Product Type</b>.</u></p> <p>If the retailer sells a <u><b>Variety/Brand/Name</b> that is not listed</u>: it is necessary to provide a price for the <b>Variety/Brand/Name (s)</b> and <b>Size(s)</b> that it does sell; enter this information by either overriding an existing line or inserting a new one.</p> <p>If the retailer does not sell a preferred <u><b>Variety/Brand/Name</b> for a <b>Product Type</b> but sells a preferred <b>Size</b></u>: it is necessary to provide a price for each <b>Variety/Brand/Name</b> listed that is sold in the preferred <b>Size</b>. If the retailer does not sell any of the <b>Variety/Brand/Name</b> listed in the preferred <b>Size</b> it is necessary to provide a price for the size that it does sell for that <b>Product Type</b>.</p>	e.g., T-BONE; LARGE
Size	For each <b>Product Type</b> , the preferred <b>Size</b> is <b>bolded</b> .	General <b>Note: Delete all sizes that do not match the prices provided.</b>	e.g., per kg; 398 ml; 1 dozen

Price	The price of the product that the consumer would pay in that store on that day, before taxes.	Dollars and cents	e.g., \$4.99
Special Flag	This is to be used to indicate if the price includes additional subsidies from other sources.	Numeric value 0 or 1	0= no additional subsidy is included in the price 1= an additional subsidy is included in the price (e.g., provincial subsidy)

➤ **Example of Food Prices Report produced manually (partial)**

Note: Reports produced electronically must contain all the mandatory fields, in the same order as presented below.

FISCAL YEAR	PERIOD	RECIPIENT ID	COMMUNITY ID	PRODUCT TYPE	VARIETY/BRAND/NAME	SIZE	PRICE	SPECIAL FLAG
				STEAK - fresh/frozen	T-BONE	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Rib	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Sirloin	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Inside round	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Outside round	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Whole round	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Rib eye	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Strip loin	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Wing	Per kg/ per lb	\$0.00	
				STEAK - fresh/frozen	Blade	Per kg/ per lb	\$0.00	
				GROUND BEEF - fresh/frozen	LEAN	Per kg/ per lb	\$0.00	
				GROUND BEEF - fresh/frozen	Extra Lean	Per kg/ per lb	\$0.00	
				GROUND BEEF - fresh/frozen	Medium	Per kg/ per lb	\$0.00	
				GROUND BEEF - fresh/frozen	Regular	Per kg/ per lb	\$0.00	
				PORK CHOPS - fresh/frozen	LOIN CENTRE CUT (WITH BONE)	Per kg/ per lb	\$0.00	
				PORK CHOPS - fresh/frozen	Loin rib and tenderloin end	Per kg/ per lb	\$0.00	
				PORK CHOPS - fresh/frozen	Loin rib	Per kg/ per lb	\$0.00	
				PORK CHOPS - fresh/frozen	Shoulder	Per kg/ per lb	\$0.00	
				PORK CHOPS - fresh/frozen	Boneless	Per kg/ per lb	\$0.00	
				RAW CHICKEN (not fried) - fresh/frozen	DRUMSTICKS	Per kg/ per lb	\$0.00	
				RAW CHICKEN (not fried) - fresh/frozen	Legs (without backs)	Per kg/ per lb	\$0.00	
				RAW CHICKEN (not fried) - fresh/frozen	Legs + backs	Per kg/ per lb	\$0.00	
				RAW CHICKEN (not fried) - fresh/frozen	Thighs (without backs)	Per kg/ per lb	\$0.00	
				RAW CHICKEN (not fried) - fresh/frozen	Thighs + backs	Per kg/ per lb	\$0.00	
				RAW CHICKEN (not fried) - fresh/frozen	Breasts	Per kg/ per lb	\$0.00	
				HAM (sliced, packaged)	Maple Leaf	175g/ 375g / 125g	\$0.00	
				HAM (sliced, packaged)	Burns	175g/ 375g / 125g	\$0.00	
				HAM (sliced, packaged)	Schneiders	175g/ 375g / 125g	\$0.00	
				HAM (sliced, packaged)	Best Value	175g/ 375g / 125g	\$0.00	
				HAM (sliced, packaged)	Country Morning	175g/ 375g / 125g	\$0.00	
				HAM (sliced, packaged)	Olympic	175g/ 375g / 125g	\$0.00	
				HAM (sliced, packaged)	Butcher's Cut	175g/ 375g / 125g	\$0.00	

## Report Identified in Annex 5 of the Contribution Agreement

In addition to the monthly claims, NNC recipients must submit Monthly Forecast Reports in the prescribed Excel format.

### 1. Monthly Forecast Report

Updated forecasts must be submitted either **by e-mail** to [rapporntncreport@aadnc-aandc.gc.ca](mailto:rapporntncreport@aadnc-aandc.gc.ca) or **via Crawford's EDI** to '**Forecasts-Price Reports - Mise-a-jour previsions-rapports de prix**' and, as identified in Annex 5 of the contribution agreement, three times during the term of the agreement:

- By **August 1<sup>st</sup>**: updated monthly forecast for the remaining 8 months of the fiscal year (August to March)
- By **December 1<sup>st</sup>**: updated monthly forecast for the remaining 5 months of the fiscal year (December to March)
- By **February 1<sup>st</sup>**: monthly forecast for the 12 months of the upcoming fiscal year (April to March)

The mandatory Excel spreadsheet to be used includes pre-populated cells and is provided to recipients by NNC via e-mail a few weeks before each report due date. You must "enable macros" to use the file. Recipients are to fill in cells highlighted in blue only.

Field	Description	Format	Values
Recipient	Recipient name and ID (i.e., the party with whom AANDC has signed a contribution agreement to govern the transfer of funds under NNC)	Use dropdown menu	AANDC provided a 4 letter ID unique to each recipient
Community	Name of the community where items are shipped. Each community is reported separately using the "Add a Community" button.	Use dropdown menu of Eligible Communities (Eligible Communities are also listed in Appendix B, Table 1)	e.g., Akulivik
Community ID	Alphabetic ID of the community where items are shipped.	Field will be automatically populated when community is selected.	e.g., Akulivik= QC-NQC-AKU
Fiscal Year	Government fiscal year for which the report is being submitted	Pre-populated	e.g., 2012-2013
Month	12 month period for which the report is being submitted	Pre-populated	01-April, 02-May... 12-March

kg - Level 1	Total weight of Level 1 items, shipped to a specific community, within the reporting period, expressed in kg	Numeric to 1 decimal	e.g., 200.5
kg - Level 2	Total weight of Level 2 items, shipped to a specific community, within the reporting period, expressed in kg	Numeric to 1 decimal	e.g., 200.5
kg – Country Food	Total weight of Country Food, shipped from an eligible plant to a specific community, within the reporting period, expressed in kg	Numeric to 1 decimal	e.g., 200.5
Total kg	Total weight of Levels 1 and 2 items, shipped to a specific community, within the reporting period, expressed in kg	Field will be automatically populated once kg data per level have been entered	e.g., 401.0

➤ **Monthly Forecast Report – August 1<sup>st</sup>**

Input required into blue cells only / Entrée de données dans les cellules bleues seulement				Add a community / Ajouter une collectivité			
Recipient / Bénéficiaire	-			TOTALS	-	-	-
Community / Collectivité	Community ID / Code de collectivité	Fiscal Year / Année financière	Month / Mois	kg - Level 1 / Niveau 1	kg - Level 2 / Niveau 2	kg - Country Food / Alim. trad.	Total kg
-	-	2013-2014	05-Aug				-
-	-	2013-2014	06-Sep				-
-	-	2013-2014	07-Oct				-
-	-	2013-2014	08-Nov				-
-	-	2013-2014	09-Dec				-
-	-	2013-2014	10-Jan				-
-	-	2013-2014	11-Feb				-
-	-	2013-2014	12-Mar				-
-	-	2013-2014	05-Aug				-
-	-	2013-2014	06-Sep				-
-	-	2013-2014	07-Oct				-
-	-	2013-2014	08-Nov				-
-	-	2013-2014	09-Dec				-
-	-	2013-2014	10-Jan				-
-	-	2013-2014	11-Feb				-
-	-	2013-2014	12-Mar				-

➤ Monthly Forecast Report – December 1<sup>st</sup>

Input required into blue cells only / Entrée de données dans les cellules bleues seulement			Add a community / Ajouter une collectivité				
Recipient / Bénéficiaire			TOTALS	-	-	-	
Community / Collectivité	Community ID / Code de collectivité	Fiscal Year / Année financière	Month / Mois	kg - Level 1 / Niveau 1	kg - Level 2 / Niveau 2	kg - Country Food / Alim. trad.	Total kg
-	-	2013-2014	09-Dec				-
-	-	2013-2014	10-Jan				-
-	-	2013-2014	11-Feb				-
-	-	2013-2014	12-Mar				-
-	-	2013-2014	09-Dec				-
-	-	2013-2014	10-Jan				-
-	-	2013-2014	11-Feb				-
-	-	2013-2014	12-Mar				-

➤ Monthly Forecast Report – February 1<sup>st</sup>

Input required into blue cells only / Entrée de données dans les cellules bleues seulement			Add a community / Ajouter une collectivité				
Recipient / Bénéficiaire			TOTALS	-	-	-	
Community / Collectivité	Community ID / Code de collectivité	Fiscal Year / Année financière	Month / Mois	kg - Level 1 / Niveau 1	kg - Level 2 / Niveau 2	kg - Country Food / Alim. trad.	Total kg
-	-	2014-2015	01-Apr				-
-	-	2014-2015	02-May				-
-	-	2014-2015	03-Jun				-
-	-	2014-2015	04-Jul				-
-	-	2014-2015	05-Aug				-
-	-	2014-2015	06-Sep				-
-	-	2014-2015	07-Oct				-
-	-	2014-2015	08-Nov				-
-	-	2014-2015	09-Dec				-
-	-	2014-2015	10-Jan				-
-	-	2014-2015	11-Feb				-
-	-	2014-2015	12-Mar				-
-	-	2014-2015	01-Apr				-
-	-	2014-2015	02-May				-
-	-	2014-2015	03-Jun				-
-	-	2014-2015	04-Jul				-
-	-	2014-2015	05-Aug				-
-	-	2014-2015	06-Sep				-
-	-	2014-2015	07-Oct				-
-	-	2014-2015	08-Nov				-
-	-	2014-2015	09-Dec				-
-	-	2014-2015	10-Jan				-
-	-	2014-2015	11-Feb				-
-	-	2014-2015	12-Mar				-

## Appendix B: Reference Tables

Table 1: Eligible Communities and Community ID Codes

Community	Code
Aklavik	NT-BDE-AKL
Akulivik	QC-NQC-AKU
Angling Lake	ON-NON-ALA
Arctic Bay	NU-BAF-ABA
Arviat	NU-KIV-ARV
Attawapiskat	ON-NON-ATT
Aupaluk	QC-NQC-AUP
Baker Lake	NU-KIV-BLA
Bearskin Lake	ON-NON-BLA
Berens River	MB-NMB-BRI
Big Trout Lake	ON-NON-BTL
Black Lake	SK-SKT-BLA
Black Tickle	NL-SNL-BTI
Blanc-Sablon	QC-QNS-BSA
Bloodvein	MB-NMB-BLO
Cambridge Bay	NU-KIT-CBA
Cape Dorset	NU-BAF-CDO
Chesterfield Inlet	NU-KIV-CIN
Chevery	QC-QNS-CHE
Clyde River	NU-BAF-CRI
Colville Lake	NT-SAH-COL
Coral Harbour	NU-KIV-CHA
Deline	NT-SAH-DEL
Fond-du-Lac	SK-SKT-FLA
Fort Albany	ON-NON-FAL
Fort Good Hope	NT-SAH-FGH
Fort Severn	ON-NON-FSE
Gameti (Rae Lakes)	NT-GSL-GAM
Gethsémani (La Romaine)	QC-QNS-GET
Gjoa Haven	NU-KIT-GHA
Gods Lake Narrows	MB-NMB-GLN
Gods River	MB-NMB-GRI
Grise Fiord	NU-BAF-GFI
Hall Beach	NU-BAF-HBE
Harrington Harbour	QC-QNS-HHA
Hopedale	NL-NNL-HOP
Iglolik	NU-BAF-IGL
Inukjuak	QC-NQC-INU
Iqaluit	NU-BAF-IQA
Island Lake (Garden Hill)	MB-NMB-ILA
Ivujivik	QC-NQC-IVU

<b>Community</b>	<b>Code</b>
Kangiqsualujuaq	QC-NQC-KAL
Kangiqsujuaq	QC-NQC-KJU
Kangirsuk	QC-NQC-KUK
Kasabonika	ON-NON-KKA
Kashechewan	ON-NON-KAS
Kegaska	QC-QNS-KEG
Kimmirut	NU-BAF-KIM
Kingfisher Lake	ON-NON-KLA
Kugaaruk	NU-KIT-KGA
Kugluktuk	NU-KIT-KGL
Kuujuuaq	QC-NQC-KAQ
Kuujuarapik	QC-NQC-KIK
La Tabatière	QC-QNS-LTA
Lac Brochet	MB-NMB-LBR
Little Grand Rapids	MB-NMB-LGR
Lourdes-de-Blanc-Sablon	QC-QNS-LBS
Lutsel K'e	NT-GSL-LUT
Makkovik	NL-NNL-MAK
Muskrat Dam	ON-NON-MDA
Mutton Bay	QC-QNS-MBA
Nain	NL-NNL-NAI
Natuashish	NL-NNL-NAT
Negginan (Poplar River)	MB-NMB-NEG
Norman Wells	NT-SAH-NEW
Old Crow	YK-YUK-OCR
Oxford House	MB-NMB-OHO
Pangnirtung	NU-BAF-PAN
Paungassi	MB-NMB-PAU
Paulatuk	NT-BDE-PAU
Peawanuck	ON-NON-PEA
Pikangikum	ON-NON-PIK
Pond Inlet	NU-BAF-PIN
Postville	NL-NNL-POS
Puvirnituq	QC-NQC-PUV
Qikiqtarjuaq	NU-BAF-QIK
Quaqtaq	QC-NQC-QUA
Rankin Inlet	NU-KIV-RIN
Red Sucker Lake	MB-NMB-RSL
Repulse Bay	NU-KIV-RBA
Resolute	NU-BAF-RES
Rigolet	NL-NNL-RIG
Sachigo Lake	ON-NON-SLA
Sachs Harbour	NT-BDE-SHA
Saint-Augustin-Saguenay	QC-QNS-SAS
Salluit	QC-NQC-SAL
Sanikiluaq	NU-BAF-SAN
Shamattawa	MB-NMB-SHA

<b>Community</b>	<b>Code</b>
St. Theresa Point	MB-NMB-STP
Stony Rapids	SK-SKT-SRA
Taloyoak	NU-KIT-TAL
Tasiujaq	QC-NQC-TAS
Tête-à-la-Baleine	QC-QNS-TBA
Trout Lake	NT-DCH-TLA
Tuktoyaktuk	NT-BDE-TUK
Tulita	NT-SAH-TUL
Ulukhaktok (Holman)	NT-BDE-ULU
Umiujaq	QC-NQC-UMI
Waasagomach	MB-NMB-WAA
Weagamow Lake	ON-NON-WLA
Wha Ti	NT-GSL-WTI
Whale Cove	NU-KIV-WCO
Wunnummin Lake	ON-NON-WUL

**Table 2: Items eligible and NNC ID Codes**

- Foods under ID codes starting with 1 are eligible for a Level 1 subsidy.
- Foods and other items under ID codes starting with 2, 3 or 4 are eligible for a Level 2 subsidy.
  - **Foods and other items under ID codes starting with 3 and 4 are eligible for Old Crow, Yukon only.**
- Foods under ID codes starting with 5 are eligible for a Country Food subsidy.

**EFFECTIVE APRIL 1, 2013**

<u>NNC ID</u>	<u>NNC Item Description</u>	<u>Changes effective April 1, 2013</u>	<u>Additional Details</u>
1-A01	Frozen vegetables (excluding French fries, hash browns and other potato products)		
1-A02	Frozen French fries, hash browns and other potato products		
1-A03	All frozen fruit		
1-A04	Frozen juice concentrate (unsweetened)		
1-A05	Dried fruit (e.g., raisins, dates, cranberries and apricots)		
1-A06	Dried unseasoned vegetables (e.g., onion flakes, dried vegetable mixes, instant potato flakes, seaweed)		
1-A07	Unsweetened juice in individual-size TetraPaks and similar containers (250ml and less)		Includes multi-packs (e.g., 3x250 ml juice boxes)
1-A17	All fresh vegetables - <i>excluding whole pumpkins</i>	Codes for specific vegetables (1-A10 to 1-A16) eliminated	Includes fresh herbs
1-A26	All fresh fruit	Codes for specific fruit (1-A20 to 1-A25) eliminated	
1-B01	Cook-type cereal (e.g., oatmeal and cream of wheat)		
1-B02	Ready-to-eat breakfast cereal		
1-B03	Bread - <i>excluding garlic bread</i>		Includes all types of fresh and frozen loaves of bread (e.g., whole wheat bread, gluten-free bread)

1-B04	Bread products without sweetened fillings or coatings (e.g., bagels, English muffins, bread rolls, raisin bread, hamburger buns, hot dog buns, pizza crusts, frozen bread dough, tortilla), including croissants and garlic bread		
1-C01	Fresh milk (whole, 2%, 1%, skim, buttermilk) - <i>excluding chocolate milk</i>		Includes all types of cow's milk (e.g. fine-filtered, lactose-free milk) and other "white" milk (e.g., goat milk)
1-C05	UHT milk		
1-C07	Chocolate milk		Includes eggnog and all varieties of flavoured milk (e.g., chocolate, strawberry)
1-C08	Powdered milk and canned evaporated milk		
1-C09	Yogurt and yogurt drinks		
1-C10	Cheese (includes block and shredded) and cottage cheese		
1-C11	Processed cheese (e.g., Velveeta) - <i>excluding processed cheese spreads</i>		<b>Does not</b> include processed cheese spreads
1-C12	Fortified soy beverages		<b>Does not</b> include rice or almond beverages
1-D01	Eggs and egg substitutes		
1-D02	Tofu and similar vegetable-based meat substitutes (e.g., vegetable patties and nut burgers)		
1-D03	Unsweetened seeds and nuts		
1-D04	Peanut butter and other nut butters		
1-D06	Fresh and Frozen (store) meat (e.g., beef, pork, lamb, caribou, muktuk, peameal and back bacon, other cured and smoked products) - <i>excluding side bacon and products that are breaded, battered or in pastry</i>		Includes fresh pâtés and cretons
1-D07	Fresh and Frozen (store) poultry (e.g. chicken, turkey, goose) - <i>excluding products that are breaded, battered or in pastry</i>		
1-D08	Fresh and Frozen (store) fish and seafood - <i>excluding products that are breaded, battered or in pastry</i>		
1-G01	Infant formula (including liquid concentrate and powder)		
1-G03	Foods prepared specifically for infants, including cereals		

2-A02	Unsweetened juice - fresh and in large TetraPaks and similar containers (more than 250 ml)	2-A01 and 2-A02 now combined	
2-B01	Crackers, crispbread, hard bread, Pilot biscuits, melba toast, Arrowroot and social tea cookies		Crackers include products such as soda crackers, cheese-flavoured crackers, wheat or vegetable thins and rice cakes without icing
2-B03	Fresh and Frozen pasta - <i>excluding combination foods that contain pasta</i>		
2-B05	All-purpose flour, whole wheat, rye and other semi-perishable flours - <i>excluding cake and pastry flour</i>		
2-C01	Processed cheese spread (e.g., Cheez Whiz)		
2-C02	Cream, sour cream and cream cheese		
2-C03	Ice cream, ice milk, frozen yogourt and sherbet		Includes ice cream novelties (e.g., ice cream sandwich, fudge bars)
2-D01	Bacon		Includes all types of bacon (e.g., pork, turkey)
2-E01	Salad dressing and mayonnaise		
2-E02	Cooking oil (e.g., canola, safflower, peanut, olive and flaxseed)		
2-E03	Lard and shortening		
2-E04	Butter		Includes salted and unsalted butter but <b>does not</b> include garlic flavoured butter
2-E05	Margarine		Includes garlic flavoured margarine
2-E06	Perishable dips		
2-F02	Fresh and Frozen pizzas		Includes frozen pizza snacks (e.g., pizza bites, pops, pockets)
2-F04	Fresh and Frozen combination foods (e.g., lasagne) - excluding those containing products that are breaded, battered or in pastry or desserts, poutine, prepared sandwiches, hamburgers, hot dogs, prepared salads, other prepared foods for immediate consumption that are subject to GST		
2-G03	Non-prescription drugs		

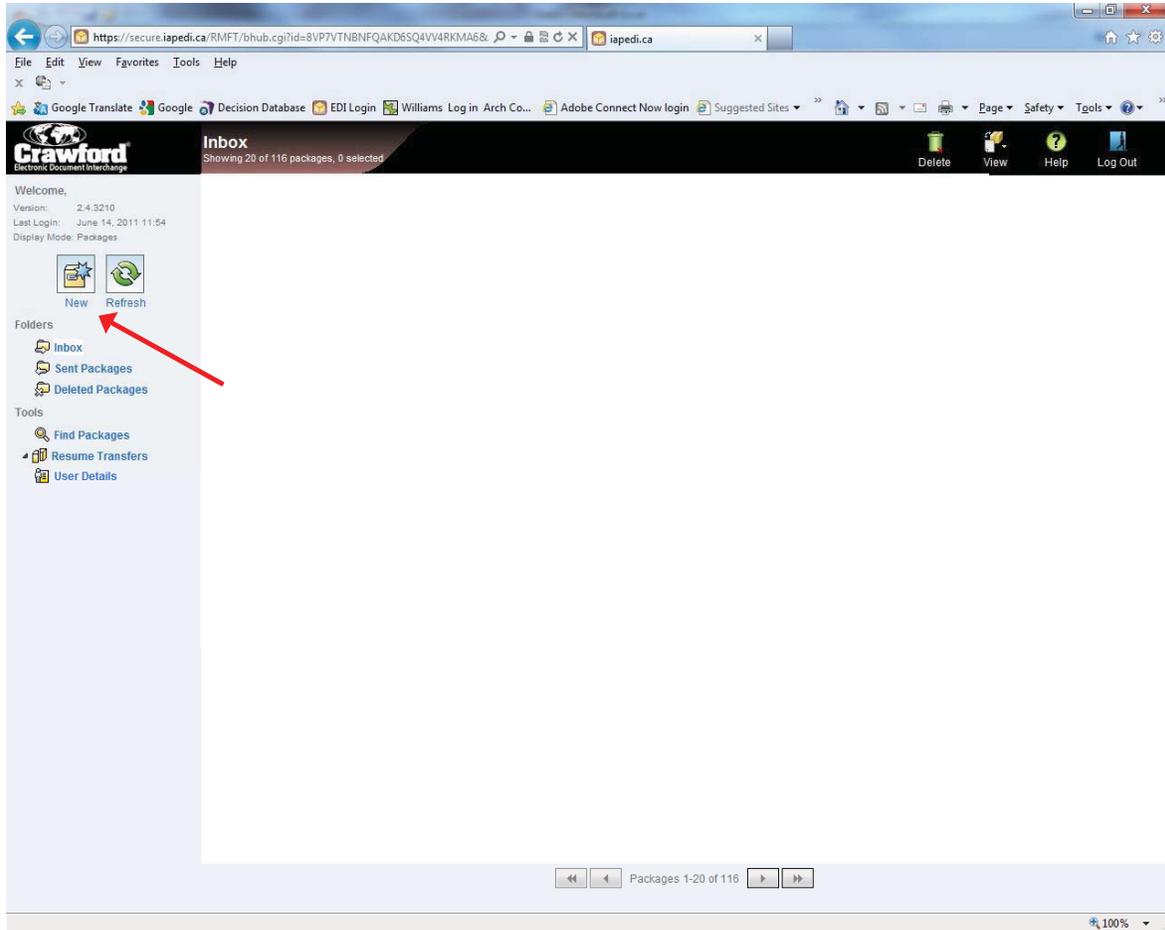
<b>Eligible for Old Crow, Yukon only</b>			
3-A01	Canned fruit and vegetables	3-A01 and 3-A02 now combined	Includes bottled fruit (e.g., applesauce, cherries) and vegetables (e.g., marinated artichokes)
3-A03	Tomato-based sauces (including pasta sauces)		
3-A04	Unsweetened canned juice		
3-B01	Unseasoned plain dry pasta, plain rice and other grains (e.g., macaroni, spaghetti, Minute Rice, barley)	3-B01 and 3-B02 now combined	
3-B03	Pancake mixes and bannock mixes		
3-B04	Unseasoned plain popping corn, kernels only (unpopped)		
3-D01	Canned fish and seafood		
3-D02	Dried and canned legumes (e.g., baked beans, chickpeas and lentils)	3-D02 and 3-D03 now combined	
3-F01	Pizza mixes		
3-G01	Baking powder, spices, flavouring and extracts		
3-G02	Artificial sweeteners		
3-G03	Yeast		
4-X01	Diapers		
4-X02	Wipes		
4-X03	Feminine hygiene products		
4-X04	Disposable undergarments		
4-X05	Toilet paper		
4-X06	Facial tissues		
4-X07	Nursing pads		
4-X08	Toothpaste, dental floss, denture adhesive and cleaner and toothbrushes		
4-X09	Hand and body lotions		
4-X10	Soap, shampoo and deodorant		
4-X11	Laundry detergent		
4-X12	Dishwashing liquid and powder		
<b>Country Food</b>			
5-D03	Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied from Pangnirtung, NU		
5-D04	Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied from Rankin Inlet, NU		
5-D05	Fresh and frozen country food (e.g. Arctic char, caribou, goose and muktuk) supplied from Cambridge Bay, NU		

**Table 3: Reference Weights for Loose/Variable Weight Vegetables and Fruits**

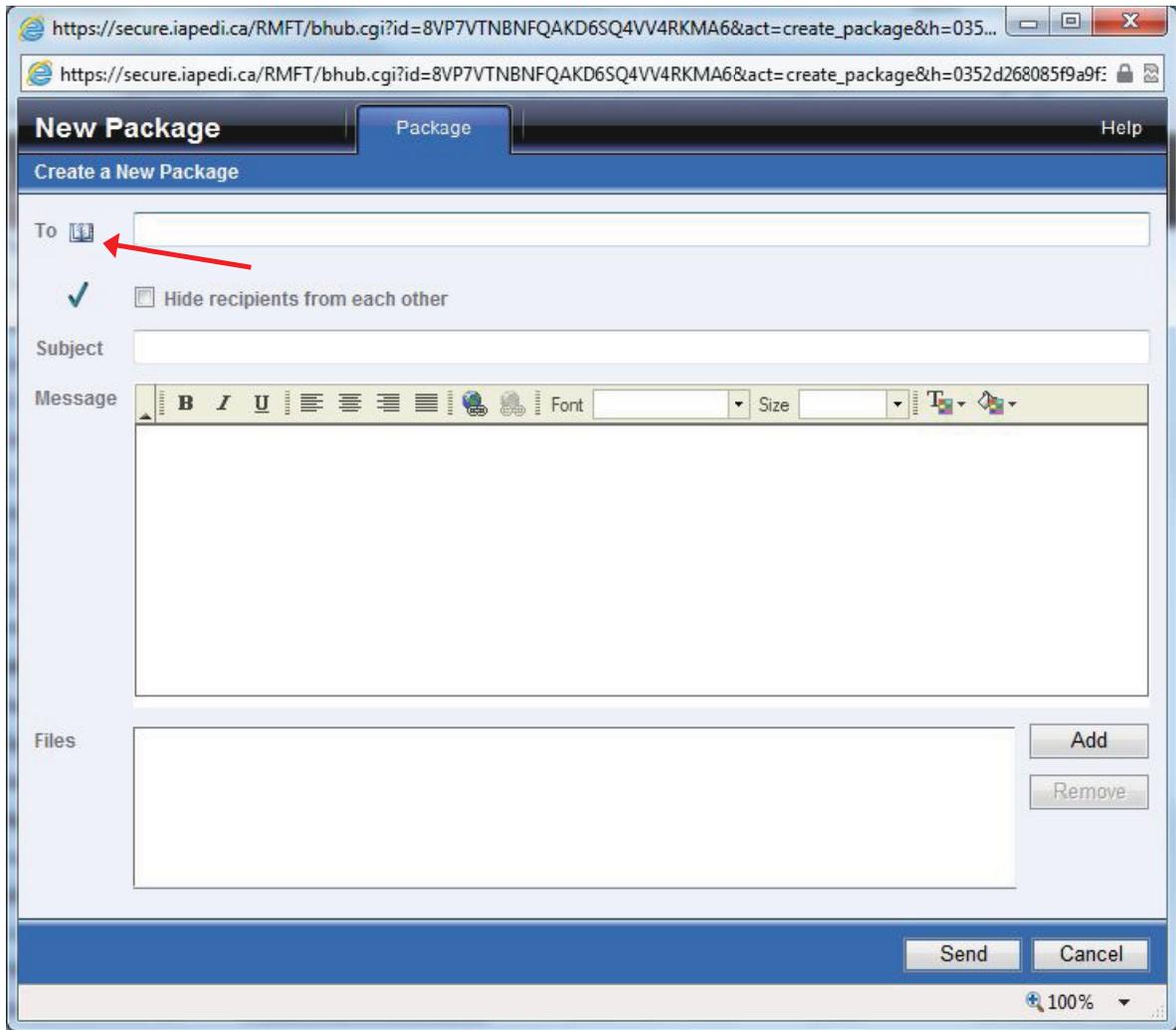
<b>Vegetable / Fruit</b>	<b>Average as purchased weight (kg)</b>
Artichoke	0.311
Asparagus (bunch)	0.490
Avocado	0.234
Beet, single	0.161
Beet, bunch of 3	1.002
Bok Choy	2.023
Bok Choy, baby	0.064
Boston lettuce, clamshell	0.237
Boston lettuce	0.212
Broccoli	0.707
Buttercup squash	1.815
Butternut squash	1.816
Cabbage (green)	1.257
Cabbage (red)	1.197
Cantaloupe, large	2.627
Cantaloupe, small - medium	1.089
Carrots (bunch)	0.333
Cauliflower	0.845
Celery	0.824
Celery hearts, packaged	0.454
Coconut	0.691
Collard greens	0.641
Corn on the cob, package of 5	1.324
Cucumber (English)	0.376
Cucumber (field, regular)	0.330
Eggplant	0.652
Endive	0.064
Escarole	0.605
Fennel	0.339
Fig (fresh)	0.046
Garlic, head	0.067
Grapefruit (red or white)	0.392
Honeydew, large	3.070
Honeydew, small - medium	1.489
Iceberg lettuce	0.658
Kale	0.624

<b>Vegetable / Fruit</b>	<b>Average as purchased weight (kg)</b>
Kiwi	0.083
Leaf lettuce (red or green)	0.357
Leek, bunch of 3	0.523
Lemon	0.151
Lime	0.072
Mango	0.340
Nappa cabbage	1.176
Nectarine	0.167
Onion (cooking)	0.125
Onion (red)	0.338
Onion (Spanish)	0.532
Onion (white)	0.590
Orange, navel, medium	0.207
Papaya	0.404
Parsley, fresh	0.178
Peach	0.111
Pear	0.187
Pepper (green)	0.249
Pepper (orange)	0.183
Pepper (red)	0.190
Pepper (yellow)	0.236
Pineapple, whole	1.316
Plum (red or black)	0.091
Pomegranate	0.223
Radicchio	0.209
Radishes (bunch, fresh)	0.347
Romaine lettuce	0.595
Rutabaga	1.057
Savoy cabbage	0.962
Shallots (green onions, bunch)	0.102
Swiss chard	0.555
Tomato, field	0.163
Tomato, vine-ripened	0.103
Tomato (roma or plum)	0.109
Turnip	0.359
Watermelon (whole)	5.377
Watermelon, baby (whole)	1.413
Zucchini	0.188

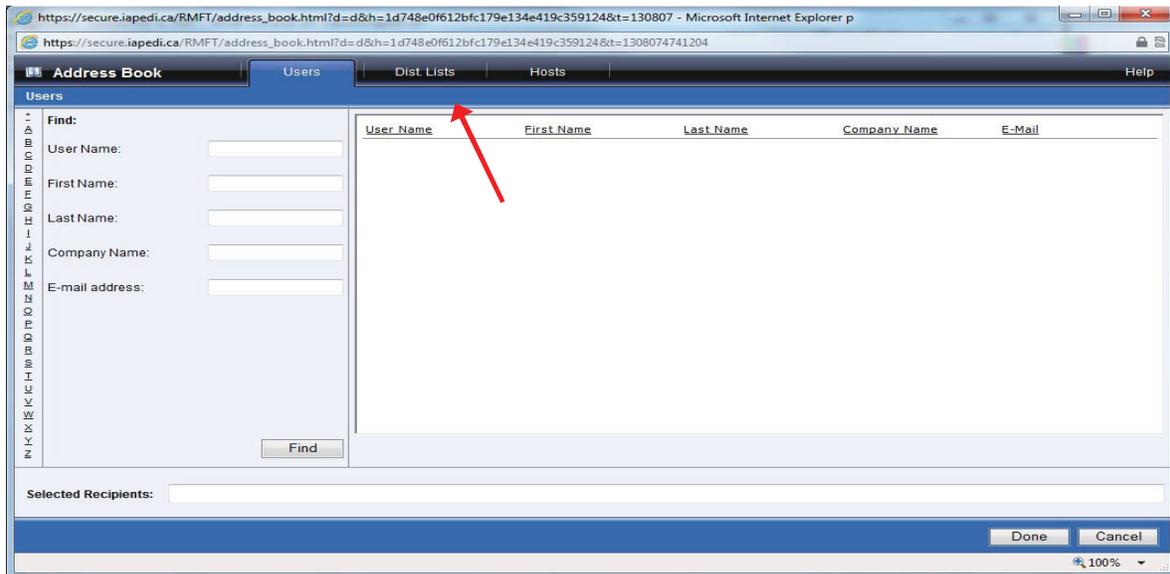
## Appendix C: EDI Select a Distribution List



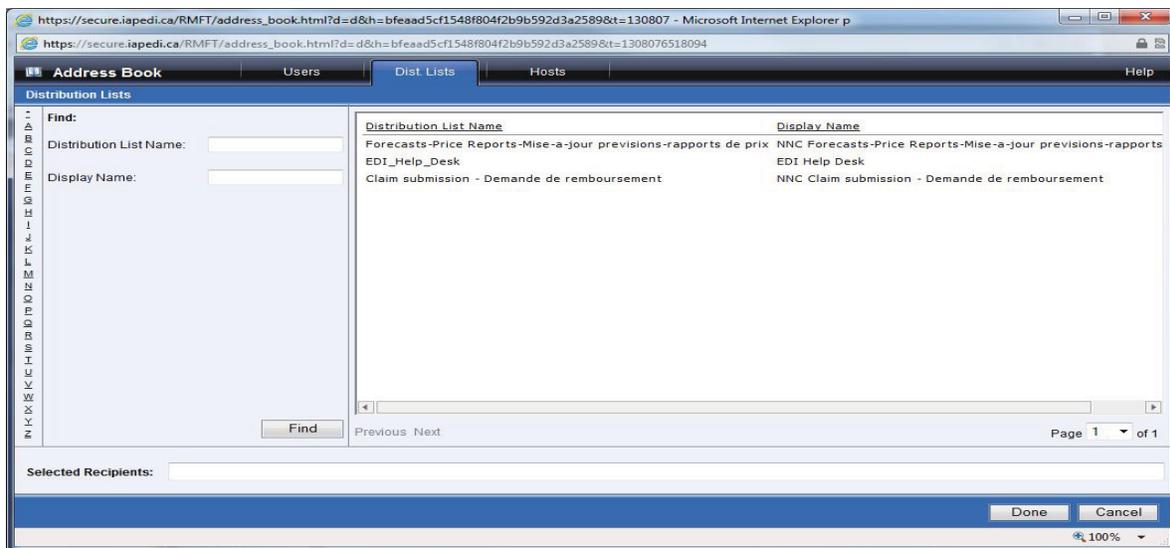
Click the “New” button to create a new package to be sent.



Click the address book icon. The Address Book will open in a new window.



Click on the tab titled “Dist. Lists” to view the Distribution Lists.



Select the proper distribution list:

Click on “Claim Submission - Demande de remboursement” to send documents required for Payment requests, i.e. Claim Form, Itemized Shipment Report and copies of invoices and waybills.

Click on “Forecasts-Price Reports - Mise-a-jour previsions-rapports de prix” to send Monthly Forecast Reports or Food Prices Reports (Northern Retailers only)\*.

\*Monthly Forecast Reports and Food Prices Reports can also be sent to the following e-mail address: [rapportmncreport@aadnc-aandc.gc.ca](mailto:rapportmncreport@aadnc-aandc.gc.ca)

## Appendix D: Example of appropriate Southern Supplier and Country Food Processor/Distributor Invoice



Invoice: 1  
January 1, 2012

**Healthy Plates Food Company**  
123 Main Street  
Ottawa, Ontario  
K1A 2B3  
Phone: 613-123-4567 | Fax: 613-123-6789

**TO:**  
Corner Store  
1 North Street  
Akulivik, Quebec  
Phone: 819-123-4567

**SHIP TO:**  
Corner Store  
1 North Street  
Akulivik, Quebec  
Phone: 819-123-4567

Sales Rep.	P.O. Number	Ship Date	Ship Via
John	1	January 7, 2012	Air

Quantity	Description	Weight (kg)	Unit Price (\$)	Total (\$)
5	Apples (3lb)	1.362	7.50	37.50
10	Whole wheat bread (675g)	6.75	3.65	36.50
5	Peanut Butter (1kg)	5	6.25	31.25
5	Frozen mixed vegetables (1kg)	5	5.85	29.25
5	Margarine (1lb)	2.27	5.95	29.75
5	Apple Pie (900g)	4.5	8.50	42.50
	<b>SUB-TOTAL #1</b>			
	Nutrition North Canada – Level 1 Subsidy (\$4.60/kg)			164.25
	Nutrition North Canada – Level 2 Subsidy (\$2.80/kg)			(83.32)
				(6.36)
	<b>TOTAL</b>			<b>75.57</b>

*Invoices can include items that are and items that are not eligible for a subsidy as the weight of ineligible items is not included in the calculation of the amount of subsidy passed on to the client. Apple pie is not eligible for a subsidy but appears on the invoice because it was part of the customer's order. The supplier didn't include the weight of the pies when calculating the subsidy amount to pass on to the Corner Store.*

*Although not on this invoice, all other fees associated with an order would typically be itemized clearly for the customer. These could include taxes, and shipping and handling charges.*