

**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

Title - Sujet Employee Assistance Program Service	
Solicitation No. - N° de l'invitation 47419-163439/A	Date 2015-10-02
Client Reference No. - N° de référence du client 1000323439	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZH-124-29530	
File No. - N° de dossier 124zh.47419-163439	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-10-26	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Bouchard, Suzy	Buyer Id - Id de l'acheteur 124zh
Telephone No. - N° de téléphone (819) 956-1666 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: <div>Specified Herein Précisé dans les présentes</div>	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

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

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

Issuing Office - Bureau de distribution

Training and Specialized Services Division/Division de la
formation et des services spécialisés
11 Laurier St. / 11, rue Laurier
10C1, Place du Portage
Gatineau, Québec K1A 0S5

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PART 1 - GENERAL INFORMATION

1.1 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 Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Insurance Requirements, the Task Authorization Form and any other annexes.

1.2 Summary

Canada Border Services Agency (CBSA) has a requirement for Employee Assistance Program (EAP) services

The Contractor must provide the following EAP Services to Clients including:

- a) Intake Services;
- b) Short-Term Counselling Services;
- c) Crisis Intervention Services;
- d) Specialized Consultation Services;
- e) Advisory Services;
- f) Critical Incident Stress Management (CISM) Services;
- g) Well-Being documentation;
- h) Orientation and Wellness Sessions;
- i) Newsletters;
- j) Promotional and information materials;
- k) National EAP Account Manager;
- l) Website and Secure Web Portal;
- m) Facilities for face-to-face counselling and Advisory Services.

The period of the contract will be from December 1st, 2015 to March 31st, 2018 with an option to extend the period by up to 3 additional periods of 1-year each.

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

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The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certification and Part 7 - Resulting Contract

This procurement is subject to the following Comprehensive Land Claims Agreements: Inuvialuit, Gwich'in and Tlicho.

The contractor will make its best effort to use the applicable CLCA business lists to source and procure any goods and/or services and will, to the extent possible, employ CLCA beneficiary people for the required labour.

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 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 (2015-07-03), Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 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.

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

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required in the Attachment 2 to Part 3 - Certifications and additional information form before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

2.4 Enquiries - Bid Solicitation

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

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to

enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 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.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

- Section I: Technical Bid (4 hard copies)
- Section II: Financial Bid (1 hard and 1 soft copy)
- Section III: Certifications and Additional Information (1 hard copy)

This bid solicitation uses Portable Document Format (PDF) technology. To access the PDF form, bidders must have a PDF reader installed. If bidders do not already have such a reader, there are several PDF readers available on the Internet. It is recommended to use the latest version of PDF reader to benefit all features of the interactive forms.

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

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

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

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

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

Section I: Technical Bid

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

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

Section II: Financial Bid

- a) Bidders must submit their financial bid in accordance with the Pricing Schedule in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.
- b) When preparing their financial bid, Bidders should review clause 4.1.2, Financial Evaluation, of Part 4 of the bid solicitation; and article 7.6, Payment, of Part 7 of the bid solicitation.

Section III: Certifications and Additional Information

Bidders should provide the certifications required under Part 5 and, as applicable, any related documentation and Additional Information.

- a) Bidders must complete their Certifications and Additional Information by using the PDF fillable form in Attachment 2 to Part 3 - Certifications and Additional Information.
- b) Bidders should complete the interactive form electronically before printing the document for submission. Bidders should note that simply printing the document prior to completing it electronically may omit certain fields that would appear when filling out the form electronically, resulting in incomplete Certifications.
- c) The form should be signed.

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ATTACHMENT 1 TO PART 3

Pricing Schedule

The Bidder must complete the pricing schedule for each of the periods specified for all the Services and include it in its financial bid

See attached Excel spreadsheet: Attachment 1 to part 3 – Pricing Schedule.xls

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ATTACHMENT 1A TO PART 3

Historical Data

Number of New Clients for Short-Term Counselling Services in one Fiscal Year (2014-2015) in each CBSA Region for information purpose only:

Region:	Number of New Clients
Pacific	432 (15%)
Prairies	183 (6%)
Southern Ontario	369 (12%)
Greater Toronto Area	260 (9%)
Northern Ontario	180 (6%)
Headquarters	762 (25%)
Quebec	524 (18%)
Atlantic	265 (9%)

Number of Wellness Sessions delivered during one Fiscal Year (2015-2015) in each CBSA Region for information purpose only:

Region:	Number of Sessions	Number of Participants
Pacific	2	50
Prairies	8	130
Southern Ontario	11	330
Greater Toronto Area	7	150
Northern Ontario	2	20
Headquarters	24	473
Quebec	16	529
Atlantic	0	0

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ATTACHMENT 2 TO PART 3

Certifications and additional information

See attached PDF fillable Form - Attachment 2 to part 3 – Certifications and Additional Information.pdf

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

Mandatory technical evaluation criteria are included in Attachment 1 to Part 4.

4.1.2 Financial Evaluation

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

4.2 Basis of Selection - Lowest Evaluated Price

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

ATTACHMENT 1 TO PART 4

Technical Criteria

Mandatory Technical Criteria

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

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

No.	<u>Mandatory Technical Criteria</u>
MT1	<p>The Bidder must have been in business for a minimum of 5 years as of the bid solicitation closing date, providing Employee Assistance Program (EAP) Services similar to the Services described in the Statement of Work.</p> <p>In case of a joint venture, at least one (1) member of the joint venture must meet the minimum 5 year requirement.</p> <p>The Bidder should also provide one of the following supporting documents:</p> <ul style="list-style-type: none"> • A copy of the business name Registration Certificate confirming the number of years the Bidder has been in business; or • A copy of the Provincial or Territorial Business Corporation Registration Certificate confirming the number of years the bidder has been in business; or • A copy of the Federal Business Incorporation Registration Certificate confirming the number of years the Bidder has been in business
MT2	<p>The Bidder must be accredited by the Council on Accreditation (COA) for EAP services. A copy of the Certificate of Membership should be provided with the bid.</p>
MT3	<p>The Bidder must propose a National EAP Account Manager with a minimum of 2 years of experience within the past 5 years providing Account Management Services for a health-related organization/service of at least 10,000 employees, with similar tasks and responsibilities described in section 4.2.11 of the Statement of Work. The Account Manager must also be fluent in English and French for written and oral communication.</p>
MT4	<p>The Bidder must hold or must have held at least 2 EAP Services contracts after October 1st, 2010 for a similar sized and unionized external client organization(s). The contracts must include Intake Services similar to section 4.2.1 and Short-Term Counselling Services similar to section 4.2.2 of the statement of work. To be considered similar in size, the client organization(s) must have an employee base of at least 10,000.</p> <p>The bidder must provide at a minimum the following information:</p> <ol style="list-style-type: none"> 1) Contract number and date; 2) Client organization name; 3) Overview of the Scope and Statement of Work; 4) A copy of an invoice (monthly invoice) <p><i>Canada reserves the right to request a copy of the contracts.</i></p>

MT5	<p>The Bidder must have provided 2 years of face-to-face counselling services to a minimum of 500 clients per year since October 1st 2012 (for a total of 1000 clients) to external organizations with the following constraints:</p> <ul style="list-style-type: none"> • A minimum of 125 clients must have been provided with face-to-face counselling in a minimum of 5 different regions; • The counselling sessions must have been delivered in a facility provided by the bidder; • The location of the facility where the counselling sessions have been delivered must have been within 150 km of any cities listed in each Region. <p>The following Regions are detailed in Appendix 1 to Annex A:</p> <ul style="list-style-type: none"> • Atlantic; • Quebec; • Northern Ontario; • Headquarters; • Greater Toronto Area; • Southern Ontario • Prairies; and • Pacific.
MT6	<p>The Bidder must have provided Crisis Intervention counselling with 24 hours per day, 365 days per year access through a toll-free telephone number similar to section 4.2.3 of the statement of work. The crisis intervention counselling services must have been offered to external organization(s) with a minimum of 5,000 employees across Canada for at least two consecutive years since October 1st, 2012.</p> <p>The Bidder must provide the following information:</p> <ol style="list-style-type: none"> 1) Client organization name; 2) Number of employees; 3) The toll-free telephone number; 4) Number of calls made by employees per month.
MT7	<p>The Bidder must have delivered a minimum of 50 in-person Wellness sessions similar to section 4.2.8 of the statement of work to external organization(s), in at least four of the six following areas since October 1st, 2012:</p> <ul style="list-style-type: none"> • Mental health/emotional health issues • Stress • Family-related issues • Work-related issues • Substance abuse • Career transitions <p>To demonstrate compliance, the bidder must provide the following information:</p> <ol style="list-style-type: none"> 1) Area; 2) Name and description of the sessions ; 3) Client organizations; 4) Date and duration; and 5) Location. <p><i>Canada reserves the right to request a copy of the synopsis of any educational session.</i></p>

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MT8	<p>The bidder must have a web site with EAP information in both official languages.</p> <p>The bidder must have a bilingual secure web portal for the online counselling services.</p> <p>The bidder must provide the website URL and screen shots of the secure web portal that demonstrates compliance.</p>
MT9	<p>The Bidder must have provided 20 onsite Critical Incident Stress Management (CISM) debriefings sessions similar to section 4.2.6 of the statement of Work. The CISM services must have been offered to external organization(s) with a minimum of 5,000 employees across Canada since October 1st, 2012.</p>

PART 5 – CERTIFICATIONS

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

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

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

Bidders must complete their certifications required under Part 5 by using the Attachment 2 to Part 3- Certifications and Additional Information.

PART 6 - FINANCIAL AND OTHER REQUIREMENTS

6.1 Financial Capability

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

6.2 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex C.

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

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A, and the Contractor's technical bid entitled _____, dated _____.

7.1.2 Task Authorization

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

- a) Onsite Critical Incident Stress Management (CISM) Services;
- b) Orientation and Wellness Sessions; and
- c) Additional Promotional and information material.

7.1.2.1 Task Authorization Process

- a) The Project Authority will provide the Contractor with a description of the task using the Task Authorization Form specified in Annex E. The Onsite Critical Incident Stress Management (CISM) Services will be authorized via telephone and will be evidenced for administrative purposes only, through a signed TA form within 3 working days of the request.
- b) The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
- c) The Contractor must provide the following:
 - i) For **Onsite Critical Incident Stress Management (CISM) Services**: The Contractor must provide to the requestor (CBSA EAP Coordinator-Counsellor or CBSA manager), within 2 hours of its receipt, the proposed resource name that meet the qualifications as stated in section 7.4 of the SOW.
 - ii) For **Orientation and Wellness Sessions**: The Contractor must provide to the requestor (Project Authority or CBSA EAP Coordinator-Counsellor), within 5 calendar days of its receipt, the proposed resource name and a proof that the resource meet the qualifications as stated in section 7.3 of the SOW (for Wellness Sessions only), the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
 - iii) For **Additional Promotional and information material**, the Contractor must provide to the Project Authority, within 10 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
- d) The Contractor must not commence work until a TA authorized has been received (written or oral) by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.
- e) With the exception of Onsite CISM Services, for each task or revision of a previously authorized task, the Project Authority will provide the Contractor with a request to perform a task prepared using Annex E, Task Authorization Form containing as a minimum:
 - i) the task or revised task description of the Work required, including:
 - A. the details of the activities or revised activities to be performed;
 - B. a description of the deliverables or revised deliverables to be submitted; and
 - C. a schedule or revised schedule indicating completion dates for the major activities or submission dates for the deliverables, or both, as applicable;
 - ii) the Contract basis (bases) of payment applicable to the task or revised task; and
 - iii) the Contract method(s) of payment applicable to the task or revised task.

7.1.2.2 Task Authorization Limit

The Project Authority, CBSA managers and CBSA EAP Coordinator-Counsellor (for onsite CISM Services), may authorize individual task authorizations up to a limit of \$10,000.00, Applicable Taxes included, inclusive of any revisions.

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

7.1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

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

7.1.2.4 Periodic Usage Reports - Contracts with Task Authorizations

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

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

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

The quarterly periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31; and
- 4th quarter: January 1 to March 31.

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

Reporting Requirement- Details

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

For each authorized task:

- a) the authorized task number or task revision number(s);
- b) a title or a brief description of each authorized task;
- c) the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- d) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- e) the start and completion date for each authorized task; and
- f) the active status of each authorized task, as applicable.

For all authorized tasks:

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

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

2035 (2015-07-03) General Conditions - Higher Complexity – Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

4008 (2008-12-12), Supplemental General Conditions - Personal Information

7.2.3 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

7.2.4 Specific Person - National EAP Account Manager

The Contractor must provide the services of the following person(s) to perform the Work as stated in the Contract: _____

7.3 Security Requirements

There is no security requirement applicable to this Contract.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from Contract Award to March 31st, 2018 inclusive.

7.4.1 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional 1 year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

7.4.2 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 30 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 10 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

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Client Ref. No. - N° de réf. du client
47419-163439

Amd. No. - N° de la modif.
File No. - N° du dossier
124zh.47419-163439

Buyer ID - Id de l'acheteur
124ZH
CCC No./N° CCC - FMS No./N° VME

7.4.3 Termination on Thirty Days Notice

Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Suzy Bouchard
Public Works and Government Services Canada
Acquisitions Branch

Telephone: 819-956-1666
E-mail address: suzy.bouchard@pwgsc-tpsgc.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Contract is:

Name:
Title: CBSA National EAP Manager
Organization:
Address:

Telephone:
Facsimile:
E-mail address:

In its absence, the Project Authority is:

Name:
Title:
Organization:
Address:

Telephone:
Facsimile:
E-mail address:

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

7.5.3 Contractor's Representative

7.6 Proactive Disclosure of Contracts with Former Public Servants (if applicable)

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

7.7 Payment

7.7.1 Basis of Payment

7.7.1.1 Limitation of Expenditures – Professional Fees

For the Work described in section 4.1.1 of the Statement of Work in Annex A:

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with Tables 1.1 to 1.6, in the Basis of Payment in Annex B, to a limitation of expenditure of \$_____. Custom duties are included and Applicable Taxes are extra.

7.7.1.2 Authorized TA

a) TA Subject to a Limitation of Expenditure – Professional Fees

For the Work described in section 4.1.2 (a) of the Statement of Work in Annex A (Onsite Critical Incident Stress Management (CISM) Services):

When the basis of payment specified in a TA authorized and issued under the Contract is limitation of expenditure, the Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized TA, as determined in accordance with the basis of payment cost elements, in Table 1.7 of Annex B, to the limitation of expenditure specified in the authorized TA.

Canada's total liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA. 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 authorization of the TA Authority. The Contractor must notify the TA Authority in writing as to the adequacy of this sum as soon as the Contractor considers that the authorized TA funds are inadequate for the completion of the Work specified in the authorized TA.

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

b) TA - Firm Lot Price – Other Services

For the Work described in section 4.1.2 (b) of the Statement of Work in Annex A (Orientation and Wellness Sessions):

When the applicable basis of payment specified in a TA authorized and issued under the Contract is firm lot price, in consideration of the Contractor satisfactorily completing all of its obligations under the authorized TA, the Contractor will be paid the firm lot price stipulated in the authorized TA, as determined

in accordance with the basis of payment cost elements in Table 2.1 of Annex B. Custom duties are included and Applicable Taxes are extra.

No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work specified in the authorized TA will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the TA Authority before their incorporation into the Work specified in the authorized TA.

c) TA Subject to a Limitation of Expenditure - Other Direct Expenses

For the Work identified in section 4.1.2 (c) of the Statement of Work in Annex A (Additional Promotional and information materials):

The Contractor will be reimbursed for the fees reasonably and properly incurred in the performance of the Work, as specified in the authorized Task Authorization (TA), at cost, with no allowance for profit and/or administrative overhead. All payments are subject to government audit. Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA, Customs duties are included and Applicable Taxes are extra.

7.7.2 Portion of the Work - Cumulative Total of all authorized TAs

- a) With respect to the portion of the Work that is to be performed under the Contract on an "as and when requested basis", Canada's total liability to the Contractor under the Contract for all authorized TAs, inclusive of any revisions, must not exceed the sum of \$_____. Customs duties are included and Applicable Taxes are extra.
- b) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- c) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - i. when it is 75 percent committed, or
 - ii. four (4) months before the contract expiry date,
 - iii. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, to which article 7.7.1.2(a) and (c) with TA subject to a Limitation of Expenditure, apply,whichever comes first.
- d) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.3 Method of Payment

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

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

7.7.4 Discretionary Audit

C0705C (2010-01-11), Discretionary Audit

7.8 Invoicing Instructions

- a) The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed. Each invoice must be supported by:
- i) client number/case ID, client's home city, service provided, total number of hours, cost per hour and total cost (detailed invoice) to support the time claimed;
 - ii) a copy of the release document and any other documents as specified in the Contract;
 - iii) a copy of the invoices, receipts, vouchers for all direct expenses.
- b) Invoices must be distributed as follows:
- i) A copy of the detailed invoice must be sent to the National EAP Manager and the CBSA EAP Coordinator-Counsellors by email for certification and payment. A copy of the summary invoice must be sent to the National EAP Manager and the following generic CBSA mailbox: Vendors-Fournisseurs@cbsa-asfc.gc.ca. The summary invoice must include the total cost for the month per services.
 - ii) A copy of the summary invoice must be forwarded via email to the Contracting Authority identified under the section entitled "Authorities" of the Contract at the following email address: tpsgc.facturationzh-zhinvoicing.pwgsc@tpsgc-pwgsc.gc.ca. The contract number and contracting authority's name must be entered in the subject line of the email.

7.9 Certifications

7.9.1 Compliance

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

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

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

7.9.3 Canadian Content Certification

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

7.10 Applicable Laws

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

7.11 Priority of Documents

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

- a) the Articles of Agreement;
- b) the general conditions 2035 (2015-07-03), General Conditions - Higher Complexity - Services;
- c) the Supplemental General Conditions 4008 (2008-12-12) - Personal Information
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Insurance Requirements;
- g) Annex D, Report Templates
- h) the signed Task Authorizations (including all of its annexes, if any);
- i) the Contractor's bid dated _____

7.12 Foreign Nationals

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

7.13 Insurance Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) working days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

7.14 Canceling or Rescheduling Appointment

7.14.1 Without restricting any other terms and conditions of the Contract, any scheduled appointment may be canceled or rescheduled by Canada by giving a notice to the Contractor as follow:

- a) At least 48 hours prior to a face-to-face appointment or onsite services;
- b) At least 48 hours prior to an Orientation or Wellness session;
- c) At least 24 hours prior to a video appointment.

7.14.2 If Canada cancels or reschedules an appointment without providing a notice as stated in 7.14.1, but at least 12 hours prior to the appointment, then the Contractor will be paid as follow:

- a) One hour at 50 percent of the firm hourly rate in Annex B, for face-to-face counselling and onsite services;
- b) One session at 50 percent of the firm lot price in Annex B, for Orientation or Wellness sessions;
- c) One hour at 50 percent of the firm hourly rate in Annex B, for Video Counselling.

7.14.2 If Canada cancels or reschedules an appointment without providing a notice as stated in 7.14.1 or 7.14.2, then the Contractor will be paid for the scheduled Services at the rate or price in Annex B, Basis of Payment.

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47419-163439

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File No. - N° du dossier
124zh.47419-163439

Buyer ID - Id de l'acheteur
124ZH
CCC No./N° CCC - FMS No./N° VME

ANNEX A

STATEMENT OF WORK

1. TITLE

Employee Assistance Program (EAP) services for Canada Border Services Agency (CBSA)

2. SCOPE

2.1 OBJECTIVE

The CBSA, with the participation of the union organisations, is committed to making available a confidential and voluntary EAP, without prejudice to job security or career progression, to employees who may be experiencing personal, health or work-related issues. The purpose of this program is therefore to provide a variety of consulting and professional services to the employees and their dependants.

2.2 BACKGROUND

The CBSA is an integral part of the Public Safety Portfolio. The CBSA mandate is to provide integrated border services that support national security and public safety priorities. In support of the CBSA mandate, the CBSA employs armed officers within its operations branch.

The CBSA recognises the value and importance of promoting, fostering and maintaining the well-being of its employees and their dependants. It recognises that their health and well-being can be affected by personal or work-related issues which, if not resolved, may have a negative impact their psychological health and safety and subsequently their work performance. It also supports a mental health promotion and prevention/education approach to create and sustain a healthy work environment. In order to create and maintain employee and organizational health, the CBSA provides EAP services through a variety of access points internal and external to the CBSA.

The EAP is to provide a variety of services. They are described in section 4.

EAP services provided under this contract are not intended to replace community-counselling services or treatment resources that are available to employees outside of the workplace.

2.3 POPULATION COVERED

The population covered under this SOW includes all CBSA employees and their dependants, as defined in section 2.4 below. The population of the CBSA across Canada is approximately 15,271 employees. See the chart below (data from July 2015 demographic report excluding casual employees).

Region	Employees #
Atlantic	780
Quebec	2,035
Northern Ontario (NOR)	659
Headquarters (HQ) - Ottawa and Rigaud	4,567
Greater Toronto Area (GTA)	2,356
Southern Ontario Region (SOR)	1,628
Prairies	1,233
Pacific	2,013
TOTAL	15,271

(Refer to Appendix 1 for the complete list of CBSA locations)

2.4 TERMINOLOGY

For the purpose of this requirement the following definitions apply:

Assessment: The process by which a professional counsellor gathers the information they need to formulate a more comprehensive and accurate understanding of the client and their reason for presenting for counselling services. This allows them to be in a better position to determine the needs and resources and help the client achieve a successful outcome.

Case: A case refers to counselling services only. A case is a documented record of the session(s) where, through direct contact between the EAP counsellor and an eligible client or clients – if they are consulting together on common issues - it must include an assessment, a plan of action (including the provision of short-term counselling and/or referrals), and a follow-up.

Cases are counted as “new cases” only once per fiscal year (April 1st to March 31st), regardless of how often the client is seen. However, if the same client contacts the EAP later in the same fiscal year about an issue unrelated to the issue discussed the first time, the client is considered a new case.

The number of hours for one case must not exceed 6 hours without obtaining the prior written approval from the CBSA EAP Coordinator-Counsellor. Approval will only be granted upon demonstration of a thorough assessment and a plan to refer the employee to the appropriate community resource. The Contractor will ensure its counsellors understand the CBSA model and are able to explain it to clients.

The following are **not** to be considered cases, and will be tracked separately:

- i) Clients who call for information or call requiring referral services; and
- ii) Internal Advisory Services provided to managers, supervisors and union representatives.

CBSA National EAP Manager: The CBSA National EAP Manager has the functional and financial responsibility for the services delivered under this contract and is the CBSA EAP Project Authority.

CBSA EAP Coordinator-Counsellors: The CBSA EAP Coordinator-Counsellors are professional counsellors located in each CBSA region responsible for coordinating the program at the regional level.

Client: a CBSA employee or a dependant who accepts the assistance of the EAP.

Client Case File: Any documentation pertaining to client case files whether they include clients personal identifying information or not.

Critical Incident: a traumatic event that produces a strong emotional reaction that could affect one's ability to cope.

Debriefing: A debriefing is a seven-phase structured group discussion for small groups occurring usually within one to ten days after a critical event. It is conducted by a trained mental health professional (CBSA EAP coordinator-counsellor, external service provider, or other consultant), often with the assistance of trained peers. Its aim is to facilitate closure, mitigate symptoms and triage individuals who may need further support.

Defusing: A defusing is a three-phase structured small group discussion held within hours of a critical event. Its aim is to assess, triage, mitigate acute symptoms, assess need for follow-up and, when possible, provide psychological closure. It is conducted by a trained mental health professional (CBSA EAP coordinator-counsellor, external service provider, or other consultant), or by a trained peer.

Dependant: For the purpose of this SOW, dependent means an employee's spouse, a dependent child of an employee or the dependent child of the employee's spouse, who is an unmarried child of an employee or of the employee's spouse, including an adopted child, a step child and a foster child in respect of whom the employee stands in loco parentis, provided such person is:

- Under 21 years of age;
- Under 25 years of age and attending an accredited school, college or university on a full-time basis; or,
- A person over 20 or 24 years of age who was a dependent child as defined above, when they became incapable of engaging in self-sustaining employment by reason of mental or physical impairment, and is primarily dependent upon the member for support and maintenance.

Employee: All persons currently employed by the Canada Border Services Agency in an indeterminate or determinate position, including students and employees who are hired on a part-time basis. Includes employees appointed on a full-time or part-time basis; term employees of at least six months plus one day including those with consecutive term extensions totaling six months plus one day; indeterminate employees, including seasonal and acting appointments of at least four months; employees who are retired, or whose employment has been terminated (for a 3 month period); and recruits at the Rigaud College who are enrolled in the Officer Induction Training Program. Note that contractor-consultants are not considered employees.

Employee Diversity: The diversity of employees is expressed by the individuality or uniqueness of people who differ in work and cultural backgrounds, experience, education, age, gender, race, ethnic origin, sexual orientation, religion, physical abilities, and all other ways in which we differ.

Record: All documentation pertaining to services rendered by the Contractor for the CBSA.

Referral: Is a process whereby the Contractor sends or transfers clients to outside/community resources or to other internal CBSA resources (e.g. CBSA EAP Coordinator-Counsellor, human resources advisor, informal conflict management advisor, union).

Self-Referral: Self-referral is a process used in rare instances by which clients requiring long-term counselling services are retained by the Contractor for additional counselling services.

Session: A session involves direct contact between the client and the professional counsellor, engaged in back and forth conversation, where both parties work collaboratively to resolve identified issues and concerns. The duration of one session must be between 50 and 60 minutes.

24-hour line: A 24-hour toll-free telephone number, accessible 365 days per year, for crisis intervention counselling.

3. APPLICABLE AND REFERENCE DOCUMENTS

Treasury Board Secretariat Policy - Policy on Employee Assistance Program <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12542>

Public Service Health Care Plan: <http://www.pshcp.ca/>

4. REQUIREMENTS

4.1 Scope of Work

4.1.1 The Contractor must provide the following EAP Services to Clients:

- a) Intake Services (as detailed in section 4.2.1);

- b) Short-Term Counselling Services (as detailed in section 4.2.2);
- c) Crisis Intervention Services (as detailed in section 4.2.3);
- d) Specialized Consultation Services (as detailed in section 4.2.4);
- e) Advisory Services (as detailed in section 4.2.5)
- f) Critical Incident Stress Management (CISM) Services via telephone (as detailed in section 4.2.6);
- g) Well-Being documentation (as detailed in section 4.2.7);

4.1.2 The Contractor must provide the following EAP Services on as and when requested basis:

- a) Onsite Critical Incident Stress Management (CISM) Services (as detailed in section 4.2.6);
- b) Orientation and Wellness Sessions (as detailed in section 4.2.8);
- c) Additional Promotional and information materials (as detailed in section 4.2.9).

4.1.3 The Contractor must provide the following to deliver and manage the EAP Services:

- a) Monthly or quarterly Newsletters (as detailed in section 4.2.10)
- b) Promotional and information materials (as detailed in section 4.2.9)
- c) National EAP Account Manager (as detailed in section 4.2.11).
- d) Website and Secure Web Portal (as detailed in section 4.2.12);
- e) Facilities for face-to-face counselling and Advisory Services (as detailed in section 4.2.13).

4.2 Tasks

4.2.1 Intake Services:

The Contractor must provide Intake Services Personnel that meet the qualifications detailed in section 7.2 as well as the facilities and equipment to provide telephonic and online Intake Services. The tasks include but are not limited to:

- a) Document employee and/or dependant's contact information, the employee's status, whether they are Officer Induction Training Program (OITP) students at the Rigaud College, their worksite and area of residence, ensuring the employee is eligible for the services, as per the definition of Employee;
- b) Obtain emergency contact information from the client prior to proceeding with the intake service.
- c) Gather information on the area of concern for the client;
- d) Perform a risk assessment;
- e) Transfer calls or online messages requiring immediate intervention directly and without interruption to a professional counsellor, including critical incidents or crisis situations. These calls are considered cases as soon as there is direct contact between the client and a professional counsellor;
- f) Provide information about the short-term counselling services available under this contract, including, but not limited to: number of hours available, cancellation and no show policies;
- g) Book appointment with a professional counsellor with the expertise and/or interest related to the area of concern (the next available appointment that fits within the schedule of the client must be given);
- h) Provide call back within 24 hours in cases where an appointment cannot be booked at the time of the call and offer an appointment time within five (5) working days;
- i) CBSA Managers who contact Intake Services to obtain assistance for their team following a critical incident must be transferred immediately to a Professional Counsellor who meets the qualifications detailed in section 7.4.
- j) If a CBSA employee who is not a Manager contacts Intake Services to obtain assistance for their colleagues, they must be advised to contact their regional CBSA EAP Coordinator-Counsellor or be asked to inform their Manager to contact Intake Services. They must also be offered one-on-one assistance to help them deal with the critical incident. This can be offered immediately by transferring their call to a Professional Counsellor who meets the qualifications detailed in section 7.4, or an appointment could be scheduled if the situation is not urgent.
- k) Create client case files; and
- l) Provide information and or referrals to other resources, as appropriate.

4.2.2 Short-Term Counselling Services

4.2.2.1 Short-Term Counselling Services involves contacts between a client and a professional counsellor engaged in back and forth in-person, online or telephonic conversation, where both parties work collaboratively to resolve identified issues and concerns. The Contractor must provide the facilities and equipment to perform the following tasks, but are not limited to:

- a) The Contractor must offer counselling services outside the CBSA's facilities. The first counselling session should occur within 5 working days of the client contacting the Contractor unless unforeseen circumstances arise.
- b) If a client reaches a professional counsellor directly without first reaching intake services (e.g. crisis situation or online counselling), the professional counsellor must obtain emergency contact information from the client prior to proceeding further.
- c) Counselling services must be available Monday to Friday except for statutory holidays applicable to the province where the service is rendered.
- d) Counselling services must be available within the core working hours of 7:00 AM to 5:00 PM (local time).
- e) Evening hours (5:00 PM to 9:00 pm local time) must be made available to clients upon request.
- f) A schedule of counsellor availability must be provided to Intake Services 3 weeks in advance.
- g) Scheduling of appointments must be arranged between the employee and the Contractor via intake services.
- h) The Contractor must maintain contacts with, and have established an inventory of, community resources, support agencies and service providers in a variety of EAP-related fields (addiction counsellors, group therapists, social workers, psychologists, etc.) in order to refer clients for longer-term or specialized counselling services as needed. The Contractor must send or transfer clients to outside/community resources or to other internal CBSA resources (e.g. CBSA EAP Coordinator-Counsellor, human resources advisor, informal conflict management advisor, union).
- i) Self-referral must only be used when the counsellor is the only available resource in the area or there is no equivalent resource available to provide the specialized treatment required. When the counsellor believes self-referral would be in the best interest of the client, the Contractor must discuss with CBSA's EAP Coordinator-Counsellor and obtain written approval prior to the delivery of counselling. The Contractor must demonstrate they have explored all potential community resources and that there is no other resource available.
- j) The Contractor must inform the client of the psychological services coverage available to CBSA employees under the Public Service Health Care Plan benefits.
- k) Short-term counselling should only be undertaken when some resolution to the issue can be arrived at within the limits of a short-term counselling model. The professional counsellors must perform a client assessment that includes the form of communication to be used, a risk assessment, short-term counselling when appropriate, referral to longer term or specialised community resources, and follow-up. If short-term counselling is not appropriate, referral to the appropriate resources must be made immediately after assessment.
- l) If the assigned professional counsellor becomes unavailable, the Contractor must inform the client and provide an alternative professional counsellor within 2 weeks.

4.2.2.2 The Contractor must provide Short-Term Counselling Services using the following forms of communication. The form of communication to be used is to include an assessment, including a risk assessment, short-term counselling when appropriate, referral to longer term or specialized community resources, and follow-up.

- a) **Face-to-Face Counselling** involves direct in-person contact between the client and the professional counsellor. Face-to-face counselling must be the first form of communication offered to the client for counselling services.

The Contractor must provide Professional Counsellors for Face-to-Face Counselling that meet the qualifications detailed in section 7.3. The Contractor must provide the facilities as detailed in section 4.2.13 for face-to-face counselling sessions in any CBSA locations identified in Appendix 1.

- b) **Online Counselling** is defined as all clinical consultations and services that are done via various Internet-assisted modalities (chat, email, and video conference), as described below. It is done through a Secured Web Portal. It uses a user-friendly platform (no software downloads are required) which allows the client to use the service easily, and a secure platform which assures client confidentiality and privacy. Online counselling is not appropriate for all types of situations and should only be presented to the client as an option and not as a recommendation, ensuring the choice remains with the client. The Contractor must avoid targeted promotional campaigns for online counselling services.

- i) **Chat:** synchronous online services providing clients with professional counselling delivered in real-time through text services. Clients correspond via text with a qualified counsellor for private, immediate clinical support regarding their issue. The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 7.6.
- ii) **Email:** non-synchronous, professional, and confidential counselling service available directly through secure e-mail conferencing. If a client contacts a Professional Counsellor using their work e-mail, the contractor must make the client aware that the confidentiality of an e-mail exchange cannot be guaranteed and that all content shared by e-mail is not confidential and is the property of the CBSA. The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 7.6.
- iii) **Video Conference:** Client and Professional Counsellor communicate with each other using a computer (a personal home computer can be used), webcam, landline, and encrypted custom Internet software enabling both parties to see and hear each other. The Contractor must provide Professional Counsellors for Video Conference that meet the Professional Counsellors for Face-to-Face Counselling qualifications detailed in section 7.3.

The Contractor must provide a Secure Web Portal as detailed in section 4.2.12.

Prior to proceeding with online the Contractor must:

- i) Make the client aware that the confidentiality of information exchanged through online counselling cannot be guaranteed;
 - ii) Ensure that the client provides consent, to engaging in online counselling as a method of receiving counselling services;
 - iii) Screen clients on the suitability of online counselling for each client on a case-by-case basis. The screening process will include potential technological issues, language issues, keyboarding issues, presenting issues and clinical concerns. The screening process assesses the client for (but not limited to) risk of suicide, violence to or from others, or significant symptoms of a mental illness. Clients determined not to be suitable for online counselling will immediately be re-directed to intake services. If the situation is a crisis, the client will immediately be re-directed to crisis intervention counselling.
- c) **Telephone counselling** is not appropriate for all types of situations and should only be presented to the client as an option and not as a recommendation, ensuring the choice remains with the client.

4.2.3 Crisis Intervention Counselling

The Contractor must provide access to professional counsellors for crisis intervention counselling 24 hours per day, 365 days per year through a 24-hour line. If clients reach the intake services, who recognizes the call as requiring immediate intervention, the call must be transferred directly and without interruption to a professional counsellor.

The Contractor must not record message with call back.

4.2.4 Specialized Consultation Services

The Contractor must provide basic advice and referral telephone services to clients in the Legal, Financial and Career subject areas. Legal Services must be provided by an entity that holds a Certificate of Qualification issued by the National Committee on Accreditation appointed by the Federation of Law Societies of Canada and the Committee of Canadian Law Deans to provide basic legal consultation to CBSA employees.

Clients who contact Intake Services and are identified as needing the service (or who call requesting the service directly) must be provided with an appointment at the time of the call, be referred to the specific services' telephone number or receive a call back within 24 hours from the Specialized Services offering them an appointment. The appointment must be offered within five (5) working days. Services are to be provided, upon request of the CBSA client by telephone, and to a maximum time of one hour per employee per issue per year, which does not have to be used all at once.

4.2.5 Advisory Services

The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 7.5, as well as the facilities and equipment to provide advisory services in any CBSA locations identified in Appendix 1 to supervisors, managers and union representatives to assist them in helping employees deal with personal, health or work-related issues that may be affecting their work performance and well-being. All tasks and details described in 4.2.2 apply to Advisory Services.

4.2.6 Critical Incident Stress Management (CISM) Services

The Contractor must provide Professional Counsellors that meet the qualifications detailed in section 7.4 as well as the facilities and equipment to provide consultation related to critical incidents and where deemed necessary, defusing and debriefing sessions. The Contractor must provide telephone consultation and on as and when requested basis onsite CISM Services at any CBSA locations identified in Appendix 1.

The types of incidents that would require a debriefing would include but are not limited to: line of duty death; suicide or homicide; armed or violent assault in the workplace; hostage-taking; disaster or fatality in the workplace. Other incidents may potentially require an intervention (e.g. injury or death of a co-worker outside the workplace; medical emergency, etc.).

The contractor must ensure availability of their staff to meet this requirement at all times. These services can be requested and authorized by a CBSA EAP Coordinator-Counsellor or the appropriate CBSA manager. The Professional Counsellor must collect information from the CBSA Manager on the incident and the employees' reactions in order to determine if an onsite intervention is necessary. The intervention (defusing or debriefing) should be available within 24 to 72 hours after a critical incident. The CISM Professional Counsellor must be onsite within 2 to 24 hours of the request and will be specified in the authorized Task Authorization.

4.2.7 Well-being Documentation

The Contractor must provide well-being documentation when appropriate. Prior to providing well-being documentation, the Contractor must ensure that the information will meet the client's needs and that the client would not be better served with Short-Term Counselling Services. The type of well-being documentation required can be provided in the form of: articles, packages on various topics (examples of topics: workplace stress, career enhancement, parenting, improving relationships, separation/divorce, etc.). Documentation packages can include books, articles and self-help questionnaires/activities.

4.2.8 Orientation and Wellness Sessions

The Contractor must provide the resource and material (e.g. slides, binders, booklets) to deliver onsite EAP Orientation and Wellness sessions on as and when requested basis at any CBSA locations identified in Appendix 1.

EAP Orientation Session: one-hour session or lunch and learn providing information on all the services available and how to access them, the forms of communication available, who can access the services, limits of confidentiality, examples of reasons for accessing services and the toll free telephone numbers.

Wellness Session: one-hour educational session or lunch and learn related to issues of health and wellness of employees and managers (for example, sessions on grief, parenting, or stress management). The sessions must be delivered by a Professional Counsellor that meet the qualifications detailed in section 7.3.

4.2.9 Promotional and Information Materials

The Contractor must provide promotional and information materials, including, but not limited to, brochures, wallet cards and fridge magnets (maximum of 10,000 of each). The promotional and information material must at a minimum include the toll free telephone number(s) and TTY number(s). If the Contractor has separate telephone numbers for intake services and crisis intervention counselling, then this distinction must be clearly made on all promotional and information material, clearly advising the reader what each telephone number is for.

The Contractor must provide additional promotional and information materials on as and when requested basis in excess of the 10,000 each.

4.2.10 Newsletters

The Contractor must produce a quarterly or monthly EAP newsletter that is to be distributed directly to the CBSA EAP Coordinator-Counsellors by e-mail. The newsletters must include articles on different well-being topics such as mental health, emotional and physical well-being, addictions, family and work-related issues, etc. The newsletters must also include the Contractor's toll free number.

4.2.11 National EAP Account Manager

The Contractor must provide a National EAP Account Manager that meets the qualifications detailed in section 7.1. The National EAP Account Management must perform the following tasks, but are not limited to:

- a) Primary contact for expertise as required for consultation and clarification purposes;
- b) Work with the CBSA National EAP Manager, providing consultative support, responding to inquiries regarding the services offered;
- c) Work with the 15 Regional CBSA EAP Coordinator-Counsellors or identifying regional account managers to work with them;
- d) Make sure that the personnel who are providing services to CBSA clients meet the qualifications;
- e) Ensure that all deliverables are met;

- f) Meet with the CBSA National EAP Manager on an as-needed basis and make sure that complaints are dealt with in a timely manner;
- g) Provide quality assurance for the services provided, which includes, but is not limited to: identifying issues and providing clarification when required, and recommending corrective actions to ensure that all services meet best practices and all the requirements including the language requirement; and
- h) Apply the Project Management Plan and the Program Monitoring and Quality Control Services as detailed below.

Program Monitoring and Quality Control Services

The Contractor must provide Program Monitoring and Quality Control Services, the facility and equipment to perform the following tasks, but are not limited to:

- a) The National EAP Account Manager must attend, upon request from the CBSA EAP Coordinator-Counsellor, meetings with Local/Regional EAP Advisory Committee. These meetings may occur on a quarterly basis excluding the summer months in any CBSA locations identified in Appendix 1.
- b) The Contractor must provide quarterly EAP statistics, in a format determined by CBSA, including but not limited to the number of cases, new clients, types of issues, hours of service delivered, CISM services, promotional activities, etc. A copy of the CBSA statistical form is included as Appendix 3 as well as an explanation sheet as Appendix 2 and will be available electronically (may be updated as required). Statistics must be sent quarterly to the CBSA EAP Coordinator-Counsellors of each respective region and to the National EAP Manager no later than 6 weeks after the end of each quarter.
- c) As part of the CBSA's monitoring of the Contractor's EAP services for quality assurance, and service improvement purposes, the Contractor must collect Client satisfaction data. All incidents and complaints must be reported immediately to the CBSA National EAP Manager. Client satisfaction questionnaires are to be provided to every client receiving counselling services. In keeping with CBSA and EAP industry standards, the client's participation is voluntary, the completed questionnaires will be kept confidential, and any reporting will be done in a manner that protects the anonymity and privacy of the client. The aggregated data will be provided in a Client Satisfaction Summary Report on a quarterly basis to the CBSA EAP Coordinator-Counsellor and National EAP Manager no later than 6 weeks after the end of the quarter. The data to be collected and reported must include, but not be limited to:
 - i. The total number of Client satisfaction questionnaires sent out and returned during a one-year period (response rate).
 - ii. Quantitative data measuring Client satisfaction related to the quality of service, both for Counselling and Intake Services.
 - iii. Quantitative data measuring Client satisfaction related to the effectiveness of Counselling Services.
 - iv. Qualitative data related to client's experience with the service provider (which may include intake, counselling, referral services).
 - v. Number and nature of incidents and complaints and their outcomes, and
 - vi. The roll-up of all the responses of clients and the compilation of the statistical data documented at intake.

4.2.12.1 Website and Secure Web Portal

The Contractor must have a website and display all relevant EAP contact information in both official languages. The website must include a Secure Web Portal for online counselling services. The secure web portal must have a secured data transmission and storage on a stable platform. The Contractor must provide registration instructions to the client.

4.2.13 Facilities for Face to Face Sessions

The Contractor must provide all the facilities for face-to-face counselling sessions and face-to-face advisory services within 100 km of any and all CBSA work locations identified in Appendix 1.

The Contractor must be able to provide access to its services to persons with disabilities. The facilities must be wheel chair accessible and must have a sound proofed private office not open to public view.

5. DELIVERABLES AND ACCEPTANCE CRITERIA

- 5.1 The Contractor must provide the following reports in an electronic format and send them to the CBSA National EAP Manager:
- a) Quarterly Statistical Report detailed in section 4.2.11(b); and
 - b) Quarterly Client Satisfaction Summary Report detailed in section 4.2.11(c).
- 5.2 The Contractor must provide the Newsletter detailed in section 4.2.10 in an electronic format and send it to the CBSA EAP Coordinator-Counsellors and CBSA National EAP Manager's mailbox.
- 5.3 The Contractor must deliver the Promotional and Information material, within 30 calendar days of the request of the CBSA National EAP Manager. The CBSA National EAP Manager will provide the type and quantity of the material required. Additional material must be delivered within 30 calendar days of an authorized Task Authorization.
- 5.4 The Contractor must provide a Project Management Plan, 15 calendar days after contract award, which must include at a minimum:
- a) A complete list of addresses including postal code of facilities where face-to-face counselling will be delivered for each CBSA location identified in Appendix 1.
 - b) *Canada reserves the right to visit the location(s) of the Contractor within 48-hours of a written notice.*
 - c) A list of the subjects offered for the Wellness sessions detailed in section 4.2.8;
 - d) The toll free number and TTY for all the EAP Services;
 - e) A description of the contingency plan demonstrating the ability to continue to provide coverage in the event of a pandemic;
 - f) A description of the controls in place to monitor and supervise all the resources;
 - g) A description the Quality Assurance process detailed in section 4.2.11;
 - h) A description of the complaint resolution mechanisms, procedures, roles and responsibilities;
 - i) A description of the file keeping procedures; and
 - j) Examples of assessment forms, including any risk assessment questionnaires;

The Project Management Plan must be submitted in an editable version of Ms Word. The document must be sent by e-mail to the CBSA National EAP Manager. CBSA will have 30 calendar days to review and provide feedback. A new version must be submitted within 30 calendar days of CBSA response with the feedback incorporated in the document.

6. CONSTRAINTS

6.1 Confidentiality and Privacy

Refer to Treasury Board of Canada Secretariat's Employee Assistance Program Policy: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12542>.

6.2 Travel and Living Requirements

This requirement has no provision for travel and living expenses.

6.3 Pandemic

The Contractor must be capable of providing coverage in the event of a pandemic. The pandemic plan should include at a minimum the following:

- a) The name of the team or individual responsible for the implementation of the pandemic plan as well as their back-up;
- b) The list of services deemed essential and how these will be maintained; and,
- c) The process to be used to make this information available to CBSA employees.

6.4 Language

All the Services provided to clients must be offered in both official languages (English and French). The Contractor must answer calls in the same language or at the client's choice.

All material, website and newsletter must be in both official languages.

All services provided on as and when requested basis identified in section 4.1.2 must be available in both official languages. The language will be defined in each individual authorized task.

When requested, the Contractor must provide sign language interpretation for the deaf and hard of hearing.

The National EAP Account Manager must be fluent in English and French for written and oral communication. The Account Manager must be able to respond to calls and e-mail in English or French without any help and be able to participate actively in meetings.

6.5 Services to Persons with Disabilities

The Contractor must provide access to its services to persons with disabilities. The offices must be wheelchair accessible and the Contractor must have TTY text telephone for persons with hearing disabilities.

7. RESOURCE QUALIFICATIONS

7.1 National EAP Account Manager

The National EAP Account Manager must have a minimum of 2 years of experience within the past 5 years providing account management services for a health-related organization/service of at least 10,000 employees. The Account Manager must also be fluent in English and French for written and oral communication.

7.2 Intake Services Personnel

Intake Services Personnel must have a Bachelor's degree, other university diploma or a Master's degree in Social Work, Psychology or in another discipline related to counselling, with a minimum of 1 year experience in EAP or related crisis intervention work.

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the Canadian Information Centre for International Credentials web site at <http://www.cicic.ca/2/home.canada>

7.3 Professional Counsellors for Short-Term Face-to-Face Counselling Services

Professional Counsellors must have a Master's degree in social work, psychology or related fields (with a minimum 3 years' experience providing EAP or related clinical counselling services). Professional counsellors must maintain current membership in EAP-related, mental health or clinical counselling professional governing body that has a code of ethics and means of investigating complaints and imposing disciplinary measures or legal sanctions in a similar sized and mandated organization (for example: any provincial or national associations, colleges or orders).

The education must be from a recognized Canadian university or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada. The list of recognized organizations can be found under the [Canadian Information Centre for International Credentials web site](http://www.cicic.ca/2/home.canada) at <http://www.cicic.ca/2/home.canada>

7.4 Professional Counsellors for Critical Incident Stress Management (CISM) Services

Qualifications of Professional Counsellors providing CISM services are the same as the qualifications for professional counsellors in section 7.3 in addition to have successfully attended a Basic* training in Critical Incident Stress Management from the International Critical Incident Stress Foundation (ICISF) or other equivalent training. This training must have been facilitated by experts in the trauma management field, as demonstrated by their credentials and experience in areas related to Post Traumatic Stress/Critical Incident Stress.

* Basic or Level 1 type course: This training would be called basic, level 1 or other similar name. It would present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum. Its purpose is to prepare the participants to understand a wide range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) would be outlined and participants would gain the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusing Debriefings. The need for appropriate follow-up services and referrals when necessary would be included. Training would be approximately 14 hours in duration.

7.5 Professional Counsellors for Advisory Services

Qualifications of professional counsellors providing Advisory Services are the same as the qualifications for professional counsellors in section 7.3 in addition to 3 years of experience providing advisory services to managers, supervisors and union representatives in an EAP context.

7.6 Professional Counsellors for Short-Term Chat and e-Mail Counselling Services

Qualifications of Professional Counsellors providing Chat and e-Mail Counselling services are the same as the qualifications for professional counsellors in section 7.3 in addition to have successfully attended training on topics including netiquette (a way of talking in shorthand and using symbols to indicate emotion), gender and cultural issues, interpreting tone, mindset, and mental constructs and delivering clinically appropriate messages to clients.

APPENDIX 1 to ANNEX A
CBSA LOCATIONS

ATLANTIC REGION

SITE NAME	LOCATION
Andover	6 Rte, 190 Carlingford, NB E7H 5H6
Bloomfield	185 Line Road, Bloomfield, NB E7K 1C5
Campobello	1 Rte 774 Welshpool, NB, E5E 1A1
Centreville	1449, Route 110 Royalton, NB E7K 2E3
Deer Island Point	175 Deer Island Point Road, Cummings Cove, NB E5V 1A5
Forest City	1699 Chemin Forest City, Forest City, NB E6H 1Z6
Fosterville	4575, Route 122, Fosterville, NB E6H 2B6
Four Falls	415, Chemin Brown, Four Falls, NB E3Z 2C6
Gillespie Portage	600, Rte 375, California Settlement, DSL de Grand Sault, NB E3Z 1Z6
Grand Falls	1015 Main Street, Grand Falls, NB E3Z 2X1
Milltown	480 Milltown Blvd, P.O.Box 160 St.Stephen, NB E3L 2X1
River de Chute	205 Smugglers Road, River de Chute, NB E7H 4X5
Woodstock Road	1403, Route 95 Belleville, NB E7M 4Z9
Fortune	rue Water, C.P. 189 Fortune NFL-Labrador, A0E 1P0
St. Stephen (New Bridge)-3 rd	St. Stephen (New Brunswick)
Port of St. Croix, NB	2785, Route 4, St.Croix, NB E6J 2A7
McFadzen Building	495 Prospect St., Fredericton NB E3B 9M4
Carlisle Place	650 Main St., Woodstock, NB E7M 2G0
Eve Place	219 Main St., Bathurst, NB E1C 1B8
81 Albert St. (20001815)	81 Albert St., Moncton, NB E1C 8K9
North Atlantic Building	29-31 Pippy Pl, St. John's, NL A1B 3X2
Gander Int. Airport	320 Elizabeth Dr, Gander, NL A1V 1J6
Purdy's Wharf Tower II	1969 Upper Water St., Halifax, NS B3J 3R7
Founders Square	1701 Hollis St., Halifax, NS B3J 3M8
Bank of Canada Bldg	1583 Hollis St. Halifax, NS B3J 1V3
Halifax International, Airport. Halifax	Halifax International, Airport, Halifax
Charlottetown Airport (2 floors)	250 Maple Hills Ave, Charlottetown, PEI
Customs Building (20000451)	189 Prince William St, Saint John, NB E2L 2B9
Postal Station "A" & Annex	126 Prince William St.Saint John, NB E2L 2B6
Gov of Canada Building (closed)	# 52 Route 776, North Head, NB, E5G 1A1
CBSA Complex-Border Crossing	66 St. Francois St, Edmundston, NB E3V 1E6
CBSA Complex-Primary Inspection	204 Milltown Blvd, St. Stephen, NB E3L 1G8
CBSA Complex-Border Crossing (Parcel A)	10 Bridge St, St. Leonard, NB E7E 1Y1
2785 Route 4 St. Croix	2785 Route 4 St. Croix, NB E6J 2A7

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ATLANTIC REGION (continued),

CBSA Complex-Border Crossing	790 Main St, Clair, NB E7A 2H6
Sir Humphrey Gilbert Building	165 Duckworth St, St. John's, NL A1B 4R5
Government of Canada Building/Dorchester	47-49 Dorchester St, Sydney, NS, B1P 5Z2
GOCB 15 Willow	15 Willow St., Yarmouth, NS B5A 1T0
Ralston Buildg	1557 Hollis St., Halifax, NS B3J 3V4

QUEBEC REGION

SITE NAME	LOCATION
Aéroport de Mirabel-Ed "D"	11955 Henry-Giffard St., Mirabel, Qc J7N 1G3
Complexe Le Bourg du Fleuve	55-25 Des Forges Blvd, Trois-Rivières, Qc G9A 2G4
3400 Jean-Béraud	3400 Jean-Béraud Ave, Laval, Qc H7T 2Z2
825 Lebourgneuf	825 Lebourgneuf Blvd, Québec, Qc G2J 1C3
Centre commercial Laflèche	625 Laflèche Blvd, Baie-Comeau, Qc G5C 1C5
305 René-Lévesque Blvd W	305 René-Lévesque Blvd W, Montréal, Qc H2Z 1A6
1001 de Maisonneuve	1001 de Maisonneuve Blvd E, Montréal, Qc H2L 4P9
975 Roméo Vachon Blvd	975 Roméo Vachon Blvd N, Dorval, Qc H4Y 1H2
Edifice Zigby	180 Principale St., Granby, Qc J2G 2V6
80 Georges St	80 Georges St. Sorel-Tracy, Qc J3P 1C1
Saint Joseph Centre	259 Saint Joseph Blvd, Hull, Qc J8Y 6T1
Complexe Guy-Favreau Basilaire	200 René-Lévesque Blvd W, Montréal, Qc H2Z 1X4
ASFC Edifices /Dalhousie	130 Dalhousie, Québec, Qc G1K 4C4
ASFC Edifices 400 Youville	400 Youville/105 Mc Gill, Montreal, Qc H2Y 3N4
Edifice 50 de la Cité, She	50 de la Cité, Sherbrooke, Qc J1H 4G9
ASFC Edifices /Highwater	4 Rte de Mansonville, Man, Qc J0E 1X0
ASFC Edifices / Abercorn	549 Rte 139, Abercorn, Qc J0E 2K0
ASFC Edifices / Glen Sutton	139 ch de la Vallée-Missiquoi Sutton, Qc J0E 2K0
ASFC Edifices/ Pohénégamook	1187 de la Frontière, Pohénégamook, Qc G0L 1J0
ASFC Edifices/ St. Pamphile	1123 Elgin Sud, Saint Pamphile, Qc G0R 3X0
Edifice fédéral 235 Principale	235 Principale St., Cap-aux-Meules, Qc G0B 1B0
Edifice fédéral 715 Peel St.	715 Peel St., Montréal, Qc H3C 4H6
Edifice fédéral N/A Roulotte	Port-Cartier, Qc G5B 2G7
Edifice Normand Maurice	740 Bel-Air St, Montréal, Qc H4C 2K3
CBSA Learning Centre (A)	475 Grande ligne Route 342 Rd, Rigaud, Qc J0P 1P0
Edifice Jos-Hébert	701 Laure Blvd Sept-îles, Qc G4R 1X8
Edifice fed/100 Lafontaine St.	100 Lafontaine St., Chicoutimi, Qc G7M 6X2
Edifice fédéral /Lacolle	9 de l'Eglise St. N, Lacolle, Qc J0J 1J0

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NORTHERN ONTARIO REGION

SITE NAME	LOCATION
Cyclone Island	1000 Island Bridge, Lansdowne, ON K0E 1L0
Gananoque	1000 Island Bridge, Lansdowne, ON K0E 1L0
Meldrum	125 Huron Street, Sault Ste Marie, ON, P6A 1R3
Pigeon River	7690 Hwy 61 Neebing, ON, P7L 0A2
Prescott	1032 Hwy 16, Box 400, Prescott, ON K0E 1T0
Rainy River	Rainy River ON, CBSA, General Delivery, P0W 1L0
Rockport	1000 Island Bridge, Lansdowne, ON K0E 1L0
Saganaga Lake	201 North May St, Thunder Bay, ON P7C 3P4
Sand Point Lake	301 Scott St, Fort Frances, ON P9A 1H1
Johnstown	1000 Island Bridge, Lansdowne, ON K0E 1L0
Fort Frances (International Bridge)	Fort Frances, ON
International Business Center	691 Brookdale Ave, Cornwall, ON K6J 5C6
140 Garden St/ St. Lawrence District	140 Garden St. Unit 4 Gananoque, ON K7F 1H9
Thousand Island Bridge	1000 Island Bridge, Lansdowne, ON K0E 1L0
Office Jack Garland Airport	North Bay, ON X9X 9X9
Gov of Canada Bldg (Former)	292 Centre St. Prescott, ON K0E 1T0
2270 St. Laurent Blvd	2270 St. Laurent Blvd, Ottawa, ON K1G 6C4
Jackson Square (1st Floor)	185 King St. Peterborough, ON K9J 2R8 (Belleville)
Merivale Public School	63 Slack Rd, Nepean, ON K2G 0B7
61 Hyperion Court	61 Hyperion Court, Unit 1, Kingston, ON
GOCB [Custom's House]	294 King St. East, Kingston, ON K7L 3B2
Gov of Canada Building	86 Clarence St., Kingston, ON K7L 1X3
Gov of Canada Building	221 Archibald St. N, Thunder Bay, ON P7C 3Y3
Gov of Canada Building	15-29 Duke St. Kitchener, ON N2H 1A0
Gov of Canada Building	22 Bay St., Sault Ste. Marie, ON P6A 5S2
Traffic Building	Inter Hwy Bridge, Cornwall Island, ON K6H 5R7
Federal Building 301 Scott	301 Scott St, Fort Frances, ON P9A 1H1
National Warehouse	201 Innes, Ottawa, ON

HEADQUARTERS REGION

SITE NAME	LOCATION
2265 St. Laurent Blvd	2265 St. Laurent Blvd, Ottawa, ON K1G 6C5
Place Vanier	333 North River Road, Ottawa, ON
Place Vanier	355 North River Road, Ottawa, ON
Urbandale Building	100 Metcalfe St. Ottawa, ON K1P 5M1
99 Metcalfe	99 Metcalfe St. Ottawa, ON K1P 6L7
Canadian Building	219 Laurier Ave West, Ottawa, ON K1P 5J6
Killeany Place Complex	150 Isabella St, Ottawa, ON K1S 1V7
Vanguard Building	171 Slater St., Ottawa, ON K1P 5H7
Enterprise Bldg	427 Laurier Ave West, Ottawa, ON K1R 7Y2
Woodward Centre	1725 Woodward Drive, Ottawa, ON
Woodward Centre	1680 Woodward Dr, Ottawa, ON K2C 3R7
14 Colonnade Road	14 Colonnade Road, Nepean, ON K2E 7M6
Regional Building	200 Catherine St., Ottawa, ON K2P 2K9

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HEADQUARTERS REGION (continued)

Sir Richard Scott Building	191 Laurier Ave W, Ottawa, ON K1P 1E7
Billings Bridge Office Tower	2323 Riverside Dr, Ottawa, ON K1H 8L5
Jean Edmonds Tower North	300 Slater St., Ottawa, ON K1P 5J1
250 Tremblay Rd	250 Tremblay Rd, Ottawa, ON K1G 3M6
Leima Bldg	410 Laurier Ave W, Ottawa, ON K1R 1B7
Uniform # 2	79 Bentley Ave, Nepean, ON K2E 6T7
2405 St. Laurent Blvd	2405 St. Laurent Blvd, Ottawa, ON K1G 5B4
111 Sussex Drive	111 Sussex Drive, Ottawa, ON
112 Kent Street	112 Kent Street, Ottawa, ON
2720 Riverside Drive	2720 Riverside Drive, Ottawa, ON

GREATER TORONTO AREA REGION

SITE NAME	LOCATION
1980 Matheson Blvd	1980 Matheson Blvd E, Mississauga, ON L4W 5N3
Public Storage	2535 Derry Rd, Mississauga, ON L4T 1A1
Office 6900 Airport Rd	6900 Airport Rd, Mississauga, ON L4V 1E8
Arcade Office Building	74 Victoria St, Toronto, ON M5C 2A4
PIA Commercial Operations	2720 Britannia Rd E., Cargo 3, Mississauga, ON L5P 1A2
Office 374 Huronia Rd	374 Huronia Rd, Barrie, ON L4M 3L2
Interport Sufferance Truck Terminal	5425 Dixie Road, Mississauga, ON L4W 1E6
197 County Court Blvd Office	197 County Court Blvd, Brampton, ON L6W 4P6
Intn'l Mail Processing Center	4567 Dixie Road, Mississauga, ON L4W 1S2
Oshawa Municipal Airport	1200 Airport Blvd. North, Oshawa, ON L1J 8P5
Billy Bishop Toronto City Airport	1 Island Airport, Toronto, ON M5V 2N8
Pearson Int'l Airport, Terminal 1	2720 Britannia Road East, P.O. Box 40, AMF Toronto, ON L4W 2P7
Pearson Int'l Airport, Terminal 3	2720 Britannia Road East, P.O. Box 40, AMF Toronto, ON L4W 2P7
Canada Life Center	55 Town Centre Crt, Toronto, ON M1P 4X4
Orlando Bldg	5700 Keaton Cres, Mississauga, ON L5R 3H5
Gov of Canada Building/ 1 Front	1 Front St. W, Toronto, ON M5J 1A4
Gov of Canada Building/Talbot	451 Talbot St., London, ON N6A 5C9
Gov of Canada Building/55 Bay	55 Bay St., Hamilton, ON L8R 1N8

SOUTHERN ONTARIO REGION

SITE NAME	LOCATION
Waterloo International Airport	4881 Fountain St. N, Breslau, ON N0B 1M0
Land Border Office	4551 Zimmerman Ave, Niagara Falls, ON, L2E 3M5
Land Border Office/Satyr Bldg	6080 McLeod Road, Niagara Falls, ON
Rainbow Bridge	5755 River Rd Niagara Falls, ON L2G 3K9
10 Central Ave	10 Central Ave, Fort Erie, ON L2A 6G6
Shopping Plaza/Central Ave	469 Central Ave, Fort Erie, ON L2A 3V6
Ambassador Bridge	P.O. Box 1641 Windsor, ON N9A 7K3
Blue Water Bridge/Section 6	1 Bridge Street
Bridge Commercial Off Site	Windsor, Ontario
Detroit Windsor Truck Ferry	5550 Maplewood Bldg 100, Lasalle, ON N9C 4G9
Walpole Island Ferry Crossing	Walpole Island, Ontario

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Sombra Ferry Crossing	216 King St. Sombra, Ontario
Pelee Island Office	770 Centerdyke Rd Pelle Island, ON
London Airport	London Airport
DCTC Tunnel	DCTC Tunnel
Windsor Airport Reporting Center	3200 County Road #42, Windsor, ON
Citizenship and Immigration	1250 Walker Rd, Windsor, ON N8Y 4T4
2500 Ouellette Ave-Office	2500 Ouellette Ave, Windsor, ON N8X 1L4
Office 417 Exeter Rd	417 Exeter Rd, London, ON N6E 2Z3
GOCB/ University Ave	441 University Ave, Windsor, ON N9A 4Z1

PRAIRIES REGION

SITE NAME	LOCATION
Johnston Terminal	25 Forks Market Rd, Winnipeg, MB R3C 4L9
Midwest Surveys Bldg	2594 27 St. NE, Calgary, AB T1Y 7G1
Harry Hays Building	220-4 Ave SE, Calgary, AB T2G 4X3
Canada Place Bldg/16 floors	9700 Jasper Ave NW, Edmonton, AB T5J 4C3//4E2
Edmonton Int Airport Building	4 Ave & Service Rd, Edmonton, AB T5J 2T2
Airport Place	1821 Wellington Ave, Winnipeg, MB R3H 0G4
Saskatoon Square	Saskatoon Square 410-22 St., SK S7K 5T6
Hamilton Residences	1871 Hamilton St. Regina, SK S4P 2B9
2510 Sandra Schmirler	2510 Sandra Schmirler Way, Regina, SK S4W 1B6
85-89 Kingmingya Rd	85-89 Kingmingya Rd Inuvik, NT X0E 0T0
Office Bldg 2130 Airport	2130 Airport Dr, Saskatoon, SK S7L 7E1
1955 Smith	1955 Smith, SK
GOCB Victory Bldg	269 Main St. Winnipeg, MB R3C 1B2
GOCB J D Higenbotham	4th Ave 7 St S, Lethbridge, AB T1J 0N8
GOCB Greenstone B	5101-50 Ave Yellowknife, NT X1A 1E1

PACIFIC REGION

SITE NAME	LOCATION
Operations Bldg Kamloops Airport	130-3035 Airport Dr, Kamloops, BC V2B 7X1
Building (70001245)	113-5000 Miller Rd, Richmond, BC V7B 1B5
605 Robson St.	605 Robson St. Vancouver, BC V6B 5J3
Building (70001382)	333 Dunsmuir St., Vancouver, BC V6B 5R4
Building (70000731)	45 Charlie Currie Rd, Prince Rupert, BC V8J 0A1

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PACIFIC REGION

SITE NAME	LOCATION
Tower 2 - 877 Expo Blvd	858 Beatty St., Vancouver, BC V6B 1C1
800 Burrard St.	800 Burrard St., Vancouver, BC V6Z 2G7
Pacific Center IV Tower	777 Dunsmuir St. Vancouver, BC V6B 1Y8
Customs Inspection Bldg, Fraser Camp	Lot 6997 Cassiar District, Fraser, BC X9X 9X9
Post Office 375 Cliffe	Post Office 375 Cliffe Ave, Courtena,y BC V9N 2J1
Library Square (Lease Purchase)/5th & 7th Floor	300 Georgia St. W, Vancouver, BC V6B 4P4
Annex, 525 Hamilton St.	525 Hamilton St. Vancouver, BC V6B 2R1
International Terminal Bldg-Holding Cells	Vancouver Int Airport, Richmond, BC V7B 1W2
Park Place	1635 Abbott St, Kelowna, BC V1Y 1B2
Burnaby CEF	210-7867 Express St., Burnaby, BC V5A 1S7
Ballantyne	BAllantyne Pier Cruise Terminal, 655 Centennial Rd., Vancouver, BC
Canada Place Cruise Ship Terminal	100 The Pointe 999Canada Place, Vancouver, BC V6C 3T4
Customs Mail Center, Vancouver	685 Hamilton St. Vancouver, BC V6B 2R4
Cranbrook Airport	#2-9370 Airport Access Road. Cranbrook, BC V1C 7E4
Dawson City Airport	PO Box 1629, Dawson City, Yukon, Y0B 1G0
Delta Port, Delta	2 Roberts Bank Road, Delta, BC V4M 4G5
Fairview, Prince Rupert	#1 Scott Road, Prince Rupert
Kelowna Airport	1505533 Airport Way, Kelowna, BC V1V 1S1
Joint Forces Op, Vancouver Metro	Via #309-333 Dunsmuir St., Vancouver, BC V6B 5R4
Prince George Airport	4141 Airport Rd – 4, Prince George, BC V2N 4M6
Ridley CEF, Prince Rupert	1220 Ridley Island Road, Prince Rupert
VIA Rail Train Station - YVR	Pacific Central Station, 1150 Station St., Vancouver, BC V6A 4C7
Victoria Airport	CBSA #101 – 1640 Electra Blvd., Sidney, BC V8L 5V4
Elijah Smith Bldg	300 Main St, Whitehorse, YT, Y1A 2B5
Western Canada Learning Centre, Chilliwack	550 Dieppe Place, Chilliwack, BC V2R 5Y8
Government of Canada Building	60 Front St, Nanaimo, BC V9R 5H7
Federal Annex	940 Alder St, Campbell River, BC V9W 2P8
Gov of Canada Bldg	277 Winnipeg St, Penticton, BC V2A 1N6
Custom House	816 Government St. Victoria, BC V8W 1W9
1321 Blanshard	1321 Blanchard St. Victoria, BC V8W 0B7

APPENDIX 2 to ANNEX A

DEFINITIONS FOR EXTERNAL CONTRACTOR STATISTICS

EMPLOYEE ASSISTANCE PROGRAM (EAP) Reporting Criteria For Referral Agents		PROGRAMME D'AIDE AUX EMPLOYÉS (PAE) Critères concernant l'établissement du rapport pour Agents de Référence
1. Number and Gender of Persons who contacted you	Section 1	1. Nombre et genre des personnes qui vous ont contacté
<p>New Cases Only: Number and Gender of Persons seeking help from EAP:</p> <p>a) Assistance: A documented record of contact between the EAP Referral Agent and an eligible client (or clients, when seen together for the same issue).</p> <p>b) Info Only : List client visits and/or telephone calls to obtain information, brochures, etc.</p>		<p>Nouveaux cas seulement : Nombre et genre des personnes qui ont demandé de l'aide du PAE :</p> <p>a) Aide : Un contact documenté entre un Agent de référence du PAE et un client (ou des clients – s'ils consultent ensembles pour des préoccupations communes).</p> <p>b) Renseignement seulement : Indiquer les visites ou appels téléphoniques de clients qui ont demandé des renseignements, des brochures, etc.</p>
2. Referred by	Section 2	2. Référé(e) par
<p>In this section, indicate by whom the client was referred to the EAP. The sub-sections are self-descriptive. Please note that referrals by friends, family or colleagues are all considered <u>self-referrals</u>.</p>		<p>Dans cette section, identifiez par qui le client a été référé au PAE. Les sous-sections n'exigent aucune explication. Veuillez noter que les renvois <u>personnels</u> comprennent ceux effectués par des amis, des membres de la famille ou des collègues.</p>
3. Issues, by type, for which the persons above sought assistance (a case may have more than one issue type)	Section 3	3. Préoccupations, selon le type, pour lesquelles les personnes ont demandé de l'aide (un cas peut comporter plus d'un type de question)
<p>In this section, list the issue under the appropriate heading. If there is more than one issue (e.g. alcohol and legal), list both.</p> <p>Explanation of Headings:</p> <p>a) Abuse, Threats, Stalking and Assault: If a client is experiencing any of these</p>		<p>Indiquez ici le genre de préoccupation à la rubrique appropriée. S'il y a plus d'une préoccupation (p.ex. alcoolisme et une question d'ordre juridique), indiquer les deux.</p> <p>Explication des rubriques :</p> <p>a) Abus, menaces, poursuites et voies de</p>

<p>issues, it should be indicated here. Any notes or details may be added in Section 12, at the very bottom of the statistics form.</p> <p>b) Addiction: Gambling: The client, or a family member, has a problem related to gambling.</p> <p>c) Addiction: Substance - Self: The client has a problem related to alcohol or other substance abuse.</p> <p>d) Addiction: Substance - Other: A family member has a problem related to substance abuse.</p> <p>e) Career Counselling</p> <p>f) Mental Health – Anger: Indicate only those problems experienced by the client.</p> <p>g) Mental Health - Anxiety: Indicate only those problems experienced by the client.</p> <p>h) Mental Health - Bereavement: Indicate only those problems experienced by the client.</p> <p>i) Mental Health - Depression: Indicate only those problems experienced by the client.</p> <p>j) Mental Health – Relationship: Indicate only those relationship problems experienced by the client.</p> <p>k) Mental Health – Self-Esteem: Indicate only those problems experienced by the client.</p> <p>l) Mental Health – Serious M/H/ Disorder: Indicate only those problems experienced by the client.</p> <p>m) Mental Health - Stress: Indicate only those problems experienced by the client.</p> <p>n) Mental Health - Suicide: Indicate only those problems experienced by the client.</p> <p>o) Mental Health - Other: Indicate any mental health problems experienced by the client and not listed above.</p> <p>p) Family – Children: Indicate only those issues related to the children of the client. Addiction issues should be reported in sub-sections b) or d).</p> <p>q) Family - Eldercare: Indicate only those issues related to the elders of the client. Addiction issues should be reported in sub-sections b) or d).</p> <p>r) Family - Marital: Indicate only those issues related to the client's marriage/partner relationship. Addiction issues should be reported in sub-sections b) or d).</p> <p>s) Family - Other: Indicate any family-related issues not included above that are</p>	<p>fait : Si le client éprouve un ou plus de ces problèmes, l'indiquer ici. Des notes ou des détails peuvent être ajoutés dans la section 12, au bas du formulaire.</p> <p>b) Dépendance : Jeu compulsif : Le client, ou un membre de sa famille, a un problème lié au jeu compulsif.</p> <p>c) Dépendance : Toxicomanie - client : Le client a un problème d'abus d'alcool ou d'autres drogues.</p> <p>d) Dépendance : Toxicomanie - autre : Un membre de la famille a un problème d'abus d'alcool ou d'autres drogues.</p> <p>e) Orientation de carrière</p> <p>f) Santé mentale - Colère : Indiquez seulement les problèmes dont souffre le client.</p> <p>g) Santé mentale – Anxiété : Indiquez seulement les problèmes dont souffre le client.</p> <p>h) Santé mentale – Deuil : Indiquez seulement les problèmes dont souffre le client.</p> <p>i) Santé mentale – Dépression : Indiquez seulement les problèmes dont souffre le client.</p> <p>j) Santé mentale – Relation : Indiquez seulement les problèmes liés aux relations dont souffre le client.</p> <p>k) Santé mentale – Estime de soi : Indiquez seulement les problèmes dont souffre le client.</p> <p>l) Santé mentale – Trouble grave de S.M. : Indiquez les problèmes éprouvés par le client.</p> <p>m) Santé mentale – Stress : Indiquez seulement les problèmes dont souffre le client.</p> <p>n) Santé mentale – Suicide : Indiquez seulement les problèmes dont souffre le client.</p> <p>o) Santé mentale – Autre: Indiquez seulement les problèmes dont souffre le client qui ne sont pas mentionnés ci-haut.</p> <p>p) Famille – Enfants : Indiquez seulement les préoccupations relatives aux enfants du client. Les préoccupations liées à une dépendance doivent être indiquées à la sous-section b) ou d).</p> <p>q) Famille – Soins des aîné(e)s : Indiquez seulement les préoccupations relatives aux parents du client. Les préoccupations liées à une dépendance doivent être indiquées à la sous-section b) ou d).</p> <p>r) Famille – Conjugal : Indiquez seulement</p>
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<p>affecting the client. Addiction issues should be reported in sub-sections b) or d).</p> <p>t) Physical Health: Indicate only those issues directly related to the health of the client.</p> <p>u) Legal: Indicate those issues of a legal nature presented by the client.</p> <p>v) Financial: Indicate if financial issues are affecting the client's lifestyle.</p> <p>w) Work-Related – Arming: Indicate all issues related to the Arming Initiative.</p> <p>x) Work-Related – Change</p> <p>y) Work-Related – Harassment/Bullying</p> <p>z) Work-Related – Peer Conflict: Indicate all issues related to the client and his/her colleague(s).</p> <p>aa) Work-Related – Sexual Harassment</p> <p>bb) Work-Related – Supervisor Conflict: Indicate those issues related to the client and his/her supervisor.</p> <p>cc) Work-Related – Trauma</p> <p>dd) Work-Related – Workload Indicate all issues related to workload stress.</p> <p>ee) Work-Related – Other: Indicate any work related issues related to the client that are not listed above.</p> <p>ff) Other (specify): Indicate any other issue presented by the client, but not indicated above, in Section 12.</p>		<p>les préoccupations relatives aux rapports conjugaux du client. Les préoccupations liées à une dépendance doivent être indiquées à la sous-section b) ou d).</p> <p>s) Famille – Autre : Indiquez toute autre préoccupation liée à la famille qui affecte le client et qui n'est pas mentionnée ci-haut. Les préoccupations liées à une dépendance doivent être indiquées à la sous-section b) ou d).</p> <p>t) Santé physique : Indiquez seulement les préoccupations qui touchent directement à la santé du client.</p> <p>u) Légal : Indiquez les préoccupations d'ordre juridique qui sont présentées par le client.</p> <p>v) Financier : Indiquez les préoccupations financières qui touchent le mode de vie du client.</p> <p>w) Lié au travail – Armement : Indiquez toutes les préoccupations liées à l'initiative de l'armement.</p> <p>x) Lié au travail – Changement</p> <p>y) Lié au travail – Harcèlement/Bullying</p> <p>z) Lié au travail – Conflit collègue : Indiquez les préoccupations liées au client et à son/ses collègue(s).</p> <p>aa) Lié au travail – harcèlement sexuel</p> <p>bb) Lié au travail – Conflit superviseur : Indiquez les préoccupations liées au client et à son superviseur.</p> <p>cc) Lié au travail – Traumatisme</p> <p>dd) Lié au travail – Charge de travail : Indiquez toutes les préoccupations liées au stress dû à la charge de travail.</p> <p>ee) Lié au travail – Autre : Indiquez toute autre préoccupation liée au travail qui affecte le client et qui n'est pas mentionnée ci-haut.</p> <p>ff) Autre (spécifiez) : Indiquez les préoccupations du client, qui ne figurent pas sur la liste ci-haut, à la Section 12.</p>
4. Referrals suggested	Section 4	4. Références suggérées
<p>In this section, list all resources that the client was referred to.</p> <p>h) Other (specify): List any other resources discussed with the client but not identified in the list in Section 12.</p>		<p>Indiquez ici toutes les ressources auxquelles le client a été référé.</p> <p>h) Autres (spécifiez) : Indiquez toutes autres ressources dont vous avez discutées avec le client mais qui n'ont pas été mentionnées dans la liste à la Section 12.</p>

5. Information provided on resources	Section 5	5. Renseignements fournis sur les ressources
<p>Indicate all types of information you provided to clients.</p> <p>a) "Community" includes community-based financial services, legal services, therapeutic services, etc.</p> <p>e) Other (specify): For resources not indicated in the list, please add details in Section 12.</p>		<p>Indiquez toutes les types d'informations que vous avez fournies aux clients.</p> <p>a) « Communautaires » comprend les services communautaires financiers, juridiques, thérapeutiques, etc.</p> <p>e) Autre (spécifiez) : Pour les ressources non indiquées dans la liste, veuillez ajouter les détails à la Section 12.</p>
6. Number of hours spent providing assistance	Section 6	6. Nombre d'heures consacrées à la prestation de conseils
<p>Indicate the number of hours spent providing information to clients, putting up posters, etc... (Do not include formal training or information sessions given. These should be recorded in Sections 8 and 9).</p> <p>a) During working hours</p> <ul style="list-style-type: none"> Not coded on your Time and Activity Record Coded 113 (Employee Assistance Program) on your Time and Activity Record <p>b) On your own time</p>		<p>Indiquez le nombre d'heures que vous avez passé à fournir des informations liées au PAE et d'avoir installé des affiches, etc. (Ne pas indiquer les sessions d'apprentissages ou d'informations offertes. Celles-ci doivent être inscrites aux Sections 8 et 9.)</p> <p>a) Pendant les heures de travail</p> <ul style="list-style-type: none"> Pas codées dans votre Enregistrement du temps et des activités Codées 113 (Programme d'aide aux employés) dans votre Enregistrement du temps et des activités <p>b) Sur votre propre temps</p>
7. Critical Incident Stress Management	Section 7	7. Gestion du stress dû à un incident critique
<p>In this section, list the following information regarding defusings and debriefings following a critical incident:</p> <p>a) The number of defusings you guided or co-guided during the quarter (freq.), the total number of participants in those defusings for that quarter, and the total number of hours spent providing defusings in that quarter.</p> <p>b) The number of group debriefings where you provided support to a mental health professional during the quarter (freq.), the total number of participants in those debriefings for that quarter, and the total number of hours spent in those debriefings during that quarter.</p>		<p>Dans cette section, indiquez les informations suivantes concernant les séances de débriefage et de désamorçage offertes suite à un incident critique :</p> <p>a) Le nombre de séances de désamorçage que vous avez guidées ou co-guidées durant le trimestre (freq.), le nombre total de participants dans ces séances et le nombre total d'heures passées à offrir ces séances.</p> <p>b) Le nombre de séances de débriefage de groupe où vous avez offert votre soutien à un professionnel en santé mentale (freq.) durant le trimestre, le nombre de participants dans ces séances et le nombre d'heures passées dans ces séances durant ce trimestre.</p>

8. Orientation to EAP	Section 8	8. Orientation au PAE
In this section, list all EAP orientation sessions you gave to staff during the quarter. List the number of sessions and the total number of participants.		Indiquez ici toutes les séances d'orientation sur le PAE que vous avez données à des employés pendant le trimestre. Indiquez le nombre de séances et le nombre total de participants.
9. Information Sessions Given to Employees	Section 9	9. Séances d'informations offertes à des employés
List the number of information sessions given to employees on each EAP-related subject (freq.) and the total number of employees attending each type of session.		Indiquez ici toutes les séances d'information données à des employés sur des sujets relatifs au PAE (fréq.) et le nombre total de participants pour chaque type de séance.
10. Training attended (hours)		10. Formations reçues (heures)
Indicate the training you attended. a) Other (specify): If you attended a training session not indicated I the list, please specify in the comment box in Section 12 .		Indiquez les formations que vous avez suivies. a) Autre (spécifiez): Si vous avez suivi une formation non indiquée dans la liste, veuillez svp l'indiquer à la Section 12 .
11. EAP Meetings	Section 11	11. Réunions de PAE
Indicate the number (freq.) of local or regional EAP meetings attended as well as the total number of hours.		Indiquez le nombre (fréq.) de réunions de PAE locales ou régionales auxquelles vous avez assisté ainsi que le nombre total d'heures.
12. Please add any other pertinent information or comments for each quarter.		12. Veuillez ajouter, pour chaque trimestre, tout autre renseignement ou commentaire pertinent.

The External Contractor Statistics Template can be found in Annex D

ANNEX B

BASIS OF PAYMENT

A- Période du contrat (From December 1st, 2015 to March 31st, 2018)

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

1.0 Professional Fees

If time worked is more or less than an hour, the all inclusive fixed hourly rate must be prorated to reflect the actual time worked.

All the fixed time rates below must include the Services identified in section 4.1.1(a) and 4.1.3 of the Statement of Work.

1.1 Short-Term Counselling Services

Professional counselling by form of communication	All inclusive fixed hourly rate
Face-to-face counselling	
Online counselling	
Telephone counselling	

1.2 Crisis Intervention Services

Services	All inclusive fixed hourly rate
Crisis Intervention Services	

1.3 Specialized Consultation Services

Specialized Consultation Services	All inclusive fixed hourly rate
Legal Services	
Financial Services	
Career Services	

1.4 Advisory Services

Advisory Services by form of communication	All inclusive fixed hourly rate
Face to Face Advisory Services	
Telephone Advisory Services	

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1.5 Critical Incident Stress Management (CISM) Services via telephone

CISM Services	All inclusive fixed hourly rate
Telephone CISM Services	

1.6 Well-being documentation

Well-being documentation	Firm lot price per package
Documentation	

1.7 Task Authorization - Onsite Critical Incident Stress Management (CISM) Services

CISM Services	All inclusive fixed hourly rate
Onsite CISM Services	

2.0 Other Services

2.1 Task Authorization - Orientation and Wellness Sessions

Services	Firm lot price per session
Orientation Session	
Wellness Session	

3.0 Cost Reimbursable Expenses

3.1 Task Authorization - Other Direct Expenses

The Contractor will be reimbursed the other direct expenses it reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

Allowable Categories

Estimated Cost

Additional Promotional and information material (4.2.9): \$ _____

B- Options to Extend the Term of the Contract (From April 1st 2018 to March 31st 2021)

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

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

1.0 Professional Fees

If time worked is more or less than an hour, the all inclusive fixed hourly rate must be prorated to reflect the actual time worked.

All the fixed time rates below must include the Services described in section 4.1.1 (a) and section 4.1.3 of the Statement of Work.

1.1 Short-Term Counselling Services

Professional counselling by form of communication	All inclusive fixed hourly rate		
	Option Year 1	Option Year 2	Option Year 3
Face-to-face counselling			
Online counselling			
Telephone counselling			

1.2 Crisis Intervention Services

Services	All inclusive fixed hourly rate		
	Option Year 1	Option Year 2	Option Year 3
Crisis Intervention Services			

1.3 Specialized Consultation Services

Specialized Consultation Services	All inclusive fixed hourly rate		
	Option Year 1	Option Year 2	Option Year 3
Legal Services			
Financial Services			
Career Services			

1.4 Advisory Services

Advisory Services by form of communication	All inclusive fixed hourly rate		
	Option Year 1	Option Year 2	Option Year 3
Face to Face Advisory Services			
Telephone Advisory Services			

1.5 Critical Incident Stress Management (CISM) Services via telephone

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CISM Services	All inclusive fixed hourly rate		
	Option Year 1	Option Year 2	Option Year 3
Telephone CISM Services			

1.6 Well-being documentation

Well-being documentation	Firm lot price per package		
	Option Year 1	Option Year 2	Option Year 3
Documentation			

1.7 Task Authorization - Onsite Critical Incident Stress Management (CISM)

CISM Services	All inclusive fixed hourly rate		
	Option Year 1	Option Year 2	Option Year 3
Onsite CISM Services			

2.0 Other Services

2.1 Task Authorization - Orientation and Wellness Sessions

Services	Firm lot price per session		
	Option Year 1	Option Year 2	Option Year 3
Orientation Session			
Wellness Session			

3.0 Cost Reimbursable Expenses

3.1 Task Authorization - Other Direct Expenses

The Contractor will be reimbursed the other direct expenses it reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and administrative overhead. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

Allowable Categories: Additional Promotional and information material

Estimated Cost

Option Year 1:	March 1 st , 2018 to April 1 st 2019	\$ _____
Option Year 2:	March 1 st , 2019 to April 1 st 2020	\$ _____
Option Year 3:	March 1 st , 2020 to April 1 st 2021	\$ _____

ANNEX C

INSURANCE REQUIREMENTS

G2001C - Commercial General Liability Insurance

- a) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- b) The Commercial General Liability policy must include the following:
 - i) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - ii) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
 - iii) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
 - iv) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
 - v) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
 - vi) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
 - vii) Employees and, if applicable, Volunteers must be included as Additional Insured.
 - viii) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - ix) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
 - x) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
 - xi) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

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47419-163439/A
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47419-163439

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File No. - N° du dossier
124zh.47419-163439

Buyer ID - Id de l'acheteur
124ZH
CCC No./N° CCC - FMS No./N° VME

G2004C - Medical Malpractice Liability Insurance

- a) The Contractor must obtain Medical Malpractice Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of the defence costs.
- b) Coverage is for what is standard in a Medical Malpractice policy and must be for claims arising out of the rendering or failure to render medical services resulting in injury, mental injury, illness, disease or death of any person caused by any negligent act, error or omission committed by the Contractor in or about the conduct of the Contractor's professional occupation or business of good samaritan acts.
- c) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- d) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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ANNEX D

REPORT TEMPLATES

Report templates are provided in separate electronic attachments

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ANNEX E

TASK AUTHORIZATION FORM

Task Authorization Form is provided in separate electronic attachments