



**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**

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

**Comments - Commentaires**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

**Special Projects/Projets Spéciaux**

**11 Laurier St./11, rue Laurier**

**Place du Portage/, Phase III**

**Floor 10C1/Étage 10C1**

**Gatineau**

**Québec**

**K1A 0S5**

<b>Title - Sujet</b> RFI # 4 - GCRSS	
<b>Solicitation No. - N° de l'invitation</b> 24062-140087/G	<b>Date</b> 2015-12-04
<b>Client Reference No. - N° de référence du client</b> 24062-140087	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZL-106-29672
<b>File No. - N° de dossier</b> 106zl.24062-140087	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2015-12-23</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Sanford, Gordon	<b>Buyer Id - Id de l'acheteur</b> 106zl
<b>Telephone No. - N° de téléphone</b> (819) 956-4291 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> TREASURY BOARD OF CANADA, SECRETARIAT RECEIVING RM P.155 300 LAURIER AVE - W OTTAWA Ontario K1A0R5 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

**REQUEST FOR INFORMATION**  
**REGARDING**  
**GOVERNMENT OF CANADA RELOCATION SUPPORT SERVICES**

**TABLE OF CONTENTS**

1.	Background and Purpose of this Request for Information	2
2.	Procurement Process	2
3.	Nature of Request for Information	3
4.	Nature and Format of Responses Requested	3
5.	Response Costs	3
6.	Treatment of Responses	3
7.	Contents of this RFI	3
8.	General Questions to Industry	3
9.	Format of Responses	4
10.	Enquiries	4
11.	Submission of Responses	4

Annex A: Draft RFP for the Canadian Armed Forces

Annex B: Draft RFP for the Treasury Board of Canada Secretariat / Royal Canadian Mounted Police

## **REQUEST FOR INFORMATION REGARDING GOVERNMENT OF CANADA RELOCATION SUPPORT SERVICES**

**Note to Potential Bidders:** The attached draft RFPs include mandatory security requirements that bidders will be required to meet. To minimize the risk of delays, potential bidders should initiate the process to obtain the required security clearances by contacting Gordon Sanford at [gordon.sanford@tpsgc-pwgsc.gc.ca](mailto:gordon.sanford@tpsgc-pwgsc.gc.ca). Bidders should be aware that Canada is not obligated to delay the award of a contract if a bidder does not meet the mandatory security requirements for a contract.

### **1. Background and Purpose of this Request for Information**

#### **(a) Objective**

The Government of Canada Relocation Support Services (GCRSS) procurement process requests further feedback from industry regarding Canada's current plans.

This Request for Information (RFI) provides industry with two draft Requests for Proposals (RFPs). Draft RFP #1, attached Annex A, is the Canadian Armed Forces (CAF) relocation services requirement and Draft RFP #2, attached Annex B, is the Treasury Board of Canada Secretariat (TBS) and Royal Canadian Mounted Police (RCMP) relocation services requirement.

#### **(b) Background**

The relocation services described in the attached Draft RFPs will replace a single integrated contract that currently supports the requirements of three parties, i.e. the CAF, TBS, and the RCMP.

#### **(c) Purpose**

This RFI seeks industry's feedback to:

- i. Validate industry's capability to satisfy the technical requirements, as described in Annex A and Annex B; and
- ii. Identify and minimize any potential competitive barriers.

### **2. Procurement Process**

(a) The following steps are currently planned in this procurement process:

- i. Obtain comments from industry regarding the 2 attached Draft RFPs;
- ii. Post the final RFPs (anticipated mid-January 2016);
- iii. Conduct bid evaluations (anticipated mid-March 2016);
- iv. Seek approval to award 3 contracts, i.e. 1 each for CAF, TBS and RCMP, (anticipated mid-April 2016); and
- v. Contract awards (anticipated end of May 2016)

### 3. Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

### 4. Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

### 5. Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

### 6. Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or the draft Statements of Requirements contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- (b) **Review Team:** A review team composed of representatives of Canada will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

### 7. Contents of this RFI

This RFI contains 2 draft RFPs, attached at Annex A and Annex B. These documents remain a work-in-progress and respondents should not assume that new clauses or requirements will not be added to any bid solicitation that may ultimately be published by Canada. Nor should respondents assume that none of the clauses or requirements will be deleted or revised. Comments regarding any aspect of the draft documents are welcome.

### 8. General Questions to Industry

- 8.1 Are there any mandatory requirements listed in Annex A and Annex B that you could not meet? If so, please indicate which ones, and propose alternatives where applicable.
- 8.2 Based on the information contained in Annex A and Annex B, are there any barriers that may prevent you from participating in potential future procurement processes relating to these requirements? If so, please specify the barriers, and propose alternatives where applicable.
- 8.3 Is your company capable and interested in potentially submitting a proposal for the 3 contemplated contracts?

## 9. Format of Responses

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
  - i. the title of the respondent's response and the volume number;
  - ii. the name and address of the respondent;
  - iii. the name, address and telephone number of the respondent's contact;
  - iv. the date; and
  - v. the RFI number.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Number of Copies:** Canada requests that respondents submit one softcopy, in PDF format, of their response.

## 10. Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with comments regarding this RFI may direct their enquiries to:

Contracting Officer: Gordon Sanford  
E-mail address: gordon.sanford@tpsgc-pwgsc.gc.ca

## 11. Submission of Responses

- (a) **Time and Place for Submission of Responses:** Respondents are requested to send responses electronically via e-mail to the Contracting Officer's e-mail address above by December 23, 2015.
- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct address.

**ANNEX A**  
**to**  
**RFI No. 4**

**BID SOLICITATION**  
**FOR**  
**THE ADMINISTRATION OF THE**  
**CANADIAN ARMED FORCES RELOCATION PROGRAM**

**Table of Contents**

<b>PART 1 -GENERAL INFORMATION .....</b>	<b>5</b>
1.1 Introduction.....	5
1.2 Summary .....	5
1.3 Debriefings .....	6
1.4 Conflict of Interest.....	6
<b>PART 2 -BIDDER INSTRUCTIONS .....</b>	<b>8</b>
2.1 Standard Instructions, Clauses and Conditions .....	8
2.2 SACC Manual Clauses.....	8
2.3 Submission of Bids .....	8
2.4 Former Public Servant.....	8
2.5 Enquiries - Bid Solicitation.....	10
2.6 Applicable Laws.....	10
2.7 Improvement of Requirement During Solicitation Period .....	10
2.8 Bidders' Conference .....	10
2.9 Volumetric Data .....	11
<b>PART 3 -BID PREPARATION INSTRUCTIONS .....</b>	<b>12</b>
3.1 Bid Preparation Instructions .....	12
3.2 Section I: Technical Bid .....	14
3.3 Section II: Financial Bid .....	16
3.4 Section III: Certifications.....	17
3.5 Section IV: Additional Information .....	17
<b>PART 4 -EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>18</b>
4.1 Evaluation Procedures .....	18
4.2 Technical Evaluation .....	19
4.3 Technical Evaluation .....	20
4.4 Financial Evaluation .....	20
4.5 Basis of Selection .....	20

**A maximum of 15 points will be awarded for each calendar year 2013, 2014 and 2015 according to the following volumes: ..... 23**

**PART 5 -CERTIFICATIONS AND ADDITIONAL INFORMATION ..... 32**

5.1 Certifications Required with Bid ..... 32

5.2 Certifications Precedent to Contract Award and Additional Information ..... 32

**PART 6 -SECURITY, FINANCIAL AND OTHER REQUIREMENTS ..... 35**

6.1 Security Requirement..... 35

6.2 Financial Capability ..... 35

6.3 Insurance Requirements ..... 36

**PART 7 -RESULTING CONTRACT CLAUSES ..... 37**

7.1 Requirement..... 37

7.2 Minimum Work Guarantee ..... 37

7.3 Standard Clauses and Conditions..... 38

7.4 4008 (2008-12-12), Personal Information ..... 38

7.5 Security Requirement..... 39

7.6 Contract Period..... 39

7.7 Authorities..... 40

7.8 Proactive Disclosure of Contracts with Former Public Servants..... 41

7.9 Payment ..... 41

7.10 Invoicing Instructions..... 43

7.12 Federal Contractors Program for Employment Equity - Default by Contractor..... 44

7.13 Applicable Laws..... 44

7.14 Priority of Documents ..... 44

7.15 Defence Contract..... 45

7.16 Foreign Nationals (Canadian Contractor) ..... 45

7.17 Foreign Nationals (Foreign Contractor)..... 45

7.18 Insurance Requirements ..... 45

7.19 Protection and Security of Data Stored in Database..... 45

7.20 Innovation and Change ..... 46

7.21 Disclosure of Information..... 46

7.22 Scans for Computer Viruses ..... 47

7.23 Ownership of Intellectual Property ..... 47

7.24 In-House Services ..... 47

7.25 Joint Venture Contractor ..... 47

7.26 Training..... 48

7.27 Replacement of Specific Individuals..... 48

7.28 Representations and Warranties..... 48



<b>7.29</b>	Access to Canada's Property and Facilities .....	49
<b>7.30</b>	Termination for Convenience .....	49

**List of Annexes to the Resulting Contract:**

Annex A - Statement of Requirements  
Annex B - Basis of Payment  
Annex C - Security Requirements Check List  
Annex D - Insurance Requirements

**List of Attachments:**

Part 3, Attachment 3.1 - Pricing Schedule  
Part 4, Attachment 4.1 - Evaluation Procedures

**Forms:**

Form 1 - Bid Submission Form  
Form 2 - Declaration Form  
Form 3 - List of Names Form  
Form 4 - Federal Contractors Program for Employment Equity - Certification

# **BID SOLICITATION FOR THE ADMINISTRATION OF THE CANADIAN ARMED FORCES RELOCATION PROGRAM**

## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into 7 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 bids;
- Part 4** Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bids, if applicable, and the basis of selection;
- Part 5** Certifications: includes the certifications to be provided;
- Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Attachments to Parts 1 to 6 include the Pricing Schedule, and the Evaluation Procedures.

The Annexes to Part 7 include the Statement of Requirements, the Basis of Payment, the Security Requirements Check List, and the Insurance Requirements.

### **1.2 Summary**

- (a) This bid solicitation is being issued to satisfy the requirements of the Canadian Armed Forces (the "**Client**") for their Relocations Program.

It is intended that this solicitation will result in the award of 1 contract for an initial contract period of 6 years, plus 2 one-year irrevocable options allowing Canada to extend the term of the contract.

The Canadian Armed Forces (CAF) Relocation Program (RP) is a unique program that provides CAF Members and their families assistance to relocate. The program offers

flexibility to the CAF Members who must relocate to a new location in response to operational requirements.

The contract will administer the provision of relocation services described in Annex A to CAF Members (i.e. transferees). The administration of relocation services includes but is not limited to: advisory services (e.g. information on relocation benefits, relocation planning, etc.), financial claims processing, and creation and maintenance of a list of third party service providers (e.g. realtors, home inspectors, lawyers/notaries, etc.) that includes service standards and ceiling prices.

This service delivery concept provides CAF Members with professional advice, information, and assistance throughout every step of the relocation, with the aim of presenting them every reasonable opportunity to maximize the available provisions under the CAF RP.

The CAF RP has a core funding envelope for the direct reimbursement of expenditures over which the CAF Member has little control when relocating. Further, the program provides a flexible approach so that a CAF Member can customize associated benefits according to their situation and family circumstances.

The CAF Member is responsible to make the final decision to accept or reject advice provided by the contractor. All advice given must be recorded and documented on the CAF Member's file.

The CAF RP Contract does not include the physical movement of household goods and effects, which are managed under separate contracts.

- (b) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organizational security screening or security clauses, Bidders should refer to the Industrial and Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (c) The requirement is subject to the provisions of the Agreement on Internal Trade (AIT).
- (d) The Federal Contractors Program (FCP) for employment equity applies to this procurement: see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the form titled "Federal Contractors Program for Employment Equity - Certification".
- (e) The requirement is subject to a preference for Canadian goods and/or services.

### 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. At Canada's discretion, the debriefing may be provided in writing, by telephone or in person.

### 1.4 Conflict of Interest

Canada has employed the assistance of private sector contractors in the preparation of this RFP. Responses to this RFP from any such contractor or with respect to which such contractor (or any subcontractor, employee, agent or representative of that contractor who was involved in the preparation of this RFP) is in any manner directly or indirectly involved will be deemed to be in conflict of interest (real or perceived) and will not be considered. By submitting a proposal, the Bidder represents that there is no such conflict of interest as stated above. It is within Canada's sole discretion to determine whether a conflict of interest exists.

Pursuant to the above, the following companies are not eligible to submit a proposal in response to this RFP; and Canada will not accept proposals from any Bidder who was assisted in the preparation of their proposal, by representatives from any of these companies:

Contractor	Resources
Samson & Associés CPA/Consultation Inc.	Ted Pender
Ward O'Farrell Consultants Inc.	Linda Ward O'Farrell

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) 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.
- (b) 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.
- (c) The 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: 60 days
  - (ii) Insert: 365 days

### 2.2 SACC Manual Clauses

A7035T (2007-05-25) - List of Proposed Subcontractors

### 2.3 Submission of Bids

- (a) 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.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 2.4 Former Public Servant

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

- (b) **Definitions**

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

- (i) an individual;
- (ii) an individual who has incorporated;

- (iii) a partnership made of former public servants; or
- (iv) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

(c) **Former Public Servant in Receipt of a Pension**

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

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

- (i) name of former public servant;
- (ii) date of termination of employment or retirement from the Public Service.

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

(d) **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

- (i) name of former public servant;
- (ii) conditions of the lump sum payment incentive;
- (iii) date of termination of employment;
- (iv) amount of lump sum payment;
- (v) rate of pay on which lump sum payment is based;
- (vi) period of lump sum payment including start date, end date and number of weeks;
- (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

## 2.5 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 21 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca). Enquiries not submitted in a form that can be provided to all potential Bidders may not be answered by Canada.

## 2.6 Applicable Laws

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

**Note to Bidders:** Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

## 2.7 Improvement of Requirement During Solicitation Period

Should bidders consider that the Statement of Requirements contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

## 2.8 Bidders' Conference

A bidders' conference will be held in the National Capital Region at [address TBD] on [date TBD], 2016. The conference will begin at [time TBD], in [conference room TBD]. The scope of the requirement outlined in the bid solicitation will be reviewed during the conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

Bidders are requested to communicate with the Contracting Authority before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than [date and time TBD].

Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

## **2.9 Volumetric Data**

The relocation data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of relocation services will be consistent with this data. It is provided purely for information purposes.



## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- (a) **Copies of Bid:** Canada requests that Bidders provide their bid in separately bound sections as follows:

- (i) Section I: Technical Bid (5 hard copies and 2 soft copies on a USB flash drive\*)
- (ii) Section II: Financial Bid (2 hard copies and 2 soft copies on a USB flash drive\*)
- (iii) Section III: Certifications (2 hard copies and 2 soft copies on a USB flash drive\*)
- (iv) Section IV: Additional Information (2 hard copies and 2 soft copies on a USB flash drive\*)

\*Bidders are requested to submit a total of 4 USB flash drives:

- (v) 2 flash drives containing 1 electronic copy of Sections I, III, and IV as listed above, and
- (vi) 2 flash drives, each containing 1 copy of Sections II.

Text documents in electronic form should be in searchable PDF format and financial documents (i.e. Section II: Financial Bid) should be in Excel format.

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.

- (b) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to the bid solicitation;
- (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
- (iv) include a table of contents.

- (c) **Canada's Policy on Green Procurement:** 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. See the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

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

(d) **Submission of Only One Bid:**

- (i) A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in Canada choosing in its discretion which bid to consider.
- (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be **"related"** to a Bidder if:
  - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
  - (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
  - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
  - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
- (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

(e) **Joint Venture Experience:**

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

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

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

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

- (iii) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool

its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submitted this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

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

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

That show in total 100 billable days.

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

### 3.2 Section I: Technical Bid

- (a) In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- (b) The technical bid must 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.
- (c) The technical bid consists of the following:
- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form, attached as Form 1, with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
  - (ii) **Security:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

SECURITY INFORMATION	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

If the Bidder has not included the security information in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

- (iii) **Substantiation of Technical Compliance:** The technical bid must substantiate compliance with the evaluation criteria found in Attachment 1 to Part 4 – Evaluation Procedures . The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (iv) **Previous Experience:** Where the bid must include a description of previous relocation experience: (i) the experience must be the experience of the Bidder itself and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder; (ii) any project/contract claimed as experience must have commenced by the bid closing date; (iii) each claim of experience description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if experience from more projects/contracts are provided than requested, Canada will decide in its discretion which projects will be evaluated.
- (v) If similar previous projects are required, a project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the descriptions of the work described in Annex A, Statement of Requirements.
- (vi) **Proposed Resources:** The technical bid must include a résumé for the Program Delivery Manager (PDM) identified in Annex A, Statement of Requirements. The Technical Bid must demonstrate that the proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumé(s) and resource(s):
  - (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).

- (B) For work experience, Canada will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
  - (C) For any requirements that specify a particular time period (e.g. 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (D) For work experience to be considered by PWGSC, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
- (vii) **Implementation Plan:** The Bidder must include a proposed draft implementation plan, which demonstrates that the Bidder's proposed implementation plan meets all the mandatory requirements for implementation described in Annex A, Statement of Requirements.
- (viii) **Customer Reference Contact Information:**
- (A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC, the information required by Attachment 1 to Part 4: Evaluation Procedures.
  - (B) The form of question to be used to request confirmation from customer references is as follows:

"Has [the Bidder] provided your organization with [describe the services and the required time frame within which those services must have been provided]?"

\_\_\_\_\_ Yes, the Bidder has provided my organization with the services described above.

\_\_\_\_\_ No, the Bidder has not provided my organization with the services described above.

\_\_\_\_\_ I am unwilling or unable to provide any information about the services described above.
  - (C) For each customer reference, the Bidder must, at a minimum, provide the name and e-mail address for a contact person. The reference check will be done by e-mail.
- Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with Attachment 1 to Part 3: Pricing Schedule. Taxes, if applicable, should be shown separately. Unless otherwise indicated, Bidders

must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

- (b) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. The bid of any Bidder that does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required under Part 5.

### 3.5 Section IV: Additional Information

(a) **Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures**

As indicated in Part 6 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s)' site(s) or premises for which safeguarding measures are required for Work Performance.

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

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposal individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

Bidders are requested to indicate this information on their Bid Submission Form.

## 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 and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) PWGSC has engaged the firm of Samson & Associés CPA/Consultation Inc. as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation.
- (d) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and fewer than two responsive bids with a valid certification remain, Canada will continue evaluating only the bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.
- (e) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
    - (A) verify any or all information provided by the Bidder in its bid; or
    - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.
  - (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his sole discretion.



## 4.2 Technical Evaluation

(a) **Mandatory Technical Criteria:**

- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory technical criteria are described in Part 4, Attachement 4.1, Evaluation Procedures.

(b) **Point-Rated Technical Criteria:**

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The point-rated technical criteria are described Part 4, Attachement 4.1, Evaluation Procedures.

(c) **Reference Checks:**

- (i) For reference checks, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders using the e-mail address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.



#### 4.3 Technical Evaluation

Mandatory and point-rated evaluation criteria are included in Part 4, Attachment 4.1 - Technical Evaluation Procedures.

#### 4.4 Financial Evaluation

- (a) The financial evaluation will be conducted by calculating the Total Evaluated Bid Price using the Pricing Tables completed by the Bidders. The financial criteria are described in Part 3, Attachment 3.1, Pricing Schedule.

(b) **Formulae in Pricing Tables**

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

#### 4.5 Basis of Selection

##### Highest Combined Rating of Technical Merit (60%) and Price (40%)

- (a) To be declared responsive, a bid must:
- (i) Comply with all the requirements of the bid solicitation;
  - (ii) Meet all the mandatory evaluation criteria; and
  - (iii) Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
- (b) Bids not meeting (a) and (b) and (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price will necessarily be accepted.
- (c) The Lowest Total Evaluated Bid Price (LTEBP) of all responsive bids will be identified. A Pricing Score (PS) will be calculated for each responsive bid (i). Pi is the Total Evaluated Bid Price (TEBP) for each Responsive Bid (i). The Pricing Score for each responsive bid will be calculated using the following formula:  **$PS_i = LTEBP / P_i \times 40$** .
- (d) A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i):  **$TMS_i = OS_i \times 60$** . OSi is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.
- (e) The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows:  **$CR_i = PS_i + TMS_i$** .
- (f) The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event 2 or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid with the lowest evaluated price will be recommended for award of a contract.

- (g) The table below illustrates an example where the selection of the contractor is determined by a 60/40 ratio of the technical merit and price, respectively.

Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)			
Bidder	Bidder 1	Bidder 2	Bidder 3
Overall Score for All the Point Rated Technical Criteria	OS1: 750/1250	OS2: 900/1250	OS3: 1050/1250
Bid Evaluated Price	P1: \$4,000,000 (LTEBP)	P2: \$5,000,000	P3: \$6,000,000

Calculations	Technical Merit Score (OSi x 60)	Pricing Score (LP/Pi x 40)	Combined Rating
Bidder 1	$750/1250 \times 60 = 40.00$	$4M/4M \times 40 = 40.00$	76.00
Bidder 2	$900/1250 \times 60 = 32.00$	$4M/5M \times 40 = 32.00$	75.20
Bidder 3	$1050/1250 \times 60 = 26.67$	$4M/6M \times 40 = 26.67$	77.07

In the above example, Bidder 3 would be recommended for Contract Award.

## ATTACHMENT 1 TO PART 4 TECHNICAL EVALUATION PROCEDURES

### 1. Technical Evaluation

#### 1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation identified in each mandatory technical criterion 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.

Bidder's Experience		Bid Preparation Instructions
No.	Mandatory Technical Criterion	
<b>M1</b>	In each of the last three calendar years (2013, 2014 and 2015), the Bidder must have provided Relocation Services for a minimum of 500 relocations for clients external to the Bidder's organization (cannot be a parent or affiliate).	The Bidder must provide a reference for each external client to substantiate the experience claimed.
<b>M2</b>	In each of calendar years 2013, 2014 and 2015, the Bidder must have provided Relocation Services for a minimum of 25 international relocations for clients external to the Bidder's organization (cannot be a parent or affiliate).	The Bidder must provide a reference for each external client to substantiate the experience claimed.
<b>M3</b>	The Bidder must provide the name of a full time dedicated Program Delivery Manager (PDM) as its representative. The PDM must have at least 3 years' experience in the last 7 years administering and managing Relocation Services.	The Bidder must provide the résumé of the proposed PDM to substantiate the experience claimed. The Bidder should also provide references(s) who can verify this experience.

**Evaluation of experience:** For the purpose of technical criterion evaluation, the period of demonstrated experience does not correspond to a period of continuous months but a period corresponding to a total of months in which services were rendered, within the last 7 years of the Bid Solicitation issuance date. Bidders are further advised that each month experience corresponds to 20 days of work.

## 1.2 Point Rated Technical Criteria

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

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

Point Rated Technical Criteria	Required Minimum Number of Points	Maximum Number of Points
Bidder's Experience	150	195
Bidder's Approach and Methodology	810	1080
<b>Overall Score</b>	<b>960</b>	<b>1275</b>

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available
<b>Bidder's Experience – Maximum: 195 points</b>			
R1	<p><b>Volume:</b> For each of the last three calendar years (2013, 2014, 2015) the Bidder should provide the total number of relocations for which they provided Relocation Services for clients external to the bidder's organization (cannot be a parent or affiliate) and which included, as a minimum, counselling on acquisition and disposal of primary residences.</p>	<p>The Bidder should provide details about the experience of the PDM, indicating the budget managed; financial, HR and IT responsibilities; and any other information that demonstrates similarity and relevance to the requirements of the CAF RP.</p> <p>The Bidder should provide a reference for each external client to substantiate the experience claimed.</p>	<p>45</p> <p>A maximum of 15 points will be awarded for each calendar year 2013, 2014 and 2015 according to the following volumes:</p> <p>5 points - 501 to 2,500; or</p> <p>10 points - 2,501 to 5,000; or</p> <p>15 Points – 5,001 or more.</p>

R2	<p><b>Program Delivery Manager (PDM):</b> The Bidder should clearly demonstrate and substantiate that the individual proposed for the PDM position is appropriate in order to ensure successful delivery of the required CAF RP services.</p>	<p>The Bidder should provide details about the experience of the PDM, indicating the budget managed; financial, HR and IT responsibilities; and any other information that demonstrates similarity and relevance to the requirements of the CAF RP.</p> <p>The bidder should provide a reference for each external client to substantiate the experience claimed.</p>	50	<p>Points shall be awarded up to a maximum of 50 points for the demonstrated experience and abilities of the proposed individual:</p> <p>50 points: Have managed more than 3 accounts of over 5,000 relocations, and reference(s) provided from client(s) demonstrating service delivery of similar CAF RP requirements were met;</p> <p>40 points: Have managed more than 3 accounts of over 2,500 relocations, and reference(s) provided from client(s) demonstrating service delivery of similar CAF RP requirements were met;</p> <p>30 points: Have managed more than 3 accounts of over 500 relocations, and reference(s) provided from client(s) demonstrating service delivery of similar CAF RP requirements were met;</p> <p>0 points: No information provided or no relevant experience is substantiated.</p>
R3	<p><b>Management of Pre-Implementation Phase:</b> The CAF acknowledges that the transition in the time available will be a significant challenge and therefore the experience and capabilities of the individual who will be accountable for the success of the Pre-Implementation Phase is important. The Bidder should clearly demonstrate and substantiate that the individual proposed to manage the Pre-Implementation Phase has the specific experience appropriate for the position in order to ensure successful set-up of the required CAF RP services in accordance with Section 4 of the SOR.</p>	<p>The Bidder should identify the proposed Manager by name and provide details about the experience of the proposed Manager including the nature of the services transitioned or set-up; indicate whether the set-up was completed within time and budget provided; financial, HR and IT implications and; any other information that demonstrates similarity and relevance to the requirements of the CAF RP.</p>	100	<p>Points shall be awarded up to a maximum of 100 points for the demonstrated experience and abilities of the proposed individual in managing a set-up and transition as follows:</p> <p>50 points: Have completed more than three very relevant set-ups, and reference(s) provided from client(s) demonstrate set-up requirements were met;</p> <p>40 points: Have completed 2 or 3 relevant set-ups, and reference(s) provided from client(s) demonstrate set-up requirements were met;</p>

Client Ref. No. – N° de réf. De client 24062-140087	Title - Sujet GCRSS - SSGRC	RFI No. 4 : Draft RFP DDR no. 4 : Ébauche DDP
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		The Bidder should provide a reference for each external client to substantiate the experience claimed.		30 points: Have completed at least 1 relevant set-up, and reference(s) demonstrate set-up requirements were met;  0 points: No information provided or no relevant experience is substantiated.
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Rating Guide for R4 to R16		Description
<b>Outstanding</b> response to the rated area		The rated area is dealt with in depth and/or the rated area is exceeded; rigorous approach and methodology that meets all of the elements of the rated area.
<b>Well addressed</b> response to the rated area		Good approach and methodology or missing minor elements.
<b>Satisfactorily addressed</b> response to the rated criteria		Adequate approach and methodology or missing many points including some major elements.
<b>Unsatisfactory</b> response		The approach and methodology is weak or missing many major elements.
<b>Nil</b> response		The rated area is not addressed.

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
Bidder's Approach and Methodology – Maximum: 1080 points				
R4	<b>Financial Management:</b>	The Bidder should demonstrate the capability of their financial management processes to meet the requirements of Section 5 of the SOR	50	Demonstrated Capability: Points shall be awarded up to a maximum of 50 points as follows:  50 points – Outstanding response

				<p>35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response</p>
R5	<b>Relocation Card:</b>	The bidder should demonstrate the capability of processing all authorized entitlements and provisions by means of a relocation card.	50	<p>Points shall be awarded up to a maximum of 50 points.</p> <p><u>Plan:</u></p> <p>20 points – Well addressed response; 10 points – Satisfactorily addressed response; or 0 points – Unsatisfactory response.</p> <p><u>Card System:</u></p> <p>20 points – currently used with other clients; 10 points – currently under development (pilot); or 0 points – will be developed.</p> <p><u>Card Experience:</u></p> <p>10 points – used with 5 or more clients; 5 points – used with 3-4 clients; or 1 point – used with 0-2 clients.</p>
R6	<b>Financial Controls:</b>	a) The Bidder should describe its financial controls with respect to the establishment and maintenance of financial internal controls to prevent and detect errors.	100	<p>For each of a), b), c) and d) points shall be awarded up to a maximum of 25 points as follows:</p> <p>25 points – Outstanding response</p>

		<p>b) The Bidder should describe its financial controls with respect to the establishment and maintenance of audit functionality.</p> <p>c) The Bidder should describe its financial controls with respect to their ability to reliably produce accurate and timely financial information.</p> <p>d) The Bidder should describe its financial controls with respect to their ability to satisfy the tracking and reporting capabilities included in the SOR.</p>		<p>20 points – Well addressed response 15 points – Satisfactorily addressed response 10 points – Unsatisfactory response 0 points - Nil response</p>
R7	<p><b>Information Functionality:</b></p> <p><b>Systems</b></p>	<p>The Bidder should describe their proposed Information Management Expenditure Tracking System (IMETS) solution to address all requirements. In particular the Bidder should describe how their proposed IMETS system will address:</p> <p>a) Recording and tracking all CAF member relocation information and all categories of relocation financial provisions or expenses;</p> <p>b) The ease of producing “ad hoc” reports by utilizing the Expense Categories and Cost elements found in Table 1 in Appendix 4 of the SOR;</p> <p>c) Generating pre-formatted administrative and financial type reports “on-demand” allowing for user-defined reports as detailed in Appendix 2 of the SOR;</p> <p>d) Being accessible via the Contractor secure website to the CA, TA, and all authorized CAF members in a restricted, read-only manner as per section 4.1.3 e. and f of the SOR; and</p> <p>e) Being designed and architected to ensure it can respond to the projected volume of user demands and must be available at the 95% level on a 24/7 basis over a period of one month, excluding scheduled maintenance activities.</p>	200	<p>For each of a), b), c), d), and e) points shall be awarded up to a maximum of 40 points as follows:</p> <p>40 points – Outstanding response 32 points – Well addressed response 24 points – Satisfactorily addressed response 16 points – Unsatisfactory response 0 points – Nil response</p>
R8	<b>Recruitment:</b>	The Bidder should describe its recruitment procedures to hire personnel required. In particular the Bidder should describe:	50	<p>For each of a), b), c), d) and e) points shall be awarded up to a maximum of 10 points as follows:</p>



		<p>a) Its outreach or attraction strategy for relocation consultants;</p> <p>b) Its criteria used for suitability testing, customer service skill tests, and its reference-check procedures;</p> <p>c) Its approach to ensure it recruits sufficient bilingual personnel;</p> <p>d) Its approach to ensure it recruits sufficient personnel with required security clearances; and</p> <p>e) Its approach to responding to cyclical requirements.</p>		<p>10 points – Outstanding response</p> <p>8 points – Well addressed response</p> <p>6 points – Satisfactorily addressed response</p> <p>4 points – Unsatisfactory response</p> <p>0 points – Nil response</p>
R9	<p><b>Performance Management:</b> The Bidder should describe its approach to performance management and provide a preliminary Performance Measurement Plan as referenced in section 4.2.2 of the SOR.</p>	<p>the Bidder should describe how their proposed approach to performance management will address:</p> <p>a) Quality of the services provided, i.e. Service Level Commitments;</p> <p>b) Expenditure tracking and reporting functions;</p> <p>c) Timeliness of contact with CAF member;</p> <p>d) Monitoring of caseload and file management of individual advisors;</p> <p>e) Staffing of vacant key contractor positions and advisors;</p> <p>f) Bilingual capability of client-service representatives; and</p> <p>g) Advisor training plan.</p>	280	<p>For each of a), b), c), d), e), f) and g), points shall be awarded up to a maximum of 40 points as follows:</p> <p>40 points – Outstanding response</p> <p>32 points – Well addressed response</p> <p>24 points – Satisfactorily addressed response</p> <p>16 points – Unsatisfactory response</p> <p>0 points – Nil response</p>
R10	<p><b>Training:</b></p>	<p>The Bidder should describe their training strategy for initial training of newly hired personnel and on-going training to ensure its workforce has the appropriate knowledge and is kept current with respect to changes in processes, procedures and policies.</p>	50	<p>Points shall be awarded up to a maximum of 50 points as follows:</p> <p>50 points – Outstanding response</p> <p>35 points – Well addressed response</p> <p>25 points – Satisfactorily addressed response</p> <p>15 points – Unsatisfactory response</p> <p>0 points – Nil response</p>

R11	<b>Retention Strategy:</b>	The Bidder should describe its approach to maintain low turnover rates, including employee motivation, job satisfaction and team building.	50	Points shall be awarded up to a maximum of 50 points as follows: 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response
R12	<b>Disaster Recovery Plan:</b>	The Bidder should deliver a preliminary Disaster Recovery Plan that demonstrates the Bidder's ability to satisfy the requirements of section 4.1.4 of the SOR.	50	Ability to meet the Requirement: Points shall be awarded up to a maximum of 50 points as follows: 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response
R13	<b>Third-Party Service Providers Plan:</b>	The Bidder should describe their plan to develop and maintain their network of Third Party Service Providers to deliver services in all locations, including small and isolated communities.	50	Points shall be awarded up to a maximum of 50 points as follows: 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response

R14	<b>Third Party Service Providers Performance Management:</b>	The Bidder should describe their strategy to manage TPSP performance.	50	Points shall be awarded up to a maximum of 50 points as follows: 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response
R15	<b>Preliminary Relocation Assessment:</b>	The Bidder should provide a draft Preliminary Relocation Assessment form which satisfies the requirements of section 4.2.21 and 5.1.10 of the SOR and describe how it will be used and/or updated during the term of the Contract.	50	Points shall be awarded up to a maximum of 50 points as follows: 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response
R16	<b>Advisor to CAF Member Ratio:</b>	The CAF acknowledges that a one to one (advisor/member) dedicated ratio would represent a significant challenge during the CAF's peak relocation period.  The Bidder should demonstrate how relocation files will be seamlessly handled between advisors (e.g. the CAF member should not be required to provide relocation file details during each contact with different advisor).	50	Points shall be awarded up to a maximum of 50 points as follows: 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response

Client Ref. No. – N° de réf. De client  
24062-140087

Title - Sujet  
GCRSS - SSGRC

RFI No. 4 : Draft RFP  
DDR no. 4 : Ébauche DDP

## **PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION**

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.

### **5.1 Certifications Required with Bid**

Bidders must submit the following duly completed certifications as part of their bid.

#### **(a) Declaration of Convicted Offences**

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, the completed Declaration Form (2), to be given further consideration in the procurement process.

#### **(b) Additional Certifications Required with the Bid**

##### **(i) Canadian Content Certification**

(A) SACC Manual Clause A3065T (2010-01-11), Canadian Content Certification

(B) SACC Manual Clause A3050T (2014-11-27) Canadian Content Definition

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **(a) Integrity Provisions – List of Names**

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

#### **(b) Federal Contractors Program for Employment Equity - Bid Certification**

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

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

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

The Bidder must provide the Contracting Authority with a completed annex Form 4 Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

(c) **Named Resource**

- (i) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (ii) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (iii) If the Bidder is unable to provide the services of an individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within 5 business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:
  - (A) the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;
  - (B) the name, qualifications and experience of a proposed replacement immediately available for work; and
  - (C) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

No more than one substitute will be considered for any given individual proposed in the bid. In response to the Bidder's proposed substitution, the Contracting Authority may elect in its sole discretion either to:

- (D) set aside the bid and give it no further consideration; or
- (E) evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

If no substitute is proposed the Contracting Authority will set aside the bid and give it no further consideration.

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

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

### **6.1 Security Requirement**

- (a) Before award of a contract, the following conditions must be met:
  - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
  - (iii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
  - (iv) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (v) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV, Additional Information.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

### **6.2 Financial Capability**

- (a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada."
- (b) At subsection 1 of SACC Manual clause A9033T (2012-07-16), Financial Capability:
  - Delete: fifteen (15) working days
  - Insert: 10 working days



- (c) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.
- (d) Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### **6.3 Insurance Requirements**

- (a) 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 D.
- (b) 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 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Requirements (SOR), in accordance with, and at the prices set out in, the Contract. This includes:
- i. Work described at Annex A, Statement of Requirements, with the exception of Section 7.0 Additional Work Requirements (AWR), which will be provided under the Contract on an as required basis;
  - ii. An obligation for any Work (other than AWR) will come into force only when a Relocation has been authorized in accordance with the SOR;
  - iii. Any Work performed by the Contractor in advance of an approved Relocation will be at the Contractor's own risk and expense;
  - iv. Any Work performed must fall within the scope of the Annex A, Statement of Requirements, excluding section 7.0 Additional Work Requirements; and
- (b) Relocation Authorization Process
- For each relocation, the Contractor will be receive a written authorization by the Technical Authority or delegate in accordance with section 5.1.3 of Annex A, Statement of Requirements.
- (c) **Client:** Under the Contract, the "**Client**" is the Canadian Armed Forces.
- (d) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (e) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

### 7.2 Minimum Work Guarantee

- (a) In this clause,
- (i) "**Maximum Contract Value**" means the amount specified in the "**Limitation of Expenditure**" clause set out in the Contract (excluding Applicable Taxes); and
  - (ii) "**Minimum Contract Value**" means \$500,000.00.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with

sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
  - (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within 10 business days of Contract award.

### 7.3 Standard Clauses and Conditions

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

(a) **General Conditions:**

- (i) 2035 (2015-07-03), General Conditions - Higher Complexity - Services, applies to and forms part of the Contract.

(b) **Supplemental General Conditions:**

- (i) 4008 (2008-12-12), Supplemental General Conditions - Personal Information, applies to and forms part of the Contract.

### 7.4 4008 (2008-12-12), Personal Information

4008, Personal Information, is amended as follows:

**Delete:** Subsection 4.3 in it's entirety

**Insert:** The Contractor must develop a request for consent form to be used when collecting Personal Information, and a script for collecting the Personal Information by telephone. The consent form and script must be delivered to the Contracting Authority 30 days prior to the Service Effective Date identified under article 4.1.2 of this Contract. The Contractor must not begin using a form or script unless the Contracting Authority first approves it in writing. The Contractor must also obtain the Contracting Authority's approval before making any changes to a form or script.

**Delete:** Subsection 6 (g) in it's entirety

**Insert:** 6 (g) Notify the Technical Authority and the Contracting Authority immediately of any security breaches; for example, any time an unauthorized individual accesses any Personal Information.

**Delete:** Subsection 12, in it's entirety

**Insert:** 12. Disposing of Records and Returning Records to Canada

The Contractor must not dispose of any Record, except as instructed by Canada. On request by the Contracting Authority, by the Technical Authority or once the Work involving the Personal Information is complete, the Contract is complete, or the Contract is terminated, whichever of these comes first, the Contractor must return all Records (including all copies) in accordance with Annex A.

## 7.5 Security Requirement

The following security requirements apply and forms part of the Contract:

- (a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding Capabilities at the level of PROTECTED A, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
- (b) The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (c) The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
- (d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- (e) The Contractor/Offeror must comply with the provisions of the:
  - (i) Security Requirements Check List, attached at Annex C;
  - (ii) Industrial Security Manual (Latest Edition).

## 7.6 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 6.5 years later; and
  - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) Requests for RAs can be accepted by the Contractor:
  - (i) No earlier than 6 months after Contract award; and
  - (ii) No later than one year prior to the end of the Contract Period.

The first 6 month period of the Contract will be an implementation (i.e. transition/ramp up) period and the final 1 year period of the Contract will be a wind-down period allowing the Contractor to complete files received. The Contractor must not accept new RAs during these periods. The period of the Contract is from date of Contract to November 30, 2022 inclusive, plus any option period, if exercised.

(c) **Implementation Period**

The first 6 months (i.e. June 1, 2016 to November 30, 2016) after Contract award consist of a transition/ramp up period. The Contractor must perform the Work set out under Annex A section 4.0 during this period.

(d) **In-Service Period**

The Work set out under Annex A section 5.0 for the provision of relocation services is from December 1, 2016 (Service Effective Date (SED)) to November 30, 2021. The end date of the In-Service Period is subject to change if Canada extend the Contract in accordance with 7.6 (g).

(e) **Authorization to Commence the Work**

The Contractor must not commence providing relocation services under the In-Service Period of the Contract until written notification by the Contracting Authority to the Contractor.

(f) **Out-Going Transition Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that an out-going transition period is required. The Contractor must provide the Work set out under Annex A section 6.0. The Out-Going Transition Period is from December 1, 2021 to November 30, 2022. The end date of the Out-Going Transition Period is subject to change if Canada extend the Contract in accordance with 7.6 (g).

(g) **Option to Extend the Contract**

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least 180 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

## 7.7 Authorities

(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Gordon Sanford  
Supply Team Leader  
Public Services and Procurement Canada  
Acquisitions Branch  
Informatics and Telecommunications Systems Procurement Directorate  
11 Laurier Street, Gatineau, Quebec K1A0S5  
Telephone: 819-956-4291  
Facsimile: 819-956-7179  
E-mail address: gordon.sanford@tpsgc-pwgsc.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.

(b) **Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

In this person's absence, the Technical Authority is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical 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 Technical Authority; however, the Technical 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.

(c) **Contractor's Representative - Program Delivery Manager (PDM)**

The Contractor's PDM for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**7.8 Proactive Disclosure of Contracts with Former Public Servants**

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

**7.9 Payment**

(a) **Basis of Payment – Firm Price per Relocation**

- (i) The Contractor will be paid a firm all-inclusive price for the provision of relocation services under for any approved RA, in accordance with the schedule of payment provided at article 1 of Annex B – Basis of Payment.

- (ii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
  - (iii) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.
- (b) **Limitation of Expenditure**
- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included, if applicable, and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
  - (ii) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
    - (A) when it is 75 percent committed, or
    - (B) 4 months before the Contract expiry date, or
    - (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
  - (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.
- (c) **Method of Payment**
- Progress Payment – Administration Fees:
- (i) Canada will make progress payments in accordance with the Firm All-Inclusive Administration Price as defined in Table 1.1 of Annex B and the Schedule for Payment defined in Article 1.2 of Annex B, upon receipt of an invoice and any other document required under the invoicing instructions of the Contract.
  - (ii) Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly.
- (d) **SACC Manual Clauses**
- (i) A9117C (2007-11-30), T1204 - Direct Request by Customer Department

(e) **Discretionary Audit**

C0705C (2010-01-11), Discretionary Audit

(f) **Payment Credits**

- (i) **Implementation Period Late Delivery:** If the Contractor does not deliver the deliverables or perform the services within the time specified in the Contract, the Contractor must provide a credit to Canada of \$(amount to be determined by Canada prior to RFP date) for each calendar day of delay up to a maximum of ## days.
- (ii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iii) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (iv) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (v) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

## 7.10 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.

The Contractor must submit an invoice for payment. Each invoice must show:

- (i) all applicable information detailed under the section entitled "Invoice Submission" of the General Conditions;
  - (ii) the age of each Relocation file included on the invoice and the value of the amount invoiced as detailed in the Contract;
  - (iii) The applicable File Number / Move Authorization Number;
- (b) The Contractor must submit invoices for progress payments in accordance with the schedule for payment set out in Annex B.



- (c) The Contractor must forward a Financial Summary report on a quarterly basis to the Contracting Authority and the Technical Authority that tracks and provides information on all administration fees to-date for each contract year.
- (d) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (e) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (f) The Contractor must provide the original and 1 copy of each invoice to the Technical Authority.
- (g) On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

#### **7.11 Certifications**

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, or 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.

#### **7.12 Federal Contractors Program for Employment Equity - Default by 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.

#### **7.13 Applicable Laws**

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

#### **7.14 Priority of Documents**

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions 4008;
- (c) general conditions 2035 (2015-07-03);
- (d) Annex A, Statement of Requirements;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance Requirements;

- (h) the signed Relocation Authorization;
- (i) the Contractor's bid dated \_\_\_\_\_, as clarified on \_\_\_\_\_ "or" as amended on \_\_\_\_\_, not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

#### 7.15 Defence Contract

- (a) SACC Manual clause A9006C (2012-07-16) Defence Contract

#### 7.16 Foreign Nationals (Canadian Contractor)

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

**Note to Bidders:** Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract

#### 7.17 Foreign Nationals (Foreign Contractor)

- (a) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

#### 7.18 Insurance Requirements

- (a) The Contractor must comply with the insurance requirements specified in Annex D, Insurance Requirements. 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.
- (b) 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.
- (c) The Contractor must forward to the Contracting Authority within 10 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.

#### 7.19 Protection and Security of Data Stored in Database

- (a) The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
  - (i) equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act, R.S. 1985, c. P-21, and the Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5, and under any applicable policies of the Government of Canada; and
  - (ii) the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

- (b) In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.
- (c) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
- (d) The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting Authority under subsection 7.18 (a) and otherwise meet the requirements of this article.
- (e) The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 7.18 (a).
- (f) The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 7.18 (a).
- (g) Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

## **7.20 Innovation and Change**

At any time during the period of the Contract, Canada will welcome suggestions from the Contractor for innovative approaches to relocation services to improve methods of delivering existing relocation services to members/employees within the Integrated Relocation Program. This may include improved methods of providing these services and assistance to members/employees, such as innovations that result in reduced costs to Canada and/or improved types and levels of customer service. Canada reserves the right to accept or reject any or all suggestions. The cost of suggestion/proposal preparation must be borne by the Contractor. In addition, the development or implementation costs associated with these suggestions must be borne by the Contractor, unless prior approval is received in writing from the Contracting Authority.

## **7.21 Disclosure of Information**

- (a) The Contractor agrees to the disclosure of its TPSP prices in course of conducting the Work by Canada, and further agrees that it will have no right to claim against Canada, the TBS, their employees, agents or servants, or any of them, in relation to such disclosure.

- (b) The Contractor agrees to the disclosure of the names and contact information of all third-parties providing services to Canada's future relocation services contractors, and further agrees that it will have no right to claim against Canada, the TBS, their employees, agents or servants, or any of them, in relation to such disclosure.

#### **7.22 Scans for Computer Viruses**

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

#### **7.23 Ownership of Intellectual Property**

All data collected during the period of the Contract remains the property of Canada and must be accessible to the TA, CA and the corresponding CAF member. All data collected must be transferred to the TA in the format approved by the TA and in accordance with Annex A.

#### **7.24 In-House Services**

The Contractor agrees that nothing in this Contract prevents Canada to arrange for alternate relocation services by providing in-house services. Canada reserves the right to do so at its entire discretion whenever Canada is of the opinion that it would best serve the interest of Canada.

#### **7.25 Joint Venture Contractor**

- (a) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members:
  - (i) Name
  - (ii) Name
  - (iii) etc.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
  - (i) \_\_\_\_\_ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the Contract;
  - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
  - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.

- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

## 7.26 Training

- (a) **Providing Training:** To be determined

## 7.27 Replacement of Specific Individuals

- (a) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
- (i) the name, qualifications and experience of a proposed replacement immediately available for Work; and
  - (ii) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.

- (b) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide the services has not been provided or is not performing, the Contracting Authority may elect to:
- (i) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Section titled "Default of the Contractor", or
  - (ii) assess the information provided under (a) (i) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (i) above, or require another replacement in accordance with this subarticle (b).

Where an Excusable Delay applies, Canada may require (ii) above instead of terminating under the Excusable Delay Section. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (c) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

## 7.28 Representations and Warranties

The Contractor made statements regarding its and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract.

The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **7.29 Access to Canada's Property and Facilities**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

#### **7.30 Termination for Convenience**

With respect to Section 30 of General Conditions 2035, subsection 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

**ANNEX A**  
**STATEMENT OF REQUIREMENTS**

(attached at end of this document)

## ANNEX B

### BASIS OF PAYMENT

Note to Bidder: The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the resulting Contract.

#### 1. Firm All-Inclusive Administration Fee

1.1 The Contractor will be paid a firm all-inclusive administration fee per file for relocation files administered under the Contract as set out in Table 1 below. Customs duty is included, if applicable; and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

1.2 The Firm All-Inclusive Administration Fee per file payable in any particular year, will be the price in effect at the time of the Relocation is authorized.

Table 1 - Firm All-Inclusive Administration Price								
	Contract Period 1-Jun-16 to 30-Nov-17 See Note 1	Contract Period 1-Dec-17 to 30-Nov-18	Contract Period 1-Dec-18 to 30-Nov-19	Contract Period 1-Dec-19 to 30-Nov-20	Contract Period 1-Dec-20 to 30-Nov-21	Contract Period 1-Dec-21 to 30-Nov-22	Option 1 1-Dec-22 to 30-Nov-23	Option 2 1-Dec-23 to 30-Nov-24
<b>Relocations</b>	\$	\$	\$	\$	\$	See Note 2	\$	\$

Note 1: During this period, Relocation files can only be actioned from December 1, 2016 to November 30, 2017 as the first 6 month period is the transition/ramp-up period.

Note 2: Firm All-Inclusive Administration Price is not required as no Relocations will be authorized during this period.

#### 2. Schedule for Payment

2.1 The Contractor will be paid in accordance with the following Schedule for Payment and the Firm All-Inclusive Administrative Fee as defined in Table 1 above throughout the duration of the Contract.

File Type	File Age (from authorization date)	Percentage of Firm All-Inclusive Administrative Fee due to Contractor
Authorized on or after the Service Effective Date	At 60 days	33%
	At File Closure	67%
Cancelled Files	59 days or less	\$0
	60 days or older	33%



### **3. Elements Subject to a Ceiling Fee – Third-Party Service Providers (TPSP) Invoices**

3.1 The Ceiling Fees/rates by province, as identified in Tables 3A through 3G below, will apply to all services provided by TPSP (including those performed by suppliers selected by the Employee) at the Relocation origin or destination. The Contractor must make every effort to locate and make available to the Employee TPSP services at less than the ceiling fee/rate so that the average billed, to Canada, over the life of the Contract is less than the ceiling fee/rate indicated.

3.2 The Contractor will be reimbursed upon the submission of invoices for the costs reasonably and properly incurred in the performance of the TPSP services provided in accordance with Annex A Statement of Requirements, to the ceiling fee/rate determined in accordance with Tables 3A through 3G below. The ceiling fees/rates include customs duty, if applicable; and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Payments will be subject to government audit. The results and findings of the government's audit will be conclusive.

3.3 The Ceiling Fees/Rates are subject to downward adjustment so as not to exceed the actual charges and costs reasonably incurred in the performance of the Work and computed in accordance with this Annex B. These expenses will be paid at actual cost up to the ceiling fee/rate set out herein with no allowance for profit or overhead. If there has been any overpayment, it must be promptly refunded to Canada.

3.4 The ceiling fee/rate payable in any particular year will be the rate in effect at the time the TPSP is called upon to provide the required services.

3.5 For sales handled by lawyers/notaries outside their boundaries via local lawyers or agents, any fees for services from the local lawyers/agents will be the sole responsibility of the selected lawyer and will not be reimbursed as a disbursement under the Contract. A lawyer/notary who subcontracts will be paid a combined fee for services and subcontracted services no higher than the ceiling fee.

## Ceiling Fee/Rate Tables 3A to 3G

**Table 3A - Real Estate Commission (maximum % of the selling price)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	%	%	%	%	%	%	%	%
British Columbia	%	%	%	%	%	%	%	%
Manitoba	%	%	%	%	%	%	%	%
New Brunswick	%	%	%	%	%	%	%	%
Newfoundland & Labrador	%	%	%	%	%	%	%	%
Nova Scotia	%	%	%	%	%	%	%	%
Northwest Territories	%	%	%	%	%	%	%	%
Nunavut	%	%	%	%	%	%	%	%
Ontario	%	%	%	%	%	%	%	%
Prince Edward Island	%	%	%	%	%	%	%	%
Québec	%	%	%	%	%	%	%	%
Saskatchewan	%	%	%	%	%	%	%	%
Yukon	%	%	%	%	%	%	%	%

**Table 3B - Legal/Notary Fee (Excludes Disbursements) at Origin**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

Note 1: The CAF members are obligated to use the purchaser's lawyer/notary whom may not be a participating TPSP. In these instances, additional legal fees, in excess of the established fees, are covered as a Core expense. Given that the CAF members are not responsible for these additional costs, as these expenses are not within their control.

**Table 3C - Legal/Notary Fee (Excludes Disbursements) at Destination**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 3D - Standard Residence Industry Appraisal Fee (see Note 1)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

Note 1: In certain cases, some appraisers will refuse to complete a regular appraisal for properties that are not deemed single-family dwellings or charge increased fees to appraise residences with acreage or that are deemed to be income-producing. In these instances, additional appraisal fees, in excess of the established fees, are covered as a Core expense. Given that the appraisal is a requirement of the IRP, CAF members are not responsible for these additional costs, as these expenses are not within their control.

**Table 3E - CERC Standard Residential Appraisal Fee (Applicable to Relocations requiring Home Equity Assistance only)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 3F - Home Inspection Fee**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 3G - Rental Search Fee (Per Diem rate)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$
Out of Canada	\$	\$	\$	\$	\$	\$	\$	\$



#### **4. Total Compensation**

4.1 The Contractor's compensation for services rendered under this contract will be the total of the amounts received by the Contractor in the form of payment for the Firm All-Inclusive Administration Fees. These will be the sole source of compensation for all services as defined Annex A, (excluding Section 7.0 Additional Work Requirements). The Contractor will be compensated for Additional Work Requirements in accordance with Article 7 below.

4.2 Any disbursements, will be reimbursed at cost with no allowance thereon for overhead and/or profit, as indicated under articles 2 and 3 above.

4.3 The Contractor must not collect commissions, referral fees, registration fees, or publication fees under any circumstance in connection with services provided under this contract from any realtors, agents, lawyers, notaries, or other service suppliers or employees. Collection of any such fees must promptly be returned to Canada, and the Contractor will be considered in a breach of contract.

#### **5. Additional Work Requirements - Unfunded**


5.1 The Basis of Payment related to any Additional Work Requirement defined under Section 7.0 of Annex A will be incorporated through an official contract amendment.

5.2 Travel and Living Expenses: If travel and living expenses are incurred as part of an AWR, the Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices B, C and D of the Treasury Board Travel Directive ([http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/TBM\\_113/menu-travel-voyage\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage_e.asp)), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Customs duty are excluded and Goods and Services Tax or Harmonized Sale Tax is extra, if applicable.

5.3 All travel must have the prior authorization of the CA. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

## ANNEX C

OCT 16 2015

 Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat  
**24062-140087**

Security Classification / Classification de sécurité  
**UNCLASS**

SC1

**SECURITY REQUIREMENTS CHECK LIST (SRCL)**  
**LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

**PARTIE A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE**

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine  
**Department of National Defence**

2. Branch or Directorate / Direction générale ou Direction  
**CMP/DGCB**

3. a) Subcontract Number / Numéro du contrat de sous-traitance  
3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant

4. Brief Description of Work / Brève description du travail  
To provide relocation assistance to Canadian Armed Forces members and their families when being transferred within or outside of Canada in response to operational requirements. Services include professional advice, information and assistance throughout the relocation with the aim of presenting the members and their families with every reasonable opportunity to maximize the available provisions under the relocation directive.

5. a) Will the supplier require access to Controlled Goods?  
Le fournisseur aura-t-il accès à des marchandises contrôlées? ☒ No / Non ☐ Yes / Oui

6. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations?  
Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? ☒ No / Non ☐ Yes / Oui

6. Indicate the type of access required / Indiquer le type d'accès requis

6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets?  
Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No / Non ☒ Yes / Oui  
(Specify the level of access using the chart in Question 7. c)  
(Préciser le niveau d'accès en utilisant le tableau à la question 7. c)

6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted.  
Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. ☒ No / Non ☐ Yes / Oui

6. c) Is this a commercial courier or delivery requirement with no overnight storage?  
S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? ☒ No / Non ☐ Yes / Oui

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada	NATO / OTAN	Foreign / Étranger
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. b) Release restrictions / Restrictions relatives à la diffusion

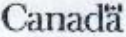
Canada	NATO / OTAN	Foreign / Étranger
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:


7. c) Level of information / Niveau d'information

Canada	NATO / OTAN	Foreign / Étranger
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		TOP SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 366-103(2004/12)

Security Classification / Classification de sécurité  
**UNCLASS**



	Government of Canada Gouvernement du Canada	Contract Number / Numéro du contrat <b>24062-140087</b>	SR
Security Classification / Classification de sécurité			

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

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

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

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

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

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

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

Special comments:  
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.  
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

**PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**  
(INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS)

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

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

**PRODUCTION**

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

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

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

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

TBS/SC7 350-133(2004/12) Security Classification / Classification de sécurité

Canada



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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ		NATO					COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTRICTÉE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Informations / Biens / Production	X															
IT Tools / Support IT / Outils informatiques	X															
IT Data / Données informatiques																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No / Non ☐ Yes / Oui

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

Client Ref. No. – N° de réf. De client  
24062-140087

Title - Sujet  
GCRSS - SSGRC

RFI No. 4 : Draft RFP  
DDR no. 4 : Ébauche DDP



Government  
of Canada

Gouvernement  
du Canada

Contract Number / Numéro du contrat

24062-140087

Security Classification / Classification de sécurité

SM

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) P.J. Fraser, LCol		Title - Titre Director Relocation Business Management	Signature 
Telephone No. - N° de téléphone 613-998-1874	Facsimile No. - N° de télécopieur 613-992-3220	E-mail address - Adresse courriel paula.fraser@forces.gc.ca	Date 07 September 2015
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Tippy Graham - DDSO - Industrial Security Senior Security Analyst Tel: 613-998-0283 E-mail: tippy.graham@forces.gc.ca		Title - Titre Senior Security Analyst	Signature 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 14 OCT 2015
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
			<input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractuelle en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature 
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date October 21, 2015

Maria Mendoza  
Contract Security Officer, Contract Security Division  
Maria.Mendoza@tpsgc-pwgsc.gc.ca  
Tel/Tél - 613-948-1818 / Fax/Télé - 613-954-4171

TBS/SCT 350-100(2004/12)

Security Classification / Classification de sécurité

Canada

## ANNEX D

### INSURANCE REQUIREMENTS

#### 1. Commercial General Liability Insurance

1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$10,000,000 per accident or occurrence and in the annual aggregate.

1.2 The Commercial General Liability policy must include the following:

(a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(e) Cross Liability/Separation of Insured: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(g) Employees and, if applicable, Volunteers must be included as Additional Insured.

(h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program).

(i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

(n) Deleted.

(o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

(p) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate  
Quebec Regional Office (Ottawa)  
Department of Justice  
284 Wellington Street, Room SAT-6042  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel  
Civil Litigation Section  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to codefend 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.

## **2. Errors and Omissions Liability Insurance**

2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$2,000,000 per loss and in the annual aggregate, inclusive of defence costs.

2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

2.3 The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

## Bidder Forms

### Attachment 1 to Part 3

Form 1 - BID SUBMISSION FORM		
<b>Bidder's full legal name</b> <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>		
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name:	
	Title:	
	Address:	
	Telephone #:	
	Fax #:	
	Email:	
<b>Bidder's Procurement Business Number (PBN)</b> <i>[see the Standard Instructions 2003]</i> <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>		
<b>Jurisdiction of Contract:</b> Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
<b>Former Public Servants</b> See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>	



**Form 1 - BID SUBMISSION FORM**

	Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?	
	Yes ____ No ____	
	If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "	
<b>Security Clearance Level of Bidder</b> <b>[include both the level and the date it was granted]</b>  <i>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</i>		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> <li>1. The Bidder considers itself <b>and its products</b> able to meet all the mandatory requirements described in the bid solicitation;</li> <li>2. This bid is valid for the period requested in the bid solicitation;</li> <li>3. All the information provided in the bid is complete, true and accurate; and</li> <li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li> </ol>		
<b>Signature of Authorized Representative of Bidder</b>	<hr/>	

Client Ref. No. – N° de réf. De client  
24062-140087

Title - Sujet  
GCRSS - SSGRC

RFI No. 4 : Draft RFP  
DDR no. 4 : Ébauche DDP

**Form 2**  
**Declaration Form**

In accordance with Part 5, Article 5.2 (a) – Integrity Provision – List of Names, please complete the Form below.

This declaration form must be submitted as part of the bidding process. Please complete and submit in a <b>sealed envelope labelled "Protected"</b> to the attention of Integrity, Departmental Oversight Branch, PWGSC, 11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1, Room 108, Gatineau (Québec) Canada K1A 0S5. Include the sealed envelope with your bid submission. This form is considered "Protected B" when completed.			
<b>Complete Legal Name of Company:</b>			
<b>Company's address:</b>			
<b>Company's Procurement Business Number (PBN):</b>			
<b>Bid Number:</b>			
<b>Date of Bid: (YY-MM-DD)</b>			
<b>Have you ever, as the bidder, your affiliates or as one of your directors, been convicted or have pleaded guilty of an offence in Canada or similar offence elsewhere under any of the following provisions <sup>1</sup> :</b>			
	<b>Yes</b>	<b>No</b>	<b>Comments</b>
<b>Financial Administration Act</b> 80(1) d): False entry, certificate or return 80(2): Fraud against Her Majesty 154.01: Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Criminal Code</b> 121: Frauds on the government and contractor subscribing to election fund 124: Selling or Purchasing Office 380: Fraud – committed against Her Majesty 418: Selling defective stores to Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
<b>In the last 3 years, have you, as the bidder, your affiliates or one of your directors, been convicted or have pleaded guilty of an offence in Canada or elsewhere under any of the following provisions <sup>1</sup>:</b>			
<b>Criminal Code</b> 119: Bribery of judicial officers,... 120: Bribery of officers 346: Extortion 366 to 368: Forgery and other offences resembling forgery 382: Fraudulent manipulation of stock exchange transactions 382.1: Prohibited insider trading 397: Falsification of books and documents 422: Criminal breach of Contract 426: Secret commissions 462.31 Laundering proceeds of crime 467.11 to 467.13: Participation in activities of criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	
<b>Competition Act</b> 45: Conspiracies, agreements or arrangements between competitors 46: Foreign directives 47: Bid rigging 49: Agreements or arrangements of federal financial institutions	<input type="checkbox"/>	<input type="checkbox"/>	

<sup>1</sup> for which no pardon or equivalent has been received.

Client Ref. No. – N° de réf. De client  
24062-140087

Title - Sujet  
GCRSS - SSGRC

RFI No. 4 : Draft RFP  
DDR no. 4 : Ébauche DDP

	Yes	No	Comments
52: False or misleading representation 53: deceptive notice of winning a prize			
<b>Corruption of Foreign Public Officials Act</b> 3: Bribing a foreign public official 4: Accounting 5: Offence committed outside Canada  <b>Controlled Drugs and Substance Act</b> 5: Trafficking in substance 6: Importing and exporting 7: Production of substance	<input type="checkbox"/>          <input type="checkbox"/>	<input type="checkbox"/>          <input type="checkbox"/>	
<b>Other Acts</b> 239: False or deceptive statements of the Income Tax Act 327: False or deceptive statements of the Excise Tax Act	<input type="checkbox"/>	<input type="checkbox"/>	

**Additional Comment**

☐ I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ authorise PWGSC to collect and use the information provided, in addition to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

☐ I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ certify that the information provided in this form is, to the best of my knowledge, true and complete. Moreover, I am aware that any erroneous or missing information could result in the cancellation of my bid as well as a determination of ineligibility/suspension.

We appreciate your interest in doing business with The Government of Canada and your understanding on the additional steps that we need to take to protect the integrity of PWGSC's procurement process.

## Form 3

## List of Names Form

In accordance with Part 5, Article 5.2 (a) – Integrity Provision – List of Names, please complete the Form below.

Complete Legal Name of Company	
Company's address	
Company's Procurement Business Number (PBN)	
Solicitation number	
Board of Directors (Use Format – first name last name) Or put the list as an attachment	
1. Director	
2. Director	
3. Director	
4. Director	
5. Director	
6. Director	
7. Director	
8. Director	
9. Director	
10. Director	
Other members	
Comments	

**Form 4 to Part 5 – Bid Solicitation**  
**FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION**

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

For further information on the Federal Contractors Program for Employment and Social Development Canada (ESDC) - Labours' website.

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

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada
- ☐ A2. The Bidder certifies being a public sector employer
- ☐ A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1 The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC -Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC -Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC -Labour.

B. Check only one of the following:

- ☐ B1 The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).

## Attachment 2 to Part 3

### Pricing Schedule

1. The Bidder should complete the attached pricing schedules using the electronic file entitled Financial Proposal 1 Attachment 1 to Part 3\_EN.xls and Financial Proposal 2 Attachment 1 to Part 3\_EN.xls, and include both in its financial bids. The fees and rates specified, when quoted by the Bidder, must include all of the requirements defined in the applicable Annex A, with the exception of the to be determined Work as described in Contract TBS SOR section 7.0 Additional Work Requirements.

2. Overall Approach for Financial Data Entry

(i) Bidders should insert data in each of the worksheet cells that are highlighted or backfilled with the colour turquoise (as indicated in the "Notes" worksheet).

(ii) Bidders should carefully review the "Notes" worksheet.

(iii) Additional notes pertinent to data entry worksheets may be found at the bottom of the applicable data entry tables, contained in the relevant worksheets.

3. As a minimum, for each of the periods specified, the Bidder must provide, in its financial bids, its pricing (in Cdn \$ or percentage, as applicable) for the following:

- i. Firm All-Inclusive Administration Fee (Excluding Initial Appointees) (Table 13);
- ii. Firm All-Inclusive Administration Fee - Initial Appointees (Table 13);
- iii. Firm All-Inclusive Annual Subscription Fee (Table 14) (Pricing Proposal 1 only);
- iv. Real Estate Commissions (Table 16);
- v. Legal/Notary Fees for Sale of Residence at Origin by province (Table 17);
- vi. Legal/Notary Fees for Purchase of Residence at Destination by Province (Table 18)
- vii. Standard Residence Industry Appraisal Fee (Table 19);
- viii. CERC Standard Residence Appraisal Fee (Table 20);
- ix. Home Inspection Fee (Table 21); and
- x. Rental Search Fee (Table 22).

The Bidder may propose different ceiling fees/rates for different periods of the contract. The Bidder should enter its TPSP ceiling fees/rates in the applicable worksheet. All TPSP ceiling fees/rates are to be provided as a dollar value except for the real estate commission, which is a maximum percentage of the selling price.

The Bidder should provide detailed cost breakdowns for all proposed Firm All-Inclusive Administration Fees and the Firm All-Inclusive Annual Subscription Fee. This information will form part of the Contract and will be used, when required, to support negotiations of any subsequent Contract Amendments.

## 5. Calculation of Total Evaluated Bid Price (TEBP)

### 5.1 Financial Proposal 1 - Calculation of Total Evaluated Bid Price (TEBP)

The Total Evaluated Bid Price (TEBP) will be established by the addition of the following calculated costs (TEBP=A+B+C+D+E+F+G+H+I+J):

(A) The sum of 8 years of Firm All-Inclusive Administrative Fees (except Initial Appointees) multiplied by ### (the Number of Relocations to be used for Financial Evaluation Purposes - excluding Initial Appointees);

(B) The sum of 8 years of Firm All-Inclusive Administration Fees - Initial Appointees multiplied by ### (the Number of Relocations be used for Financial Evaluation Purposes);

(C) The sum of 8 years of Firm All-Inclusive Annual Subscription Fee multiplied by ### (the Number of Relocations be used for Financial Evaluation Purposes);

(D) Sum of 8 Year Real Estate Commissions (%) multiplied by ### (the Total Value of Residences Sold at Origin);

(E) 8 Year Sum of Legal/Notary Fees for Sale of Residence at Origin (Excludes Disbursements) multiplied by ### (Number of Homes Sold at Origin for Evaluation Purposes);

(F) 8 Year Sum of Legal/Notary Fees for Purchase of Residence at Destination (Excludes Disbursements) multiplied by ### (Number of Homes Anticipated to be Purchased at Destination for Evaluation Purposes);

(G) Standard Residence Industry Appraisal Fee multiplied by ### (Number of Standard Residence Industry Appraisals for Evaluation Purposes);

(H) CERC Standard Residence Appraisal Fee multiplied by ### (Number of CERC Standard Residence Appraisals for Evaluation Purposes);

(I) Home Inspection Fee multiplied by ### (Number of Home Inspections for Evaluation Purposes);  
and

(J) Rental Search Price multiplied by ### (Number of Rental Searches for Evaluation Purposes)

## **ANNEX A**

### **STATEMENT OF REQUIREMENTS**

#### **FOR**

#### **THE ADMINISTRATION OF THE CANADIAN ARMED FORCES RELOCATION PROGRAM**



## TABLE OF CONTENTS

<b>1</b>	<b>SCOPE .....</b>	<b>5</b>
1.1	INTRODUCTION .....	5
1.2	HISTORICAL RELOCATION VOLUMES .....	5
1.3	CAF RP OBJECTIVE .....	5
1.4	SCOPE OF THE CONTRACT .....	5
1.5	GLOSSARY .....	6
1.6	APPLICABLE DOCUMENTS .....	6
1.7	APPLICABLE TO THE INFORMATION MANAGEMENT EXPENDITURES TRACKING SYSTEM .....	7
1.8	POLICY/PROCESS UPDATES/REVISIONS .....	8
<b>2</b>	<b>CONTRACTOR RESPONSIBILITIES.....</b>	<b>8</b>
2.1	GENERAL.....	8
2.2	SUPPORT TO REGIONS AND WORK LOCATIONS .....	8
2.3	HOURS OF OPERATION.....	9
2.4	CONTRACTOR MANAGEMENT TEAM.....	9
2.5	PROGRAM DELIVERY MANAGER RESPONSIBILITIES.....	9
<b>3</b>	<b>SERVICE DELIVERY PHASES .....</b>	<b>9</b>
3.1	IMPLEMENTATION PHASE .....	10
3.2	IN-SERVICE DELIVERY PHASE.....	10
3.3	OUT-GOING TRANSITION PHASE (OGTP).....	10
<b>4</b>	<b>IMPLEMENTATION PHASE - DETAILED REQUIREMENTS.....</b>	<b>10</b>
4.1	TASKS TO BE PERFORMED .....	11
4.1.1	Meeting Requirements.....	11
4.1.2	Bi-Weekly Implementation Progress/Performance Review Meeting.....	11
4.1.3	Information Management Expenditure Tracking System (IMETS) .....	11
4.1.4	IMETS Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP).....	12
4.1.5	IMETS Testing .....	12
4.1.6	Model Office Simulation Exercise (MOSE).....	13
4.1.7	IMETS Fully Functional Demonstration .....	14
4.1.8	Relocation Office.....	14
4.1.9	Secure Web-Based Service Website.....	14
4.1.10	Arrange and Manage Subcontracts with TPSP .....	15
4.2	DELIVERABLES TO BE PROVIDED .....	16
4.2.1	Implementation Plan.....	16
4.2.2	Performance Measurement Plan (PMP).....	17
4.2.3	Implementation Status Report.....	18
4.2.4	Preparation of Progress Review Meeting Agendas.....	18
4.2.5	Minutes of the Progress Review Meetings.....	18
4.2.6	Performance Review Meeting Action Item Log .....	19
4.2.7	Risk Management Plan (RMP) .....	19
4.2.8	Implementation Risk Analysis .....	20
4.2.9	Program Management Plan (PrMP).....	20
4.2.10	Notification of the Creation of IMETS User Accounts.....	20
4.2.11	IMETS Design Manual .....	20
4.2.12	IMETS User Training and Support .....	21

4.2.13	IMETS Test Plan.....	22
4.2.14	MOSE – Post-Simulation Report .....	23
4.2.15	IMETS Fully Functional Demonstration Report.....	23
4.2.16	Relocation Office .....	23
4.2.17	Secure On-Line Application .....	24
4.2.18	Virtual Information Presentations (VIP).....	24
4.2.19	TPSP Directory.....	24
4.2.20	Semi-Annual TPSP Exception Report .....	25
4.2.21	Preliminary Relocation Assessment (PRA) .....	25
<b>5</b>	<b>IN-SERVICE DELIVERY PHASE DETAILED REQUIREMENTS .....</b>	<b>27</b>
5.1	TASKS TO BE PERFORMED .....	27
5.1.1	Performance Review Meetings (PRM) .....	27
5.1.2	Declining Balance Relocation Card (RC).....	27
5.1.3	Verification of Authorization Process.....	28
5.1.4	Contact Requirements.....	28
5.1.5	Collection and Recording of Information .....	28
5.1.6	Service Requirements .....	29
5.1.7	Relocation Information, Counselling and Planning Services.....	29
5.1.8	Customized Needs and Services Destination Package (NSDP) .....	30
5.1.9	Assistance With Other Corresponding Relocation Aspects.....	30
5.1.10	Member Completion of Preliminary Relocation Assessment (PRA) .....	30
5.1.11	File Destruction .....	31
5.1.12	Virtual Information Presentations (VIP) .....	31
5.1.13	Travel Arrangements made with the Shared Travel Service Initiative (STSI).....	31
5.1.14	Travel Authorization Numbers (TANs) Management.....	32
5.1.15	Expenditure Tracking and Reporting.....	32
5.1.16	TPSP .....	34
5.1.17	Relocation Card Loads.....	34
5.1.18	Expense Claim Verification .....	35
5.2	DELIVERABLES TO BE PROVIDED .....	36
5.2.1	Progress Review Meeting Agendas .....	36
5.2.2	Progress Review Meeting Minutes.....	36
5.2.3	Performance Measures Report (PMR) .....	36
5.2.4	Monthly TAN Usage and Cost Report .....	36
5.2.5	Daily RC Load Report (DRCLR).....	37
5.2.6	Overpayment Recovery Report .....	37
5.2.7	Technical Authority (TA) Approval Status Report.....	37
5.2.8	Monthly Open, On-Going and Closed Relocation File Report.....	38
5.2.9	Flow-Through Costs Total Report.....	38
5.2.10	Detailed CAF Member Expense Report.....	40
5.2.11	Authorizations Report .....	40
5.2.12	Detailed Expense Category Report.....	40
5.2.13	Inactive Files Detail Report.....	41
5.2.14	Active Files Detail Report .....	41
5.2.15	Inactive Files Total Report.....	41
5.2.16	Active Files Total Report.....	41
5.2.17	File Status Totals Report .....	41
<b>6</b>	<b>OUT-GOING TRANSITION PHASE (OGTP) DETAILED REQUIREMENTS.....</b>	<b>42</b>
6.1	TASKS TO BE PERFORMED .....	42
6.1.1	Contractor Responsibilities.....	42
6.1.2	Responsibilities of the Technical Authority (TA) .....	42

6.1.3	Documentation Maintenance Requirements .....	42
6.1.4	Respond to queries regarding OGTP activities and progress .....	42
6.1.5	Progress Review Meeting .....	43
6.1.6	IMETS Transition .....	43
6.1.7	CAF RP Documentation and IMETS .....	43
6.2	DELIVERABLES TO BE PROVIDED .....	43
6.2.1	Out-Going Transition Phase Plan (OGTPP).....	43
6.2.2	PRMs Agendas .....	45
6.2.3	PRMs Minutes.....	45
6.2.4	Status Report on all Files .....	45
6.2.5	TPSP Directory.....	45
6.2.6	OGTP Query Report.....	45
<b>7</b>	<b>ADDITIONAL WORK REQUIREMENTS (AWR) .....</b>	<b>46</b>
<b>8</b>	<b>DELIVERABLES .....</b>	<b>46</b>
8.1	DELIVERABLE REQUIREMENTS.....	46
8.1.1	Deliverable Formats .....	46
8.1.2	Deliverables Provided Through IMETS .....	47
8.1.3	Submission and Approval of Deliverables .....	47
<b>9</b>	<b>CONSTRAINTS .....</b>	<b>47</b>
<b>10</b>	<b>GOVERNMENT FURNISHED INFORMATION (GFI) .....</b>	<b>48</b>
10.1	GOVERNMENT SUPPLIED MATERIAL (GSM).....	48
	<b>APPENDIX 1 – PROGRAM MANAGEMENT PLAN (PRMP).....</b>	<b>49</b>
	<b>APPENDIX 2 – DELIVERABLES TABLE BY SEQUENCE IN SOR.....</b>	<b>52</b>
	<b>APPENDIX 3 – HISTORICAL RELOCATION VOLUMES.....</b>	<b>56</b>
	<b>APPENDIX 4 – EXPENSE CATEGORIES .....</b>	<b>59</b>
	<b>APPENDIX 5 – GLOSSARY .....</b>	<b>68</b>

## **1 SCOPE**

### **1.1 Introduction**

The Canadian Armed Forces (CAF) Relocation Program (RP) is a unique program that provides CAF members and their families, assistance to relocate. The program offers flexibility to the CAF member who must relocate to a new location in response to operational requirements.

The CAF RP has a core funding envelope for the direct reimbursement of expenditures over which the CAF member has little control when relocating. Further the program provides a flexible approach so that a member can customize associated benefits according to their situation and family circumstances.

This is a modernized service delivery concept that provides the CAF member with professional advice, information, and assistance throughout every step of the relocation, with the aim of presenting them every reasonable opportunity to maximize the available provisions under the CAF RP.

The CAF member must make the final decision to accept or reject the advice provided by the Contractor. All advice given must be recorded and documented on the CAF members file.

The CAF RP Contract does not include the physical movement of Household Goods and Effects (HG&E) which are managed under separate Contracts.

### **1.2 Historical Relocation Volumes**

Historical relocation volumes showing the total number of relocations for the period (2010 to 2015) are provided in Appendix 3. Canada does not warrant that this historical data provides an accurate indication of the total relocations in the future. The provision of these volumes does not represent a commitment by Canada or that Canada's future usage will be consistent with these volumes.

### **1.3 CAF RP Objective**

The objective is to ensure that all CAF members and their families are provided high quality relocation services that will meet the current and future requirements of the CAF members and their families. Through modern service delivery, professional, timely, accurate, and customized information will be provided throughout every step of the relocation process.

### **1.4 Scope of the Contract**

The scope of the Contract is the management of the CAF RP through a Contractor-provided web-based system that, for the purpose of this Contract, is called the Information Management Expenditure Tracking System (IMETS). The IMETS must provide all administrative and expenditure tracking and reporting functions, including flow-through costs for relocation services, within Canada, the United States of America (USA), and international locations. All required services must be provided in both of Canada's Official Languages, i.e. English and French. The web-based service will enable the member to complete the self-directed guided relocation process electronically from any location connected to the internet. The technology solution will also ensure an electronic record is kept for all transactions and information exchanged between the CAF member and the Contractor.

## 1.5 Glossary

The glossary and list of acronyms is provided in Appendix 5.

## 1.6 Applicable Documents

The following is a list of current and applicable documents, in effect on the date of the Request for Proposal (RFP), and include any subsequent amendments or bulletins enacted during the Contract Period. These documents form part of the Statement of Requirements (SOR) and must be used in the overall administration and delivery of all relocation services. Documents referenced within the documents cited below are also applicable. In the event of a conflict between the documents listed below and the contents of this SOR, the Contractor must seek clarification from the Contracting Authority (CA).

- a. NJC Isolated Posts and Government Housing Directive, found at: <http://www.njc-cnm.gc.ca/directive/index.php?did=4&lang=eng>
- b. NJC Travel Directive, found at: <http://www.njc-cnm.gc.ca/directive/travel-voyage/index-eng.php>
- c. Income Tax Act, found at: <http://laws.justice.gc.ca/en/showtdm/cs/i-3.3/>
- d. A Guide to the Project Management Body of Knowledge (PMBOK® Guide) Current Edition; Project Management Institute, found at: [www.pmi.org](http://www.pmi.org)
- e. Security Organization and Administration Standards, found at: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12333>
- f. National Defense Security Instructions (NDSI)\*
- g. National Defense Security Policy (NDSP)\*
- h. Defense Security Manual (DSM)\*
- i. DWAN security orders\*
- j. The Personal Information Protection and Electronic Documents Act (PIPEDA) <http://laws.justice.gc.ca/en/P-8.6>

- k. CSEC ITSD guidelines and directives, found at:

<https://www.cse-cst.gc.ca/en/node/258/html/15221> - IT Security Directive for the Application of Communications Security Using CSE-Approved Solutions;

<https://www.cse-cst.gc.ca/en/node/1264/html/22979> - IT Security Directive for the Control of COMSEC Material in the Government of Canada;

<https://www.cse-cst.gc.ca/en/publication/itsd-04> - Directive for the use of CSEC-Approved COMSEC Equipment and Key on a Telecommunications Network (Annex 1);

<https://www.cse-cst.gc.ca/en/node/260/html/15227> - Directive for Reporting and Evaluating COMSEC Incidents Involving Accountable COMSEC Material; and

<https://www.cse-cst.gc.ca/en/node/259/html/15229> - Directive for the Control of COMSEC Material in the Canadian Private Sector.

- l. CSEC ITSG guidelines and directives, found at:

<https://www.cse-cst.gc.ca/en/node/270/html/10572> - Clearing and Declassifying Electronic Data Storage Devices;

<https://www.cse-cst.gc.ca/en/node/267/html/22784> - User Authentication Guidance for IT Systems;

<https://www.cse-cst.gc.ca/en/publication/itsg-33> - IT Security Risk Management: A Lifecycle Approach; and

<https://www.cse-cst.gc.ca/en/node/266/html/15283> - Network Security Zoning - Design Considerations for Placement of Services within Zones.

- m. Security Equipment Guide, G1-001, Destruction Equipment Selection

[http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page\\_0069\\_e.htm](http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page_0069_e.htm)

- n. Canadian Forces Integrated Relocation Program (CF IRP) Directive – Main Policy /Guidelines, found at: <http://www.forces.gc.ca/en/about-policies-standards-benefits-relocation/2009-toc.page>

- o. World Wide Web Consortium (W3C) Standards - <http://www.w3.org/standards/>

\* These documents will be provided on CD upon request.

## **1.7 Applicable to the Information Management Expenditures Tracking System**

- a. Information Management (IM) - Government Security Policy, found at:

<https://www.tbs-sct.gc.ca/sim-gsi/sp-ps/index-eng.asp>

- b. Operational Security Standard: Management Information Technology Security (MITS), found at: [http://www.tbs-sct.gc.ca/pubs\\_pol/gospubs/TBM\\_12A/23recon-1\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/gospubs/TBM_12A/23recon-1_e.asp)
- c. Treasury Board Information or Technology Standards (TBITS), found at: <https://www.tbs-sct.gc.ca/it-ti/itp-pti/its-nit-eng.asp>
- d. Operational Security Standard – BCP Program, found at: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12324>

## **1.8 Policy/Process Updates/Revisions**

The CAF reviews their policies, guidelines, and processes on a continuous basis resulting in revisions to the CAF RP.

The Contractor must implement all updates and amendments by a given date specified by the CAF (anywhere between immediate and 3 months) to ensure that all Contractor-produced materials, deliverables and applications reflect the changes.

In the event of a major policy revision, which incorporates several changes, a 3 month transition period will be provided.

## **2 CONTRACTOR RESPONSIBILITIES**

### **2.1 General**

The Contractor is responsible for a wide range of services to support the CAF RP. The services are described in the subsequent sections of this document; they are divided into tasks and deliverables.

### **2.2 Support to Regions and Work Locations**

The Contractor must provide services in support of the CAF from its own office(s). The Contractor must be prepared to provide virtual services to the CAF members and their families primarily via interactive, recordable on-line service, or by telephone for remote areas / no web access available.

No counselling will be done unless recorded, followed by an electronic record of discussion and available to the CAF Technical Authority (TA).

## **2.3 Hours of Operation**

The Contractor must provide all required services with the specified hours of operation below:

On-line application: In service 24 / 7

Relocation Services: 0800 – 2000 Eastern Time

IT Support phone line: 0600 – 2100 Eastern Time

No counselling will be done unless recorded, followed by an electronic record of discussion and available to the TA.

## **2.4 Contractor Management Team**

The Contractor must recruit, staff, and train all necessary personnel.

The Contractor must provide a Program Delivery Manager (PDM) responsible for leading the Contractor Team who must provide all the required services identified in the SOR.

The PDM must have 3 years experience within the last 7 years, administering and managing relocation services.

The number of team members and the composition of the team are the Contractor's responsibility.

## **2.5 Program Delivery Manager Responsibilities**

The PDM must have the authority to plan, direct, coordinate, organize, execute, monitor, report, and manage the administration of the CAF RP to CAF members. The PDM must be the primary point of contact between the Contractor and the CA and TA. The PDM and her/his key delegates must meet frequently /as required in Ottawa (NCR), with representatives of Canada.

## **3 SERVICE DELIVERY PHASES**

The Contractor must provide services during the following 3 delivery phases:

- a. Implementation Phase ;
- b. In-Service Delivery Phase; and
- c. Out-Going Transition Phase (OGTP) – Phase-Out Period.

The following provides a brief overview of the requirements associated with each phase. Sections 4 through 6, below, provide a non-exhaustive description of the Contractor responsibilities.



### **3.1 Implementation Phase**

This phase commences upon Contract award, and is defined as the period from the date of Contract Award to the anticipated Service Effective Date (SED) of December 1, 2016. It is expected that this period will be approximately 6 months. The Contractor must undertake all necessary planning activities to establish the processes, resources, and infrastructure to support delivery of services in the subsequent phase, and to provide the required deliverables.

### **3.2 In-Service Delivery Phase**

This phase commences on the SED and encompasses the provision and delivery of all the CAF RP services, and requirements established in the Contract. The In-Service Delivery Phase will cease on the Contract expiry date.

The Contractor must perform the following functions (detailed requirements are found in section 5):

- a. Provide relocation information, counselling, and planning services to CAF members and their families in accordance with the CAF policies;
- b. Coordinate and manage subcontracts with Third Party Service Provider's (TPSPs);
- c. Provide training to CAF members by way of on-line Virtual Information Presentations (VIP);
- d. Perform financial reconciliations, including Travel Authorization Number (TAN) management; and
- e. Make travel arrangements in accordance with the TBS Travel Directive using the Shared Travel Services Initiative (STSI).

### **3.3 Out-Going Transition Phase (OGTP)**

Prior to Contract expiry, this phase is to ensure the smooth, efficient, and complete transition to a new Contract. In this phase, the Contractor must plan, conduct and complete activities for the OGTP, and provide all related deliverables listed in the Contract.

Not later than 12 months prior to Contract termination, the Contractor must deliver a transition plan, subject to acceptance by the TA and the CA.

## **4 IMPLEMENTATION PHASE - DETAILED REQUIREMENTS**

The following sections provide specific details on the tasks to be performed by the Contractor, and the deliverables to be provided during this Phase.

## **4.1 Tasks to be Performed**

### **4.1.1 Meeting Requirements**

In addition to the regularly scheduled meetings as outlined in Appendix 2, the Contractor must ensure that all members of its Management Team (and particularly the PDM) are available to meet frequently with the CAF in the National Capital Region upon the TA providing a minimum of 24 hours' notice. During the Implementation Phase, this could require meetings up to 3 times per week. Any costs (such as travel and living costs) incurred by the Contractor in attending these meetings are the responsibility of the Contractor.

### **4.1.2 Bi-Weekly Implementation Progress/Performance Review Meeting**

The Contractor and appropriate Contractor personnel must attend progress/performance review meetings every 2 weeks with the TA and any other invitees deemed appropriate by the TA.

Appropriate Contractor personnel must be determined by the Agenda items to be discussed.

### **4.1.3 Information Management Expenditure Tracking System (IMETS)**

The Contractor must implement and operate an IMETS to meet the requirements stated herein. The IMETS Software can be a commercial off the shelf database application or other program that has been modified or it can be a database, which has been developed using industry standards and commonly used development tools, such as: Java or Microsoft.NET.

The Contractor must provide the TA with documentation related to the IMETS including the: data dictionary, data model, data structures, record layout and business rules. All applications, programs and databases used by the Contractor must have file export capability into MS Access, MS Excel, MS Word and SQL or ORACLE.

The IMETS must:

- a. Be a system that can be accessed via any web-capable device through a web browser and Contractor provided downloadable Android and iOS web application (Mobile App) in accordance with Web 3C (W3C) specifications. The Contractor must ensure that there are not any standard type terms and conditions that have to be accepted, e.g. before accessing the website and/or downloading the application;
- b. Document and track all CAF members relocation information, discussions, financial provisions and expenditures;
- c. Produce ad hoc reports by utilizing the Expense Categories and Cost Elements found in Table 1 in Appendix 4 of this document;

- d. Generate pre-formatted administrative and financial type reports on-demand allowing for user-defined reports as detailed in Appendix 2;
- e. Be accessible via the Contractor secure on-line system to the TA and all CAF delegated personnel in a restricted, read-only manner;
- f. The TA and their delegated representatives must be provided an account to view data and generate reports as reflected at paragraphs (c) and (d) above;
- g. Provide each CAF member the ability to view or monitor only their own electronic folder of information and financial details or expenditures;
- h. Be designed and architected to ensure it can respond to the projected volume of user demands and must be available at the 95% level on a 24/7 basis each month, excluding scheduled maintenance activities. Maintenance must be scheduled so as to maximize system access. The Contractor must notify the TA at least 72 hours in advance of any scheduled maintenance that will render the system inaccessible, and post an advance notice on the website;
- i. Be backed-up on a daily basis to minimize potential loss of data; and
- j. Comply with the Security Requirements stated in the Contract.

#### **4.1.4 IMETS Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP)**

The Contractor must develop both a DRP and a BCP, which are subject to acceptance by the TA. Refer to Appendix 2, Deliverable #1.

The DRP must incorporate processes and procedures to ensure that the IMETS data is protected from loss or destruction in the event of occurrences such as hardware failures, power failures, data transmission failures, or total loss of the facility where the IMETS infrastructure is located.

The BCP must incorporate processes and procedures to ensure that CAF RP services continue to be delivered for the period that IMETS is unavailable as a result of the direct circumstance identified in the DRP. The BCP must address all the requirements of Section 1.7 (d), above.

#### **4.1.5 IMETS Testing**

The Contractor must conduct testing to ensure that the IMETS application complies with the requirements defined in the SOR and Contract. Testing must be conducted according to the approved Test Plan (Deliverable #15). During the execution of the Test Plan, the TA, and their delegated representatives may witness or participate in testing as required.

The testing must encompass system testing, integration testing, regression testing, stress/performance testing, security testing, the validation of electronic data loads

(and manual file updates where these are necessary) and report generation.

The testing and training environment must comply with IMETS applicable documents and must mirror the architecture and configuration of the production environment.

Data in testing and training environments must be rendered anonymous.

#### **4.1.6 Model Office Simulation Exercise (MOSE)**

The Contractor must demonstrate, to the TA's satisfaction, through a simulation exercise, that its proposed office setup and IMETS application meet all the requirements of this SOR, and are functioning correctly.

The following details apply:

- a. This testing exercise must simulate a model office environment and test the services, processes, procedures, outputs, interfaces, staff knowledge, and systems in order to demonstrate SOR compliance;
- b. The Contractor must demonstrate through a simulation exercise that the IMETS is sufficiently robust to handle the number of relocations in peak season. The Contractor must develop scenarios representative of commonly encountered service delivery requirements. The TA or a delegated representative(s) will participate in the simulation exercise. The scenarios must be designed to demonstrate that IMETS provides the specified functionality to support TA, and CAF member service requirements described in this SOR, including generating all required reports;
- c. The Contractor must provide all required materials, facilities, and personnel to complete the simulation exercise;
- d. The Contractor must conduct a Threat and Risk Assessment (TRA) of the IMETS systems and services before the SED. Results of this assessment must be provided to the TA in the form of a TRA report. The Contractor is responsible for correcting any deficiencies identified through this assessment;
- e. Once all remedial actions, if any, have been taken and deficiencies rectified, a revised TRA report must be provided to the TA. The Contractor must demonstrate that the security and operational requirements established for the IMETS have been met and that the security, operational, financial controls, and safeguards operate as intended;
- f. The Contractor is responsible for correcting any deficiencies in a timely manner; and
- g. Once all remedial actions have been taken and deficiencies rectified by the Contractor, a Final Certification Report must be submitted to the TA. The IMETS services are subject to the approval by the TA before the system goes into

production.

#### **4.1.7 IMETS Fully Functional Demonstration**

The Contractor must ensure and demonstrate to the TA's satisfaction that IMETS is ready to function and is fully implemented at least 30 calendar days prior to the SED.

This must be demonstrated by:

- a. The results of testing (paragraph 4.1.5, above, refers);
- b. The results of the MOSE (paragraph 4.1.6, above, refers);
- c. If problems are encountered during testing or executing user scenarios, the Contractor must resolve all problems to the TA's satisfaction within 48 hours of their occurrence in order that the test procedures or scenarios may be completed and validated;
- d. The certification and approval of the system (paragraph 4.1.6, above, refers);
- e. The effectiveness of the planned financial controls described in 5.1.17 that ensure that CAF members receive the appropriate provisions, i.e. no more and no less than specified by the provisions of the applicable policies;
- f. Performing procedures as detailed in the Contractor-provided system documentation to ensure the appropriate results are achieved; and
- g. The successful demonstration that the DRP and BCP processes and procedures objectives are met (paragraph 4.1.4, above, refers).

#### **4.1.8 Relocation Office**

The Contractor must set up and have ready 10 business days prior to SED, a Relocation Office within Canada to control, allocate and manage all authorized relocation service requests following authorization notification. The Relocation Office must be operational from 0800 to 2000 hours Eastern Standard Time and must be equipped to receive general inquiries by fax, toll free telephone calls, website and email.

#### **4.1.9 Secure Web-Based Service Website**

The Contractor must develop and provide access to secure web-based services that must be used throughout the Contract Period, and which must have a dedicated delivery portal for use by authorized CAF members and their families. The online service must be available and fully functional 10 business days before SED.

As a minimum, the online service must provide:

- a. Recorded virtual counselling functionalities (such as live chat, video chat,

email);

- b. Secure access to the IMETS, IMETS Training and User Manuals;
- c. Contain information on CAF RP, including but not limited to: CAF RP policy documents, Relocation Forms, Virtual Information Presentations, associated relocation links, Relocation Planning Tools, Financial Details, Third Party Service Provider (TPSP) Directory and TPSP Fees;
- d. The functionality to search for documents or specific text within the documents and must provide user tips;
- e. The functionality for CAF members, and delegated personnel, to upload documents (receipts, pictures, etc) into their own electronic folder; and
- f. Not display any advertising, marketing or promotional materials.

#### **4.1.10 Arrange and Manage Subcontracts with TPSP**

The Contractor must establish and manage various subcontracts with TPSPs for the following services: realtors; lawyers; notaries; home inspectors; appraisers; and rental search agencies. This includes arranging for all required TPSPs unless otherwise requested by the CAF member. The Contractor must ensure that the CAF member is provided access to all TPSP services at a price not to exceed the Contract rates/fees.

The Contractor must ensure that any TPSP who wishes to participate in providing services in support of the CAF RP is accepted into a TPSP directory that is maintained on-line by the Contractor, as long as the TPSP is qualified to provide such services and agrees to provide the services in accordance with the terms of the subcontract.

The Contractor must not refer the CAF member to a specific TPSP. In instances where the CAF member requests a referral from the Contractor, a minimum of 3 different TPSPs must be provided to the CAF member for consideration, to the extent practical.

During the contract period, the Contractor must:

- a. Ensure that TPSPs adhere to the maximum rates/fees for required services using the maximum rates provided by the Contractor in Annex B;
- b. Not collect referral fees from TPSP and is not permitted to charge the TPSP for network, audit or any other fees for their participation in the TPSP Directory;
- c. Develop the TPSP Directory in both Official Languages, including rates/fees, and ensure that the Directory is available on the website, accessible by the CAF at least 1 month prior to SED and at all times during the Contract period;
- d. Ensure that any TPSP who is accepted into the directory meets the following minimum service level requirements:
  - i. Licensed to provide such services. Certifications are provided below as reference in this SOR, however as the name of designations, certifications and licensing

- bodies change, it is the Contractor's responsibility to ensure that certifications are accurate and appropriate for the service at all times;
- ii. Realtors must have a Canadian Relocation Professional (CRP) designation in the applicable province;
  - iv. Lawyers must be members in good standing of the provincial bar association;
  - v. Notaries must be members in good standing of the “Ordre professionnel des notaires du Québec”;
  - vi. Appraisers must be members in good standing of appraisal institutes such as AIC or CNAREA, visit the applicable property within 5 business days of the request from the CAF Member or on the date requested by the CAF Member if later, complete the CERC Residential Appraisal form and provide the completed report including exterior and interior photos to the CAF Member within 2 business days of the visit to the property;
  - vii. Inspectors must be members in good standing with licensed institute such as CAHPI, Can NHICC or equivalent;
  - viii. Rental search service providers must have a minimum of 2 years experience in rental search or be an accredited real estate agent;
  - ix. Meets the privacy, security and data requirements as defined in this SOR;
  - x. Agrees to be contacted directly by the CAF Member. Note that the Contractor will not be contacting the TPSP directly and may not recommend a particular TPSP;
  - xi. Agrees to return CAF Member calls or emails within 8 business hours;
  - xii. Complies with the maximum rates/fees established by the Contractor; and
  - xiii. Prepares and sends invoice to the CAF Member, including the file number to allow the Contractor to identify the CAF Member, and broken down by IMETS categories to allow the Contractor to accurately post the amounts to IMETS.

## **4.2 Deliverables to be Provided**

### **4.2.1 Implementation Plan**

Refer to Appendix 2, Deliverable #2.

The Contractor must develop an Implementation Plan. The TA must approve any proposed amendment to the Plan in advance. Upon approval of the Plan, the Contractor must implement and manage all activities and milestones in accordance with the approved Plan. An updated version must be provided at each meeting. The Plan and management of the Plan must be based on project management best practices as outlined in the PMBOK noted in Section 1.6(d) above.

As a minimum, the Plan must include:



- a. A description of all activities to be completed and the major milestones to be achieved during the Implementation Phase and after SED, to allow for an orderly ramp up to fully meet all requirements by December 1, 2016;
- b. A schedule detailing the activities, related milestones and all dependencies between activities and milestones;
- c. All necessary activities required to be completed so that the IMETS is ready for operation, successfully tested, certified and accredited at least 30 calendar days prior to the SED;
- d. A communication strategy that must define, establish and maintain ongoing communications with the TA throughout the Implementation Phase;
- e. A clear governance structure for the Implementation Phase, including, but not limited to, the implementation management team, the in-service delivery phase management team, any oversight committees, working groups, etc. The structure must indicate where participation is required or may be requested from the TA, and what processes and procedures are recommended to ensure quick decision-making within the program to facilitate the timely delivery of services;

The actions described above must consider existing contractual terms for transition between the CAF and the outgoing Contractor as part of the phase-out activities and milestones. The TA, CA, and PA will coordinate and facilitate discussions between the Contractor and the outgoing Contractor, as appropriate.

#### **4.2.2 Performance Measurement Plan (PMP)**

Refer to Appendix 2, Deliverable #3.

The Contractor must develop and deliver a PMP that must be utilized throughout the Contract period. The plan must be revised or updated when circumstances transpire or events occur that render the content inaccurate or irrelevant, or when directed by the TA, but not more than once per year at the TA's discretion. Subject to approval of the plan by the TA, the Contractor must implement all performance measures to meet all the required service components. The plan and management of the plan must be based on project management best practices as outlined in the PMBOK, referred to in Section 1.6(d), above.

All identified performance measures must define and describe the objectives, measurement indicators, strategy, targets, and processes.

As a minimum, the performance measure elements must include:

- a. Quality of the services provided (Service Level Commitments);
- b. Expenditure tracking and reporting functions;
- c. Timeliness of contact with CAF member;



- d. CAF member caseload volume handled by individual Contractor resources (advisor/CAF member ratio);
- e. Staffing of vacant key Contractor Positions and advisors;
- f. Bilingual capability of client-service representatives; and
- g. Advisors training plan.

#### **4.2.3 Implementation Status Report**

Refer to Appendix 2, Deliverable #4.

The Contractor must provide written Implementation status reports every 2 weeks on progress against the Implementation Plan schedule.

The status report must:

- a. Present an overview of all activities that have taken place in the reported 2- week period, those planned but that did not take place in the reported 2-week period, and those that are planned for the following 2-week period; and
- b. The overview must include, but not be limited to: planned activities including all scheduled events/milestones; conducted activities, major accomplishments; non-conducted planned activities and missed scheduled activities. The overview must also describe reasons for the delay, current status of problems, and actions taken or planned to resolve the problems.

#### **4.2.4 Preparation of Progress Review Meeting Agendas**

Refer to Appendix 2, Deliverable #5.

In preparation for any progress review meeting, the Contractor must prepare, in consultation with the TA, and distribute the meeting Agenda listing the discussion items to be covered.

The Agenda must include:

- a. The purpose of the meeting, date, time, location, attendees' names, titles, and list the discussion items; and
- b. The discussion items must include the following sections: Opening Remarks, Agenda Review, Review of Previous Minutes (if applicable), Open Discussion Items, New Discussion Items, Review of Action Items, Next Meeting, and Closing Remarks.

#### **4.2.5 Minutes of the Progress Review Meetings**

Refer to Appendix 2, Deliverable #6.

Following any progress review meetings, the Contractor must prepare and distribute Minutes of the Meeting.

The minutes must include:

- a. The purpose of the meeting, date, time, location, attendees' names, titles, and a detailed record of the proceedings, discussions, decisions, and action items from the meeting;
- b. A separate Action Item Log must be attached;
- c. All minutes prepared, must be approved and signed off by the Contractor's PDM, the TA and the CA; and
- d. Responses to any Action Items assigned to the Contractor.

#### **4.2.6 Performance Review Meeting Action Item Log**

After the first meeting, the Contractor must prepare and maintain an Action Item Log, which provides a consolidated list of all actions to be taken resulting from the meeting. The log must include a description of the action to be taken, a cross-reference to the minutes of the meeting, indicating who is responsible for action, a target date and status indicator (Open or Closed). All items must remain open until a decision is recorded in the minutes to close the item.

#### **4.2.7 Risk Management Plan (RMP)**

Refer to Appendix 2, Deliverable #7.

The Contractor must develop and deliver a RMP that must be utilized throughout the Contract period. Upon approval of the plan, by the TA, the Contractor must manage the risks in accordance with the approved plan. The plan and management of the plan must be based on project management best practices as outlined in the PMBOK, as specified by Section 1.6(d), above.

The plan must describe the procedures and methods to be used in identifying, tracking, analyzing, reporting, and evaluating risk throughout the Contract period. As part of the RMP a Risk Registry must be maintained to track all identified risks.

As a minimum, the RMP must address:

- a. Concept for Management of Risk;
- b. Risk Prediction Methodology;
- c. Risk Identification (risk factors);
- d. Risk Assessment (probabilities and effects);
- e. Risk Response (action and contingency planning);

- f. Risk Monitoring and reassessment;
- g. Quarterly Risk Reporting;
- h. Problem/Risk Review and Lessons Learned Analysis Methodology; and
- i. Problem/Risk Reporting Methodology.

#### **4.2.8 Implementation Risk Analysis**

Refer to Appendix 2, Deliverable #8.

Upon approval of the RMP structure, the Contractor must update the plan to include an initial risk assessment and analysis identifying each Implementation Risk in the Risk Registry, indicating whether that risk can be controlled or avoided, the probability of occurrence, the possible impact on service delivery and a mitigation strategy for all risks identified. A revised version of the document required under paragraph 4.2.7 (d), above must be included, detailing all potential issues or obstacles affecting the schedule timelines, suggested course of action and any corrective actions proposed to be taken. The Contractor is responsible to ensure that the TA and CA are aware of the risks and any actions that must be taken.

#### **4.2.9 Program Management Plan (PrMP)**

Refer to Appendix 2, Deliverable #9.

The Contractor must develop and deliver a PrMP as described in Appendix 1. The plan must be revised when necessary or when directed by the TA. Upon approval of the plan by the TA, the Contractor must manage all activities as indicated in the approved PrMP. The plan and the management of the plan must be based on project management best practices as outlined in the PMBOK, as specified by Section 1.6(d), above.

#### **4.2.10 Notification of the Creation of IMETS User Accounts**

Refer to Appendix 2, Deliverable #10.

Notification that the IMETS accounts described in Section 4.1.3, above, have been created must be provided.

#### **4.2.11 IMETS Design Manual**

Refer to Appendix 2, Deliverable #11.

The Contractor must provide the IMETS Design Manual, in English only, subject to approval by the TA. Once approved, the manual must be translated into French prior to its distribution to Canada. The approved manual must be available on the secure

website with access restrictions so that only the TA and their delegated representatives will be able to access this document.

As a minimum, the IMETS Design Manual must include:

- a. IMETS architecture and interfaces with other databases or system(s) as applicable;
- b. Hardware, Software, and data communications specifications;
- c. Input, output, and interface specifications;
- d. Data management system design, including methods to ensure data integrity and file layouts, data dictionary and data flow diagrams;
- e. Screen and report specifications;
- f. Claims verification logic specifications, including duplication and verification or validation methods;
- g. Security mechanisms (security management and organization, security architecture, component design and service operations safeguards);
- h. Configuration control of the database, including access rights;
- i. Data protection and access limitation to prevent unauthorized changes to the data;
- j. Disaster Recovery Plan considerations;
- k. Site preparation and installation preparations requirements, installation details and actions required for site preparation and the site physical requirements;
- l. Any integration and initial verification and validation processes and procedures for functionality checks; description of possible results and test readiness reviews; recommendations on way-ahead and actions to address possible issues, system architecture, specifications and designs interdependencies; and
- m. All operational procedures, administrative procedures, and processes must be fully documented, including general navigation and data entry screens.

#### **4.2.12 IMETS User Training and Support**

Refer to Appendix 2, Deliverable #12.

The Contractor must develop and deliver, in the National Capital Region, IMETS user training sessions, including English and French training packages consisting of handouts and user manuals. The initial training session must be arranged and provided by the Contractor at a site that can accommodate up to 20 CAF representatives, and be presented in a bilingual manner to accommodate the language preferences of the CAF attendees. The training environment must replicate all aspects of the production environment, including interfaces and data from the IMETS system. A current version of the user manual must be maintained on the secure on-line application for the CAF. The training session location, format, delivery model, and the training package are

subject to prior review and approval by the TA. Additional training sessions may be required, and will be tasked as an Additional Work Requirement by the TA, in accordance with Section 7.

The duration of the initial training session is subject to agreement between the Contractor and the TA, based on the requirements to provide sufficient instruction to enable users (identified in sub-paragraph 4.2.12 a) to become proficient in generating a variety of reports, and must cover all procedures required for the CAF to use the system effectively. The IMETS training package and user manual must be available on the website and updated when required throughout the life of the Contract. Updates to this material are required if changes or revisions are made to the IMETS online application.

During the In-Service Delivery Phase, the Contractor must provide support to the CAF using the general email functionality on the secure website or by responding to user's phone calls to the Contractor's office. All requests for support must be answered within 24 hours and the problems resolved within 48 hours.

#### **4.2.13 IMETS Test Plan**

Refer to Appendix 2, Deliverable #13.

The Contractor must develop and deliver an IMETS Test Plan to test the IMETS to ensure it adheres to the requirements defined in the SOR. Testing must be conducted according to the plan. The IMETS Test Plan is subject to the review and approval of the TA. The TA and their delegated representatives may participate in testing as required, at the discretion of the TA.

The plan must be designed to encompass system testing, integration testing, regression testing, stress/performance testing, security testing, the validation of electronic data loads (manual file updates where these are necessary), and report generation.

The plan must include a description of any prerequisite actions to be taken before the commencement of testing. This includes, but is not limited to, validation of hardware and software configuration before the start of testing. In cases where identical pre-test activities are required for multiple tests, descriptions of these activities may be broken out as a separate block of text (e.g. as a Preamble or Appendix to the General Test Procedures section) and must be referenced by each test procedure. This section must briefly describe each test to be conducted.

The following information must be provided for each test before the plan being reviewed for approval by the TA:

- a. The purpose of the test, including a description of any parameters to be measured;
- b. Any interdependencies with other tests must be noted;

- c. Test acceptance criteria. Pass/fail criteria must be outlined and cross-referenced to originating IMETS requirements;
- d. Identification of test scripts to be used in performing the test described in the general test procedures section;
- e. Procedures to be taken in the event of a test failure (e.g. rectify, retest, rework, etc.); and
- f. Instructions for recording test results on a designated form (e.g. checklists, test log, etc.) must be included in the plan. Predefined forms such as checklists or test logs must be included as appendices or attachments to the plan.

All test scripts called for by the plan must be included in the document. Each test must be presented as a discrete sub-section within the document such that it can be referenced by external documents. Test scripts must include all necessary inputs and expected outputs.

Where applicable, agreement between the contractor and CAF testing participants must be met on the procedures for analysing test results in order to determine a pass/fail status for a test. Tests requiring post-testing analysis of test data must be identified.

#### **4.2.14 MOSE – Post-Simulation Report**

Refer to Appendix 2, Deliverable #14.

The Contractor must deliver a report documenting the MOSE activities completed in accordance with Section 4.1.6, above.

The Contractor must prepare and submit a post-simulation report to the TA within 4 business days after completion of the simulation. The report must identify the results of the simulation, highlighting the successes, issues, problems, and the proposed course of action to correct incidences of non-conformance or failure, prior to the SED.

#### **4.2.15 IMETS Fully Functional Demonstration Report**

Refer to Appendix 2, Deliverable #15.

The Contractor must prepare and submit a report following completion of the IMETS Fully Functional Demonstration. The report must address all the factors detailed in Section 4.1.7, above.

#### **4.2.16 Relocation Office**

Refer to Appendix 2, Deliverable #16.

The Contractor must provide notification to the TA that the Relocation Office has

been set up and all requirements of Section 4.1.8, above, have been met.

#### **4.2.17 Secure On-Line Application**

Refer to Appendix 2, Deliverable #17.

The Contractor must provide notification to the TA that the Secure On-Line Application has been established and all requirements of Section 4.1.9, above, have been met.

#### **4.2.18 Virtual Information Presentations (VIP)**

Refer to Appendix 2, Deliverable #18.

The Contractor must prepare on-line pre-recorded Virtual Information Presentations in both English and French. As a minimum, the package must contain CAF RP information addressing policies on relocating, planning and organizing a move, assistance available, renting and purchasing and selling a home, TPSP Fees and Canadian tax implications of receiving relocation expenses.

As a minimum, the online service must accommodate the CAF member throughout the relocation process with the following resources:

- a. Researching purchase/rental/sale properties;
- b. Preparing a purchase/rent/sale search;
- c. Selecting and narrowing neighbourhoods;
- d. Researching current market values for purchase/rent/sale;
- e. Preparing property for real estate showings;
- f. Determining home values, real estate listing prices and understanding comparables;
- g. Reducing mortgage costs, penalties and equity transfers; and
- h. Rent vs. Buy cost analysis tools, which include the capability of viewing different cash flow.

The Contractor must keep the information current and up to date, on the online application, reflecting changes in provisions and policies in accordance with Section 1.8 of the SOR.

#### **4.2.19 TPSP Directory**

Refer to Appendix 2, Deliverable #19.

The Contractor must develop a TPSP Directory in both English and French, subject to

the approval by the TA. The TPSP Directory must include maximum rates/fees.

The TPSP Directory must be available on the website and will be used throughout the Contract Period. It must be kept up to date with current information and rates/fees.

The Contractor must continually add and recruit new TPSPs throughout the Contract Period. Any service provider not included in the TPSP Directory, but being used by CAF member, must be contacted by the Contractor and their participation and agreement sought in providing services in accordance with rates, terms, and conditions as detailed in the agreement for such services. A CAF member selected service provider of relocation related services is not obliged to join the TPSP Directory.

#### **4.2.20 Semi-Annual TPSP Exception Report**

Refer to Appendix 2, Deliverable #20.

In locations where it is not possible to engage TPSPs, the Contractor must notify the TA regarding efforts undertaken to establish such services, and provide proposed solutions. Any TPSP that is removed from the Directory by the Contractor or who voluntarily withdraws must be reported to the TA and CA by means of the Semi-Annual TPSP Exception Report, including any provided reasons for their removal or withdrawal.

#### **4.2.21 Preliminary Relocation Assessment (PRA)**

Refer to Appendix 2, Deliverable #21.

The Contractor must develop an online PRA to be used throughout the Contract Period. The PRA will be used to determine specific information, advice and counsel that the Contractor will provide to each CAF member. The information, advice and counsel will include, but is not limited to, the applicable CAF RP allowances, provisions and constraints associated with the appropriate policies. The Contractor must ensure that the PRA reflects all provisions in effect at the time of the relocation. The PRA should include fields such as:

- a. Name
- b. Move number
- c. Move type
- d. Origin province – destination province
- e. Current homeowner / Renter
- f. Intended Destination homeowner/renter
- g. Number of dependants relocating
- h. Spouse Y/N
- i. Dependants date of birth
- j. Dependants Gender



k. Vehicle Information

## **5 IN-SERVICE DELIVERY PHASE DETAILED REQUIREMENTS**

The following section provides specific details on the tasks to be performed by the Contractor and the deliverables provided during this phase.

### **5.1 Tasks to be Performed**

#### **5.1.1 Performance Review Meetings (PRM)**

The Contractor must participate in quarterly PRM with the CA, TA and, on occasion, delegated representatives. Additional meetings may be required to respond to urgent contractual issues or concerns. The Contractor is responsible for the preparation of the meeting agenda, minutes, and action log. The TA and the CA will approve the minutes.

#### **5.1.2 Declining Balance Relocation Card (RC)**

The Contractor will process the CAF RP “flow-through” costs by means of a declining balance relocation card (RC) as outlined below:

- a. Arrange with a Canadian financial institution (e.g. bank or credit company) to provide the relocation card service that will be funded by the CAF in response to the Daily Relocation Card Load Report (DRCLR);
- b. Provide relocating CAF members with a declining balance RC within 5 business days of registration;
- c. Activate and load card with a starting balance limit as detailed in section 5.1.18, based on CAF member’s relocation entitlement, as determined and calculated by the Contractor in accordance with Treasury Board approved relocation policy;
- d. Re-load the RC with additional funds at various stages throughout the relocation period, as required;
- e. Reconcile the CAF members relocation file in accordance with 5.1.16 Expenditure Tracking and Reporting;
- f. Arrange with the financial institution to disperse any balance remaining on the RC at the end of each relocation to either the CAF member or the CAF as determined by the Contractor;
- g. Pay all account fees and charges by the financial institution (including overdraft and interest charges);
- h. Pay interest charges for up to 2 business days. Interest charges for payments made after invoice due date will be paid by the CAF;
- i. No funds will be transferred from the RC account to Contractor bank accounts;
- j. Execute and deliver to the financial institution such written authorizations as may be necessary to authorize the release of information to the TA or designated

representative regarding the amounts transferred, deposited, or drawn on the RC bank account;

- k. Co-operate fully with the CAF and provide to the financial institution all necessary instructions so that the financial institution and the CAF can implement payment arrangements as payment to the financial institution and reconciliation of the bank account will be done by the CAF;
- l. At all times maintain full, detailed and up-to-date records of all financial transactions related to the accounts, including the payee and amount of each transaction;
- m. Provide the CAF access to all records at all times for examination, audit and inspections;
- n. Terminate the use of the account immediately upon receipt of such direction from the TA; and
- o. Account for its handling of the account to any authorized representative of the CAF upon the request of the TA.

### **5.1.3 Verification of Authorization Process**

The CAF TA or designate will provide written authorizations for all CAF members' relocations directly to the Contractor either by email, or electronic upload. The Contractor must ensure that the appropriate authorization has been provided before commencing relocation services.

### **5.1.4 Contact Requirements**

The Contractor must establish contact with the CAF member within 2 business days after receiving the contact information. This occurs once the CAF member has registered with the Contractor through the IMETS User Account.

Before contacting the CAF member, the Contractor must:

- a. Open a secure electronic folder for the CAF members access using the CAF assigned Move Authorization number;
- b. Ensure all documents are identified, traceable, and reportable by the CAF Move Authorization Number; and
- c. Upload a PRA form on the on-line application for the CAF member to access and complete.

### **5.1.5 Collection and Recording of Information**

The Contractor must inform the CAF member about the Collection of Personal Information and the recording of all written and verbal correspondence upon initial contact.

The process to be followed is:

- a. When contact with the member is via email or virtual, the Contractor must upload the approved consent form and must not proceed until electronically accepted by the CAF member; or
- b. In rare instance where the online application is not available (remote area) and contact is via telephone, the Contractor must use a script approved by the TA and comply with all privacy and protection of personal information requirements of the Contract for the collection of personal information, noting the time, date and name of the consenting CAF member. This call must be recorded and uploaded to the CAF member's electronic folder.

### **5.1.6 Service Requirements**

The Contractor must:

- a. Provide the CAF member with his/her unique access code to the IMETS;
- b. Confirm with the CAF member all required information provided on the PRA form is accurately completed;
- c. Forward a RC within 5 days; and
- d. Throughout the relocation process, conduct virtual online relocation- counselling and planning services.

### **5.1.7 Relocation Information, Counselling and Planning Services**

The Contractor's web-based service IMETS must provide the CAF member and their families with relocation information, counselling and planning services, in accordance with the policies based on any element of the CAF RP that relates to the CAF members relocation needs or circumstances.

This must include, but is not be limited to:

- a. An overview of the CAF RP in general and the relocation process;
- b. Details on all applicable CAF RP allowances, provisions, services and constraints, including the preparation of expense report submissions, the expense summary, and the final relocation expense claim;
- c. Details on funding envelopes and various options within the envelopes;
- d. Provision of the Directory of available TPSP specific to their origin and destination location or surrounding area, and their services;
- e. Explanation of CAF members responsibilities when using service providers not included in the TPSP Directory;
- f. Answering questions;
- g. Advising on elements of the relocation process or policies; and
- h. Keep an electronic record/transcript of all communication between the

Contractor, CAF member and their families.

#### **5.1.8 Customized Needs and Services Destination Package (NSDP)**

Upon request from the CAF member, the Contractor, in conjunction with the appropriate TPSP, must prepare a customized NSDP unique to their geographical relocation. The NSDP must be uploaded to their electronic folder within 7 calendar days from receipt of the request. The NSDP must include, but is not limited to, the following information relevant to the destination: housing availability, cost analysis of renting versus purchasing, preparing a home/rent search plan, including current market values for purchase/rent in the vicinity/neighbourhood selected, schools, cultural and recreation activities/facilities, sports, community services, churches, seniors' facilities, etc.

#### **5.1.9 Assistance With Other Corresponding Relocation Aspects**

The Contractor must offer to assist the CAF member and facilitate the following:

- a. The movement of a Private Motor Vehicle (PMV);
- b. The movement of Household Goods and Effects; and
- c. Married Quarters /Crown Owned Housing and completion of related occupancy application.

For paragraphs 5.1.9 (a) and (b) above, the Contractor must upload the corresponding forms to the CAF member's folder, and assist the CAF member with the completion of the form for furtherance by the CAF member.

For paragraph 5.1.9 (c), above, the Contractor must direct the CAF member to the Housing Agency website for completion of the request.

#### **5.1.10 Member Completion of Preliminary Relocation Assessment (PRA)**

The Contractor must ensure that each CAF member completes a PRA which will be used as the indicator for the Contractor to compile the information that must be uploaded to the CAF members' folder upon initial contact. The PRA must:

- a. Be signed and dated by the CAF member, and uploaded to the CAF members electronic folder acknowledging that the information provided is accurate;
- b. Include fields such as:
  - i. Name
  - ii. Move number
  - iii. Move type

- iv. Origin province – destination province
- v. Current homeowner / Renter
- vi. Intended Destination homeowner/renter
- vii. Number of dependants relocating
- viii. Spouse Y/N
- ix. Dependants date of birth
- x. Dependants Gender
- xi. Vehicle Information

#### **5.1.11 File Destruction**

The Contractor must proceed with the destruction of electronic records, as follows:

- a. On a yearly basis, provide the TA with a list of files that have been retained for 7 years after the last administration action, that are considered ready for destruction;
- b. Once informed by the TA that files are ready for destruction and that CISD approval has been granted to destroy those files, the Contractor must arrange for their destruction;
- c. Provide the proof of destruction to the TA; and
- d. Ensure that deletion of the electronic data is completed as per the destruction of data standards.

#### **5.1.12 Virtual Information Presentations (VIP)**

The Contractor must, prepare, organize and deliver on-line a pre-recorded virtual information presentation in English and French. The briefing material must be developed in English, and forwarded to the TA for approval. Once approved by the TA, the material must be translated into French and be available on the non-secure website not later than 15 days after the TA's approval.

Each individual presentation (e.g. International relocations, domestic relocations, release, etc.) is to provide an overview of every aspect of the relocation policy, general information regarding House Hunting Trip (HHT), Buying/Selling, etc., general information specific to the applicable policies and current provisions available.

#### **5.1.13 Travel Arrangements made with the Shared Travel Service Initiative (STSI)**

For CAF members (including family members/dependants) the Contractor must make all travel arrangements as identified in the CAF RP (e.g. House Hunting Trip (HHT), Destination Inspection Trip (DIT), Travel New Location (TNL) in accordance with the TBS Travel Directive.

The Contractor must:

- a. Make arrangements using a government-supplied TAN and by utilizing Canada's STSI Contractor;
- b. Obtain all information required for booking the travel arrangements from the CAF member e.g. Travel dates, TINs, etc.; and
- c. Provide the CAF member with an electronic copy of the ticket(s). If Internet is not available to the CAF member, the travel file locator number is to be provided and arrangements for mail or airport ticket pickup are to be made by the Contractor.

#### **5.1.14 Travel Authorization Numbers (TANs) Management**

The Contractor must compile, control, and maintain electronic TAN Register. The TAN allotment will be provided from the TA and must be protected in accordance with Article 3 Security Requirements of the Contract. The Contractor must request and retrieve additional TANs from the TA when only 250 numbers remain available in the TAN register. The Register must be updated when new information becomes available, such as when changes to itineraries are required or actual costs are known.

The TAN Register must consist of the following information as a minimum:

- a. TAN identifier (#);
- b. CAF Move Authorization Number;
- c. Name and TIN of CAF member;
- d. Dependant TINs, if applicable;
- e. Dates of Travel;
- f. Destination;
- g. Travel Points (From Origin and to Destination);
- h. Date reservations made;
- i. Change fee and date of change, if applicable;
- j. Additional costs due to changes made to initial reservation; and
- k. Total Cost of Travel.

#### **5.1.15 Expenditure Tracking and Reporting**

The Contractor must:

- a. Account for all financial transactions based on CAF members assigned Move Number;
- b. Record and track in the IMETS all financial transactions and expenditures,

- ensuring that all financial accounts, costs and expenses are validated, reconciled, cross-referenced and that duplication prevention controls are implemented;
- c. Conduct financial inspection and internal audits in accordance with Generally Accepted Auditing Standards;
  - d. Calculate and provide each CAF member, for their review and concurrence, an initial estimation of the total potential relocation expense account (claim) cost. A copy of the estimate must go on the file, based on the calculation of the applicable envelopes in accordance with each CAF member applicable policy and specific circumstances/needs;
  - e. On receipt of a request from a CAF member for an allowable advance in accordance with policies, provide validation of the amount to be uploaded to CAF member RC as appropriate to the policy;
  - f. Compile, generate, and maintain within the IMETS, a Register of RC Loads provided and reconcile those RC Loads against the specific individual relocation account (claim) to ensure proper accounting of the advance. The Register of RC Loads must consist of:
    - i. Name of the CAF member who was issued an advance;
    - ii. CAF Move Authorization Number of the CAF member;
    - iii. Relocation Card (RC) account number;
    - iv. CAF member origin and destination (city and province);
    - v. Amount of the RC Load;
    - vi. Date RC Load issued; and
    - vii. Reason for the RC Load.
  - g. Develop and implement procedures to ensure that all files are properly validated in accordance with policy limitations which include a complete documented audit trail. These procedures must validate that payments are processed accurately, ensuring no duplicate or under/over reimbursements are made;
  - h. Perform invoice verification functions described in 5.1.18;
  - i. Implement an file settlement process that provides auditable evidence of verification against the CAF RP policy including identifying the various individuals who performed the calculations and verifications;
  - j. Prepare a Final Statement of Account for each CAF member for their own verification and certification before RC account closure. The CAF will perform a post payment audit verification and reserves the right to challenge any transactions made;
  - k. Determine the taxable nature of all CAF RP provisions, adhering to Federal and Provincial Income Tax Acts, and provide the report to the TA for processing;



- l. Within 5 working days of discovery, take corrective action to recover overpayments, duplicate payments, and erroneous transactions; and
- m. Ensure that all expenditure transactions are assigned to the appropriate Expense Category and Expense Category Subtype listed in Table 1 of Appendix 4 to enable the generation of pre-formatted financial reports in IMETS as described in Section 5.2, below.

#### **5.1.16 TPSP**

When a CAF member selects a service provider not in the Contractor's Directory, the Contractor must contact the service provider in order to provide it with the terms and conditions of the CAF RP, including prices, and invite the service provider to join the TPSP Directory. The service provider is not required to join, but a service provider cannot be considered TPSP, as defined in the Contract, unless registered in the Contractor's Directory.

The Contractor must ensure that prior to validating any TPSP invoices, the invoice is from an established TPSP Directory service provider and that the fee charged is in accordance with the Contract's Ceiling Price. If the invoice is from a CAF member - selected service provider not in the TPSP Directory, and the fee charged exceeds the Contract's Ceiling Price, the overage paid must be deducted from the CAF members' finalized claim.

#### **5.1.17 Relocation Card Loads**

The Contractor must perform the following functions for all RC Loads:

- a. Ensure the amount of the load does not exceed the amount estimated to cover the authorized expenditures for which the load will be issued;
- b. Validate and load funds within 1 working day of CAF member's request, but must not be loaded more than 21 days prior to an HHT or Travel to New Location;
- c. Reconcile the initial RC Load against the finalized claim;
  - i. Where the load issued is greater than the actual amount expended, the balance will be left on the card to be utilized towards subsequent expenditures. The finalized claim must support the action taken; and
  - ii. Where the load issued is lesser than the actual amount expended, the card must be re-loaded with the difference. The finalized claim must support the action taken;
- d. In the event of an overpayment to the CAF member, the overpayment is a debt due to the CAF and the Contractor must coordinate the recovery of these debts following the steps listed below;

- i. Contact and inform the CAF member of the requirement to repay the debt due to Canada within 30 days;
  - ii. Direct the CAF member to the appropriate financial institute to credit the RC;
  - iii. If no repayment has been received within 30 days, the Contractor must contact the CAF member, by registered letter, stating the details of the debt to the CAF and the requirement for repayment within 30 days from the date of receipt of the registered letter and that, if no arrangement is made to repay the amount within that time, the debt will be recovered from the CAF member by way of set off or other legal means available to the CAF;
  - iv. A copy of the registered letter must be uploaded to CAF members electronic folder;
  - v. A monthly report of all registered letters sent must be included in Overpayment Recovery Report as outlined in Section 5.2.6; and
  - vi. If after 30 days of the registered letter, all attempts to recover the debt are unsuccessful, in whole or in part, the Contractor must inform the TA of the outstanding account for further collection action.
- e. Record and track the RC Load in the IMETS and cross-reference to the CAF member account and reconcile against the finalized claim; and
  - f. Ensure that all loads are included in the Daily RC Load Report in accordance with Appendix 2, Serial 24.

### **5.1.18 Expense Claim Verification**

The Contractor must ensure that when preparing claims for final settlement, the following expense claim verifications process occurs:

- a. The claim is supported by electronic copy of original receipts;
- b. If electronic copies of original receipts are not provided, a personal statutory declaration has been obtained from the CAF member for the expense amount being claimed. All invoices and declarations must be verified by the Contractor and retained in electronic folder for later review and verification by the TA;
- c. Claim is supported by all relevant information/documentation, as provided by the CAF member;
- d. TPSP invoices submitted and paid by the CAF member are as specified in Section 5.1.16, above;
- e. All expenses submitted are valid relocation expenses in accordance with the CAF RP policy;
- f. Direction has been received from the TA prior to processing any amount being claimed as a result of other CAF administrative policies such as

Adjudication / Grievance processes;

- g. All relocation card loads have been included in the final settlement calculation. Where the total amount of a load exceeds the total amount of the claim, the Contractor must recover the difference from the CAF member as specified in 5.1.17. In all other situations, the total amount of the load must be subtracted from the total amount of the claim and the CAF member reimbursed the difference as specified in 5.1.17 e;
- h. The Contractor must finalize the claim including reconciled RC Loads and final claimable amounts, and then retain the file for later review/audit by the TA; and
- i. All expenses must be recorded in the IMETS against CAF members move number.

## **5.2 Deliverables to be provided**

### **5.2.1 Progress Review Meeting Agendas**

Refer to Appendix 2, Deliverable #5. Deliverable defined at Section 4.2.5, above.

### **5.2.2 Progress Review Meeting Minutes**

Refer to Appendix 2, Deliverable #6. Deliverable defined at Section 4.2.5, above.

### **5.2.3 Performance Measures Report (PMR)**

Refer to Appendix 2, Deliverable #22.

The Contractor must provide a quarterly report on Performance Measures. The report must include all elements of Section 4.2.2 above. The Contractor must review, update, and revise the strategy, as required, including validation of objectives and indicators on an annual basis.

### **5.2.4 Monthly TAN Usage and Cost Report**

Refer to Appendix 2, Deliverable #23.

The Contractor must provide a Monthly TAN Usage and Cost Report on demand. This report must be based on each TAN Register and contain the following information:

- a. TAN identifier (#);
- b. CAF Move Authorization Number;
- c. Name and TIN of CAF member;
- d. Dependant TINs, if applicable;

- e. Dates of Travel;
- f. Destination;
- g. Travel Points (From Origin and to Destination);
- h. Date reservations made;
- i. Change fee and date of change, if applicable;
- j. Additional costs due to changes made to initial reservation; and
- k. Total Cost of Travel.

### **5.2.5 Daily RC Load Report (DRCLR)**

Refer to Appendix 2, Deliverable #24.

The Contractor must provide a Daily RC Load Report. This report will be based on the IMETS Register of Advances and contain the following information:

- a. Name of CAF member who was issued an advance;
- b. Move Number of the CAF member
- c. CAF member origin and destination;
- d. Amount of the RC Load;
- e. Date RC Load issued; and
- f. Reason for the RC Load.

### **5.2.6 Overpayment Recovery Report**

Refer to Appendix 2, Deliverable #25.

The Contractor must provide a monthly Overpayment Recovery Report. The Report must include 2 sections: the first detailing overpayments to the CAF member that remain outstanding greater than 30 days, and the second detailing outstanding amounts greater than 60 days. The report must include particulars associated with overpayments including:

- a. Move number;
- b. Amount;
- c. Date; and
- d. Recovery status.

### **5.2.7 Technical Authority (TA) Approval Status Report**

Refer to Appendix 2, Deliverable #26.

The Contractor must provide a monthly Approval Status Report. This is a detailed report identifying and reporting, by Expense Category and Expense Category Subtype, any cost requiring resolution or rectification by the TA. This report consists of the

following information:

- a. CAF Move Authorization number;
- b. Name of CAF member;
- c. Addressee (whose approval is being requested);
- d. Nature of approval being sought;
- e. CAF RP reference (by applicable CAF RP year and section);
- f. Status of request;
- g. Amount (if applicable);
- h. Date requested; and
- i. Date actioned by Contractor.

#### **5.2.8 Monthly Open, On-Going and Closed Relocation File Report**

Refer to Appendix 2, Deliverable #27.

The Contractor must provide a monthly status summary report of the various stages of completion for all relocations and the actual file status for on-going relocations.

Open relocations are those which have been newly created since the previous month's Report.

On-going relocations are those which have yet to be closed.

Closed relocations are those for which all activities have been completed and a final settlement prepared.

#### **5.2.9 Flow-Through Costs Total Report**

Refer to Appendix 2, Deliverable #28.

The Contractor must provide, on demand, a summary of all flow-through cost transactions within a user-determined specified period. Its purpose is to summarize the flow-through cost expenditures in a format that allows the total amount of expenditures to be observed. This report also allows the TA to see all of the costs related to the 14 expense categories specified below, separately displayed within a specified period. Each expense category must link back to the itemized expenses.

The report must provide the following information as a minimum:

<b>Total Amount Of Program Expenditures</b>
• Specified Period
• Total Expended to date
• Total Credited to date
• Actual total by FY

<b>Expense Categories</b>
• Purchase
• Sale
• TNL
• Interim Lodgings, Meals & Miscellaneous (ILM&M)
• HHT/Destination Inspection Trip (DIT)
• Home Equity Assistance
• Unaccompanied Travel
• Spousal Expense
• Rental Expense
• Administrative Expenses
• Overseas/USA Adjusted Costs
• Temporary Dual Residence Assistance (TDRA)/Reverse Temporary Dual Residence Assistance (RTDRA)
• Utilities
• Sundry – Specialized
• Vehicle

### 5.2.10 Detailed CAF Member Expense Report

Refer to Appendix 2, Deliverable #29.

The Contractor must provide a report listing all of the expenses by Expense Category and Expense Category Subtype for a CAF member. Its purpose is to allow all of the relevant costs by amount to be viewed by Expense Category and Expense Category Subtype listed in Table 1 in Appendix 4. Each itemized expense must link to the Expense Category and Expense Category Subtype. This is an on-demand report.

The report must include all of the Expense Categories listed in the Flow-Through Costs Total Report (refer to 5.2.12 and Table 1 in Appendix 4), and be searchable against the CAF Move Authorization Number.

### 5.2.11 Authorizations Report

Refer to Appendix 2, Deliverable #30.

The Contractor must provide a summary report of all files opened by the Contractor within user-specified period. This is an on-demand report.

The report must provide the following information as a minimum:

- a. Authorization Files Opened; and
- b. List of newly opened files.

### 5.2.12 Detailed Expense Category Report

Refer to Appendix 2, Deliverable #31.

The Contractor must provide a monthly detailed report grouping all reconciled expense transactions by Expense Category and Expense Category Subtype as listed in (Table 1 in Appendix 4) combined with the applicable elements below.

Authorization Elements
• Last name
• First name
• CAF Move Authorization Number
• Assigned Date
• Change of Strength
• Date the file was opened by the Contractor

### **5.2.13 Inactive Files Detail Report**

Refer to Appendix 2, Deliverable #32.

The Contractor must provide a detailed listing of all Inactive files as of Close of Business (COB) on the previous business day. This is an on-demand report.

### **5.2.14 Active Files Detail Report**

Refer to Appendix 2, Deliverable #33.

The Contractor must provide a detailed listing of all Active files as of COB on the previous business day. This is an on-demand report.

### **5.2.15 Inactive Files Total Report**

Refer to Appendix 2, Deliverable #34.

The Contractor must provide a report which indicates the total number of Inactive files as of COB on the previous business day. This is an on-demand report.

### **5.2.16 Active Files Total Report**

Refer to Appendix 2, Deliverable #35.

The Contractor must provide a report which indicates the total number of Active files as of COB on the previous business day. This is an on-demand report.

### **5.2.17 File Status Totals Report**

Refer to Appendix 2, Deliverable #36.

The Contractor must provide a report which compares the total number of CAF RP files opened in a specified period, based on Change of Strength (COS) date or Release date, against the total number of files closed/reconciled in the same period.



## **6 OUT-GOING TRANSITION PHASE (OGTP) DETAILED REQUIREMENTS**

The following sections provide specific details on the tasks to be performed by the Contractor and the deliverables provided during this phase.

### **6.1 Tasks to be Performed**

#### **6.1.1 Contractor Responsibilities**

The Contractor must maintain and perform all services as detailed in the SOR and perform additional services or activities during the OGTP in order to ensure continuity and a smooth, efficient and complete transition to a new contract. The Contractor must be responsive to all TA requests in further development and execution of the OGTP Plan (OGTPP).

#### **6.1.2 Responsibilities of the Technical Authority (TA)**

The TA will be responsible for verifying the completion by the Contractor of all technical requirements and for reviewing and approving (as required) all final deliverables, such as the TPSP Directory, the IMETS data dictionary, all CAF RP data, all copyright materials, CAF RP documentation, and relocation files returned by the Contractor. The TA will also advise the Contractor where and when the completed and on-going files are to be delivered.

#### **6.1.3 Documentation Maintenance Requirements**

The Contractor must ensure that all paper documentation are filed in boxes and clearly labelled to facilitate unpacking. All documentation, must be delivered at the destination and time designated by the TA, at no additional cost to the CAF.

#### **6.1.4 Respond to queries regarding OGTP activities and progress**

Throughout the transition period, there may be occasions where questions arise from the TA, which may not have been addressed in the OGTPP.

In these instances, the Contractor must:

- a. Respond to queries regarding OGTP activities and advise on progress on a monthly basis. The Contractor must advise Canada immediately concerning problems & potential delays during the OGTP; and
- b. Immediately advise the TA in writing of any issues or concerns raised by queries that cannot be answered by the Contractor.

### **6.1.5 Progress Review Meeting**

Every 2 weeks, the Contractor must attend progress review meetings with the TA and any other invitees deemed appropriate by the TA.

The Contractor must:

- a. Prepare and distribute Agenda, Minutes and Action Item List as per sections 4.2.4, 4.2.5, and 4.2.6 above;
- b. Report on progress made on implementing the OGTPP;
- c. Provide to the TA, in writing, data or information necessary for these meetings at least 2 business days in advance of the meeting; and
- d. Respond to all action items applicable to the Contractor.

### **6.1.6 IMETS Transition**

In accordance with section 4.1.3, the Contractor must provide electronic copies of the IMETS data and documentation 12 months before Contract expiry. On the day before the Contract expires, the Contractor must provide a version of both, updated to that date, and ensure that the IMETS database is up to date and reflective of all financial information.

### **6.1.7 CAF RP Documentation and IMETS**

The Contractor must provide an electronic copy of all CAF RP member information related to the open files contained in IMETS 12 months prior to Contract expiry. Upon Contract expiry, the Contractor must provide a final, up to date version of the IMETS content.

## **6.2 Deliverables to be Provided**

### **6.2.1 Out-Going Transition Phase Plan (OGTPP)**

Refer to Appendix 2, Deliverable #37.

The Contractor must prepare and deliver a draft OGTPP not later than 2 years before the end of the Initial Contract Period. The Contractor will consult with the TA and the CA in order to finalize the plan, subject to the approval by the TA, not later than 12 months prior to the end of the Contract. The OGTPP must define the proposed strategy to transfer all SOR activities and services from the Contractor to the CAF without service interruption and minimal disruption to the CAF member.

The OGTPP must include the following:

- a. The strategy, approach, processes and procedures for handling files that are on-going as at 6 months prior to Contract expiry;
- b. The process for the physical transfer of documentations which is to occur 1 business day prior to Contract expiry;
- c. The process by which file Knowledge Transfer to the CAF and subsequent Contractor will occur;
- d. The process by which a complete electronic file transfer (volumes, formats), including financial records will occur, and the addressing of any data conversion issues;
- e. The schedule under which it is proposed transition activities will occur;
- f. The process and schedule to transfer the IMETS data, as per 6.1.7 above, including data dictionary which includes but is not limited to data structures, data domains and data-related process.
- g. The strategy and processes pursuant to which continuity of the established service level and quality of staff provided to CAF member and TA is to be maintained until Contract expiry;
- h. Any recommended strategies to ensure that effective communications are maintained with the TA, CAF member, and TPSP;
- i. Cut-off procedures for services, correspondence and communication with CAF member, including how the CAF member will be informed of the change of Contractor and directed to the subsequent Contractor;
- j. Procedures and processes relating to closing Relocation Card related bank accounts;
- k. Procedures and processes relating to the transfer of TPSP directory (electronic and hard copy format);
- l. Procedures and processes to address the subsequent delivery from TPSP, invoices and other CAF RP correspondence;
- m. Procedures for addressing correspondence and delivered to the Contractor after Contract expiry;
- n. The process by which information and data will be transferred to the TA including the provision of all information required to complete and issue T4As, addressing correspondence or issues raised by Canada Revenue Agency (CRA);
- o. How the Contractor will provide IMETS information and knowledge transfer to the TA, including, but not limited to, explaining file layout and status, applicable data fields and specific administrative procedures or practices, which are not proprietary to the Contractor to ensure continuity of service after the Contract expiry date;
- p. How correspondence addressed to the Contractor will be handled/forwarded after Service Effective Date (SED); and
- q. Any other recommended activities required to ensure a smooth transition.

### **6.2.2 PRMs Agendas**

Refer to Appendix 2, Deliverable #5. Deliverable defined at Section 4.2.4, above.

### **6.2.3 PRMs Minutes**

Refer to Appendix 2, Deliverable #6. Deliverable defined at Section 4.2.6, above.

### **6.2.4 Status Report on all Files**

Refer to Appendix 2, Deliverable #38.

- a. The Contractor must provide the TA with an electronic status report of the files for which they are responsible. The status report must include all completed files, the status of on-going files and be in a format acceptable to the TA;
- b. The Contractor must propose a methodology for providing this information to the TA which has approval authority over the methodology; and
- c. On the last business day prior to the Contract expiry date, the Contractor must provide an up to date status report.

### **6.2.5 TPSP Directory**

Refer to Appendix 2, Deliverable #39

The Contractor must deliver electronic copies of the TPSP Directory.

### **6.2.6 OGTP Query Report**

Refer to Appendix 2, Deliverable #40.

In conjunction with the requirements of 6.1.4, above, the Contractor must ensure that all queries received from the CAF are logged with the time of receipt, response and proposed resolution. The Contractor must provide to the TA a monthly summary report of the queries received.

## **7 ADDITIONAL WORK REQUIREMENTS (AWR)**

The Contractor may be required to provide AWRs during the Contract period. The inclusion of any of the identified AWRs will be incorporated in the Contract by the CA through a formal Contract amendment. All AWRs will be subject to negotiation by Canada and the Contractor.

## **8 DELIVERABLES**

### **8.1 Deliverable Requirements**

Appendix 2 provides a consolidated list of deliverables that the Contractor must produce.

The list also specifies the following information:

- a. The authority/authorities to whom the deliverables are to be provided;
- b. The required delivery date(s);
- c. The required delivery format(s) (paper, electronic or both);
- d. Whether the deliverables are being provided for approval by the TA or information; and
- e. The language requirements (English, French, or Bilingual).

#### **8.1.1 Deliverable Formats**

Appendix 2 specifies the delivery format for all deliverables, which is paper, electronic or both.

The following applies to all paper format deliverables:

- a. The use of standardized formatting for fields such as relocation origin/destination, home address (street, city, province);
- b. Unless otherwise specified, deliverables may be prepared in the Contractor's format/layout acceptable to Canada but must satisfy the content specifications for the deliverable;
- c. Must be formatted to fit on Letter size paper (8.5 x 11) unless doing so makes the content illegible, in which case, larger size paper may be used;
- d. Deliverables must be legible and suitable for reproduction;
- e. Pages must be sequentially numbered; and
- f. When and if utilized, all attachments must be identified and referenced in the text of the document.

The following applies to all deliverables to be made in electronic format:

- g. Must comply with paper format requirements (i.e., able to be properly, readably displayed on paper normally used in Canadian government office printers);
- h. Must be provided in Microsoft Office format;
- i. May initially be emailed but must be followed with a CD or DVD incorporating all content; and
- j. Must be virus free.

### **8.1.2 Deliverables Provided Through IMETS**

A number of the deliverable requirements are financial reports that will be provided through the IMETS. The Contractor must ensure that all transaction processing has been successfully completed in order to provide accurate information for the specified reporting period. Unless otherwise specified, the Contractor will not be required to produce the reports, as reports will be generated through the CAF's own use of IMETS as indicated with "on-demand" in the Required Delivery Date column of Appendix 2.

### **8.1.3 Submission and Approval of Deliverables**

The process for submission and approval of deliverables is as follows:

- a. The Contractor must ensure that a cover page that lists the deliverable number, whether it is an original submission or re-submission, and deliverable title is provided with each deliverable being submitted;
- b. The TA will review deliverables and approve as applicable;
- c. If the TA provides notice of a deficiency during the approval process, the Contractor will be advised and must address the deficiency noted and resubmit the corrected deliverable within an agreed upon time.

## **9 CONSTRAINTS**

The Contractor must perform all work in accordance with the policies referred to in Section 1.7, above.

The Contractor must implement all policy or provision changes in accordance with Section 1.8. The Contractor may be required to correct or amend previous claims, if the claims were processed after the effective date of the change, but prior to receipt of notice.

The TA will provide the Contractor as much advance notice as possible of impending policy and/or provision changes.

The CAF is financially responsible to ensure that those funds are expended as intended

and as outlined in the CAF RP Directive. The Contractor will be administering the CAF RP Directive and as the service provider to the CAF members, they are financially responsible for the erroneous advices or misinformation provided to the CAF members. The Contractor shall ensure that its employees are aware of the current Directive and all amendments / clarifications and the financial implications for misinformation given to the CAF members relocating under the CAF RP. If a CAF member incurs out-of-pocket expenses based on incorrect advice/information given by the Contractor, the Contractor acknowledges that it is liable for any overpayments made to the extent that the CAF is unable to recover those debts from the CAF member and that these remaining debts from a debt due to the CAF by the Contractor. In the event that any amount of an overpayment caused by information erroneously supplied by the Contractor remains unpaid after the CAF has determined that any further collection efforts would be fruitless, the amount of the uncollected overpayment shall be shown as a credit on the next subsequent administrative fees invoice when forwarding the same to the TA after notification to the Contractor by the TA of the amount of the uncollected overpayment. Any amount of such credit remaining at the end of this contract remains a debt due by the Contractor which may be recovered by the CAF by way of set off or any other legal means of recovery.

## **10 GOVERNMENT FURNISHED INFORMATION (GFI)**

This section describes the Canada-owned Government furnished information that the CAF will make available for use by the Contractor for this Contract.

- a. Applicable NJC Departmental Policies, Directives, and Guidelines and updates; and
- b. STSI contact information and telephone numbers.

### **10.1 Government Supplied Material (GSM)**

- a. Forms and Controlled Identifier Numbers;
- b. Shipment of Personal Motor Vehicle forms;
- c. Married Quarters/Crown Owned Housing forms (internet link);
- d. Household goods and effects forms;
- e. Canadian Employee Relocation Council (CERC) Standard Residential Appraisal forms; and
- f. TAN Numbers.

## **APPENDIX 1 – PROGRAM MANAGEMENT PLAN (PrMP)**

### **Description**

The Program Management Plan is a Contractor prepared document that describes the Contractor's processes for carrying out all CAF RP activities necessary to provide the services required. The plan must be utilized throughout the Contract period;

The plan must detail and describe the Contractor's processes, practices and procedures for:

- a. CAF RP planning, implementing, organizing, directing, executing, monitoring, controlling, program reporting, and recruiting personnel; and
- b. Managing personnel, TPSP, communications, risk, information and finances.

The plan must also include separate sections for the details of Expenditure Tracking and Reporting, Information Management (IM), Personnel Management, TPSP Management, and Quality Assurance (QA).

### **Format**

The PMP must be in a Contractor format acceptable to the TA and as further described herein.

### **Content**

The plan must consolidate the management processes, administrative procedures and organizational structure that will be used to manage all the services under the Contract. The plan must further detail the processes, practices and procedures for all elements as detailed in the second paragraph above.

The plan must address in detail each of the following points as described in the PMBOK:

#### **1. Overview:**

- a. Purpose, Background, Scope and Objectives;
- b. Assumptions, Constraints and Risks;
- c. Contract Deliverables; and
- d. Schedule Summary.

#### **2. Organization:**

- a. Internal Structure, Interface and Lines of Communications;
- b. External Structures, Interfaces and Lines of Communications;
- c. Program Management Organization Chart – including internal and external



organizations; and

- d. Roles and Responsibilities – including internal and external organizations and sections, and complete with a Responsibility Assignment Matrix cross- referencing.

### **3. Management Processes:**

- a. Program Management Approach and Procedures;
- b. Expenditure Tracking and Reporting (including Certification and Accreditation);
- c. Sub-Contractor (TPSP) Management;
- d. Schedule Control and Management (during Implementation phase);
- e. Schedule Control and Management (during In-Service Delivery phase);
- f. Requirements Management;
- g. Personnel Recruitment, Training and Management;
- h. Quality Control;
- i. Performance Measurement and Monitoring;
- j. Reporting;
- k. Communications;
- l. Problem Resolution; and
- m. Process Improvement.

### **4. Supporting Processes:**

- a. Financial verification and validation which includes duplication prevention verification processes;
- b. Financial Reviews and Audits;
- c. QA; and
- d. IM Test and Evaluations including TRA, DRP, Business Resumption Plan, and Site Inspections.

## **IM**

The IM section of the plan must define and describe the procedures, processes and standards related to IM, as well as the processes for controlling, managing, processing, transmission, use and safeguarding of the information.

It must include the management of information and financial data, in all its forms and its associated technology and supporting resources.

It must describe any integration and initial verification and validations processes and

procedures for functionality checks.

## APPENDIX 2 – DELIVERABLES TABLE BY SEQUENCE IN SOR

Legend						
A = Approval required ACA = After Contract Award E = Electronic Format				I = Information Only MACA = Months After Contract Award P = Paper Format		
All reports in the table below are to be in English unless flagged Bilingual in the Deliverable column.						
Serial #	SOR Reference Identifier	Deliverable	A/I	Recipient	Format	Required Delivery Date
1.	4.1.4	DRP/BCP	A	TA	E	1 MACA, updated not more than once annually at Canada's discretion
2.	4.2.1	Implementation Plan	A	TA	E	Within 10 business days ACA. Updated version required for each PRM
3.	4.2.2	PMP	A	TA	E	1 MACA, updated 6 MACA and not more than once annually at Canada’s discretion
4.	4.2.3	Implementation Status Report	A	TA	E	Bi-weekly ACA, 2 business days prior to regularly scheduled PRM
5.	4.2.4 5.2.1 6.2.2	PRM Agendas	I	TA	E	2 business days prior to any PRM
6.	4.2.5 5.2.2 6.2.3	PRM Minutes	A	TA/CA	E	5 business days after any PRM
7.	4.2.7	RMP	A	TA	E	1 MACA, updated 6 MACA and not more than once annually at Canada’s discretion
8.	4.2.8	Implementation Risk Analysis	A	TA/CA	E	Within 10 business days ACA, updated and submitted bi-weekly
9.	4.2.9	PrMP	A	TA	E	2 MACA, updated 6 MACA and not more than once annually at Canada’s discretion

10.	4.2.10	Notification of IMETS Accounts creation	A	TA	E	10 business days prior to SED. Additional accounts created when required
11.	4.2.11	IMETS Design Manual (Bilingual format)	A	TA	E&P	2 MACA
12.	4.2.12	IMETS User Training and Support Package (Bilingual format)	A	TA	E&P	15 business days prior to SED
13.	4.2.13	IMETS Test Plan	A	TA	E	1 MACA
14.	4.2.14	MOSE Post Simulation Report	A	TA	E	2.5 MACA
15.	4.2.15	IMETS Fully Functional Demonstration	A	TA	E	2.5 MACA
16.	4.1.8 4.2.16	Notification of Relocation Support Centre	I	TA	E	10 business days prior to SED
17.	4.1.9 4.2.17	Notification of Secure online application	I	TA	E	10 business days prior to SED
18.	4.2.18 5.1.12	VIPs (Bilingual format)	A	TA	E	1 month prior to SED
19.	4.2.19	Initial TPSP Directory (Bilingual format)	A	TA	E&P	1 month prior to SED revisions semi-annually
20.	4.2.20	Semi-Annual TPSP Exception Report	I	TA/CA	E&P	Beginning April 1, 2017 and Semi Annually thereafter – 15 days after period end
21.	4.2.21	PRA	A	TA	E	1 month prior to SED
22.	5.2.3	PMR	A	TA	E&P	Beginning 1 April 2017 and Semi Annually thereafter – 15 days after period end
23.	5.2.4	TAN Usage and Cost Report	I	TA	E	Monthly
24.	5.2.5	DRCLR	I	TA	E	Daily

25.	5.2.6	Overpayment and Recovery Report	I	TA	E	Monthly
26.	5.2.7	TA Approval Status Report	I	TA	E	Monthly
27.	5.2.8	Monthly Open, On-going and Closed Relocation File Report	I	TA	E	Monthly
28.	5.2.9	Flow Through Costs Total Report	I	TA	E	On-demand
29.	5.2.10	Detailed CAF Member Expense Report	I	TA	E	On-demand
30.	5.2.11	Authorizations Report	I	TA	E	On-demand
31.	5.2.12	Detailed Expense Category Report	I	TA	E	Monthly
32.	5.2.13	Inactive Files Detail Report	I	TA	E	On-demand
33.	5.2.14	Active Files Detail Report	I	TA	E	On-demand
34.	5.2.15	Inactive Files Total Report	I	TA	E	On-demand
35.	5.2.16	Active Files Total Report	I	TA	E	On-demand
36.	5.2.17	File Status Totals Report	I	TA	E	On-demand
37.	6.2.1	OGTPP	A	TA/CA	E	36 MACA
38.	6.2.4	Status Report on all Files	I	TA	E	36 MACA, with revisions every 6 months
39.	6.2.5	TPSP Directory	I	TA	E	36 MACA, with revisions every 6 months

Client Ref. No. – N° de réf. De client  
24062-140087

Title - Sujet  
GCRSS – SSGRC

RFI No. 4 : Draft RFP - SOR  
DDR no. 4 : Ébauche DDP - EB

40.	6.1.4 6.2.6	OCTP Query Report	I	TA	E	36 MACA, with revisions every 6 months
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## APPENDIX 3 – HISTORICAL RELOCATION VOLUMES

This data relates to the services offered by the incumbent. The CAF does not warrant that this historical data provides an accurate indication of the total relocations in the future. The provision of these volumes does not represent a commitment by the CAF or that the CAF's future usage will be consistent with these volumes.

Table 1 - CAF Historical Relocation Data (April 1, 2010 - March 31, 2011)									
	Number of Relocations (Origin)	Number of Relocations (Destination)	Number of Residences Sold (Origin)	Total Value of Residences Sold (Origin)	Number of Residences Purchased (Destination)	Number of Standard Residence Industry Appraisals	Number of CERC Standard Residence Appraisals	Number of Home Inspections	Number of Days Rental Search
AB	1568	1922	439	\$136,712,454.00	534	349	67	453	171.6
BC	1318	1335	261	\$96,778,280.00	425	289	10	332	167.8
MB	685	848	230	\$61,464,955.00	238	184	1	139	17.0
NB	1793	1106	253	\$52,619,550.00	401	217	3	332	21.0
NL	147	199	43	\$10,868,500.00	88	26	3	53	11.0
NS	1394	1658	547	\$124,954,620.00	659	486	8	555	164.3
NT	50	72	12	\$4,163,000.00	18	12		14	8.0
NU	1	3							
ON	6442	5737	1467	\$396,946,780.00	2172	1113	26	1786	395.0
PE	26	38	7	\$1,277,000.00	26	9	1	18	
QC	1853	2313	613	\$142,208,738.00	971	460	9	730	75.0
SK	170	197	53	\$14,189,638.00	71	46		55	24.0
YT	5	4	1	\$174,000.00	4	1		3	
Out of Canada	596	616							242.6
<b>Total</b>	<b>16048</b>	<b>16048</b>	<b>3926</b>	<b>\$1,042,357,515.00</b>	<b>5607</b>	<b>3192</b>	<b>128</b>	<b>4470</b>	<b>1297.3</b>

Table 2 - CAF Historical Relocation Data (April 1, 2011 - March 31, 2012)									
	Number of Relocations (Origin)	Number of Relocations (Destination)	Number of Residences Sold (Origin)	Total Value of Residences Sold (Origin)	Number of Residences Purchased (Destination)	Number of Standard Residence Industry Appraisals	Number of CERC Standard Residence Appraisals	Number of Home Inspections	Number of Days Rental Search
AB	1403	1703	421	\$130,703,394.00	502	380	55	422	260.7
BC	1534	1552	284	\$105,612,212.00	464	318	21	378	182.3
MB	623	795	213	\$64,347,772.00	254	180	2	170	16.5
NB	1449	1071	321	\$68,763,010.00	418	293	7	347	54.0
NL	161	235	53	\$12,497,350.00	97	37	1	69	10.0
NS	1559	1884	553	\$134,185,700.00	747	512	25	614	204.7
NT	45	70	10	\$4,203,800.00	19	9		15	4.0
NU	3	1							
ON	7048	6126	1853	\$540,250,644.00	2526	1573	33	2089	454.9
PE	22	35	5	\$1,061,500.00	22	8	1	16	2.0
QC	1919	2245	718	\$172,360,365.00	978	567	8	725	139.0
SK	162	228	59	\$17,368,900.00	67	44	1	61	32.0
YT	1	6	1	\$413,000.00	5	1		4	
Out of Canada	657	635							251.4
<b>Total</b>	<b>16586</b>	<b>16586</b>	<b>4491</b>	<b>\$1,251,767,647.00</b>	<b>6099</b>	<b>3922</b>	<b>154</b>	<b>4910</b>	<b>1611.5</b>

Table 3 - CAF Historical Relocation Data (April 1, 2012 - March 31, 2013)									
	Number of Relocations (Origin)	Number of Relocations (Destination)	Number of Residences Sold (Origin)	Total Value of Residences Sold (Origin)	Number of Residences Purchased (Destination)	Number of Standard Residence Industry Appraisals	Number of CERC Standard Residence Appraisals	Number of Home Inspections	Number of Days Rental Search
AB	1504	1667	460	\$144,787,394.00	509	411	61	452	232.9
BC	1295	1295	256	\$92,684,194.00	390	289	67	322	234.0
MB	595	750	209	\$65,029,843.00	255	177		170	36.0
NB	1277	1001	309	\$67,217,788.00	400	297	11	346	52.0
NL	131	183	39	\$11,023,800.00	97	23		67	6.0
NS	1391	1635	524	\$132,332,752.00	684	521	20	590	191.0
NT	50	66	11	\$3,914,900.00	9	8	1	7	28.0
NU	4	3							
ON	6328	5652	1684	\$502,568,342.00	2341	1463	35	1967	513.1
PE	11	26	5	\$1,008,000.00	13	5		12	
QC	1925	2244	750	\$186,971,750.00	954	616	12	746	191.9
SK	185	226	51	\$15,590,000.00	56	44	2	52	32.0
YT	17	5	11	\$4,233,258.00	3	9		2	0.0
Out of Canada	609	569							332.4
<b>Total</b>	<b>15322</b>	<b>15322</b>	<b>4309</b>	<b>\$1,227,362,021.00</b>	<b>5711</b>	<b>3863</b>	<b>209</b>	<b>4733</b>	<b>1849.2</b>



Table 4 - CAF Historical Relocation Data (April 1, 2013 - March 31, 2014)									
	Number of Relocations (Origin)	Number of Relocations (Destination)	Number of Residences Sold (Origin)	Total Value of Residences Sold (Origin)	Number of Residences Purchased (Destination)	Number of Standard Residence Industry Appraisals	Number of CERC Standard Residence Appraisals	Number of Home Inspections	Number of Days Rental Search
AB	1245	1855	328	\$110,417,205.00	464	300	39	410	280.9
BC	1098	1121	188	\$69,819,450.00	323	170	78	275	168.0
MB	562	641	175	\$54,051,631.00	186	151	1	139	45.6
NB	1379	882	304	\$65,059,125.00	333	322	15	304	40.0
NL	138	189	38	\$10,298,250.00	63	31		52	7.0
NS	1162	1363	459	\$114,250,976.00	551	465	15	474	183.0
NT	64	82	15	\$6,762,500.00	21	5	1	13	23.0
NU	2	2							
ON	5630	4996	1486	\$456,547,084.00	2001	1385	23	1723	553.4
PE	13	26	6	\$1,151,500.00	14	5		11	
QC	1802	2012	646	\$166,364,947.00	782	578	13	628	165.0
SK	154	179	33	\$11,030,900.00	58	34		57	22.0
YT	1	2	1	\$128,500.00	1	1	1	1	
Out of Canada	637	537							395.1
<b>Total</b>	<b>13887</b>	<b>13887</b>	<b>3679</b>	<b>\$1,065,882,068.00</b>	<b>4797</b>	<b>3447</b>	<b>186</b>	<b>4087</b>	<b>1883.1</b>

Table 5 - CAF Historical Relocation Data (April 1, 2014 - March 31, 2015)									
	Number of Relocations (Origin)	Number of Relocations (Destination)	Number of Residences Sold (Origin)	Total Value of Residences Sold (Origin)	Number of Residences Purchased (Destination)	Number of Standard Residence Industry Appraisals	Number of CERC Standard Residence Appraisals	Number of Home Inspections	Number of Days Rental Search
AB	1160	1590	271	\$96,490,110.00	355	249	16	316	225.4
BC	990	1022	197	\$72,879,650.00	284	164	68	240	149.3
MB	558	678	168	\$52,971,710.00	150	138		126	51.7
NB	1049	741	228	\$49,061,817.00	252	235	15	225	24.0
NL	109	203	37	\$10,921,800.00	75	32	1	53	16.0
NS	1136	1260	381	\$101,958,400.00	434	396	17	367	128.9
NT	60	85	13	\$6,048,500.00	16	5		18	18.0
NU	2	4							
ON	5194	4497	1199	\$382,306,465.00	1610	1121	33	1421	496.7
PE	11	29	3	\$927,000.00	14	3		8	
QC	1566	1794	511	\$135,200,400.00	616	482	11	498	77.5
SK	177	189	30	\$9,422,350.00	53	25	1	44	28.0
YT	1	1			1				
Out of Canada	530	450							459.5
<b>Total</b>	<b>12543</b>	<b>12543</b>	<b>3038</b>	<b>\$918,188,202.00</b>	<b>3860</b>	<b>2850</b>	<b>162</b>	<b>3316</b>	<b>1675.2</b>

## **APPENDIX 4 – EXPENSE CATEGORIES**

Table 1 **Expense Categories**

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Home Purchase	Home Inspection
Home Purchase	Cleaning at Destination
Home Purchase	Legal Fee - Purchase
Home Purchase	Legal Disbursements
Home Purchase	Attending/Power Of Attorney (POA) Fee
Home Purchase	Survey/Certificate of Location
Home Purchase	Title Insurance
Home Purchase	Mortgage Appraisal Fee
Home Purchase	Mortgage Interest Buy down
Home Purchase	Mortgage Interest Rate Differential (IRD)
Home Purchase	Interest on Home Relocation Loan
Home Purchase	Taxable Interest - Home Relocation Loan
Home Purchase	Second Mortgage unsold residence
Home Purchase	Mortgage Default Insurance (MDI) Application Fee
Home Purchase	MDI Premium
Home Purchase	Short Term Loan Interest
Home Purchase	Bridge Financing Interest
Home Purchase	Land Transfer Tax/Welcome Tax
Home Purchase	Labour for altering locks
Home Purchase	Miscellaneous Expenses
Home Sale	Appraisals
Home Sale	Appraisal Income/Acreage
Home Sale	Home Inspection - sale
Home Sale	Real Estate Commission
Home Sale	Cleaning at Origin
Home Sale	Marketing Incentive
Home Sale	Home Staging - Sale
Home Sale	Legal Fee - Sale
Home Sale	Legal Disbursements - Sale
Home Sale	Courier Service
Home Sale	Attending/POA Fee - Sale
Home Sale	Municipal Land Transfer Tax
Home Sale	Land Titles Conversion - Sale
Home Sale	Mortgage Discharge Fee
Home Sale	Mortgage Discharge Penalty/ IRD
Home Sale	Mortgage Discharge Consultation Fee
Home Sale	Second Mortgage Unsold residence Administrative and legal fees
Home Sale	Home Equity Assistance
Home Sale	Capital Improvements
Home Sale	Return/Finalize Sale - Mileage
Home Sale	Return/Finalize Sale - Car Rental
Home Sale	Return/Finalize Sale - Hotel
Home Sale	Return/Finalize Sale - Meals

Home Sale	Return/Finalize Sale - Incidental
Home Sale	Marketing Incentives
Home Sale	Private Sale Expenses
Home Sale	Miscellaneous Expenses
TNL	Excess baggage
TNL	Shipment of Pets
TNL	Parking/ferry/road tolls
TNL	Commercial Transport
TNL	Mileage
TNL	Car Rental
TNL	Lodging - Commercial
TNL	Lodging – Private
TNL	Lodging - Recreational Vehicle (RV)
TNL	Meals
TNL	Miscellaneous allowance
TNL	Pet boarding
TNL	Miscellaneous Expenses
ILM&M	Local Transportation - PMV Mileage
ILM&M	Local Transportation - Rental
ILM&M	Local Transportation - Gas
ILM&M	Local Transportation - Parking
ILM&M	Local Transportation - Toll Roads
ILM&M	Local Transportation - Ferries
ILM&M	Lodging - Commercial
ILM&M	Lodging Private
ILM&M	Lodging – RV
ILM&M	Meals
ILM&M	Incidental Allowance
ILM&M	Dependant care
ILM&M	Pet boarding
ILM&M	Exceptions Pack/Load/Clean day - Lodgings
ILM&M	Exceptions Pack/Load/Clean day - Meals
ILM&M	Exceptions Pack/Load/Clean day - Miscellaneous allowances
ILM&M	Miscellaneous Expenses
HHT/DIT	Transportation - Airline
HHT/DIT	Transportation - Bus
HHT/DIT	Transportation - Boat
HHT/DIT	Transportation - PMV Mileage
HHT/DIT	Transportation - Car Rental
HHT/DIT	Transportation - Gas
HHT/DIT	Transportation - Parking
HHT/DIT	Transportation - Toll Roads
HHT/DIT	Transportation - Ferries
HHT/DIT	Transportation - Dependants
HHT/DIT	Lodging - Commercial

HHT/DIT	Lodging Private
HHT/DIT	Lodging – RV
HHT/DIT	Lodging - Dependant
HHT/DIT	Meals
HHT/DIT	Incidental Allowance
HHT/DIT	Meals - Dependant
HHT/DIT	Dependant care
HHT/DIT	Pet boarding
HHT/DIT	Other
HHT/DIT	Phone/Fax/Internet
HHT/DIT	Change Fees to extend HHT
HHT/DIT	Change Fee to Return Early
HHT/DIT	Miscellaneous Expenses
Un-Accompanied Travel	Parking/tolls
Un-Accompanied Travel	Commercial Transportation
Un-Accompanied Travel	Mileage
Un-Accompanied Travel	Car rental
Un-Accompanied Travel	Hotel
Un-Accompanied Travel	Meals
Un-Accompanied Travel	Incidental
Un-Accompanied Travel	Interim Parking
Un-Accompanied Travel	Un-Accompanied Interim Lodgings
Un-Accompanied Travel	Un-Accompanied Interim Meals
Un-Accompanied Travel	Un-Accompanied Interim Miscellaneous Expense
Un-Accompanied Travel	Un-Accompanied Travel - Commercial Mileage
Un-Accompanied Travel	Miscellaneous Expenses
Spousal expenses	Transportation - Airline
Spousal expenses	Transportation - Bus
Spousal expenses	Transportation - Boat
Spousal expenses	Transportation - PMV Mileage
Spousal expenses	Transportation - Car Rental
Spousal expenses	Transportation - Gas
Spousal expenses	Transportation - Parking
Spousal expenses	Transportation - Toll Roads
Spousal expenses	Transportation - Ferries
Spousal expenses	Lodging - Commercial
Spousal expenses	Lodging Private
Spousal expenses	Lodging - RV
Spousal expenses	Meals
Spousal expenses	Dependant care
Spousal expenses	Pet boarding
Spousal expenses	CV/Resume Prep.
Spousal expenses	Copy/Transmittal
Spousal expenses	Incidental Allowance
Spousal expenses	Miscellaneous Expenses

Rental Expense	Rental Search Assistance Fee
Rental Expense	Rent in advance
Rental Expense	Rent in advance Parking & utilities
Rental Expense	Lease liability
Rental Expense	Miscellaneous Expenses
Administrative	Exclusive Personalized-non-tax
Administrative	Exclusive Personalized-taxable
Administrative	Non-accountable Incidentals
Administrative	Federal Tax Withheld
Administrative	Provincial Tax Withheld
Administrative	CPP/QPP Withheld
Administrative	CPP/QPP Employer's Portion
Administrative	EI Withheld
Administrative	EI Employer's Portion
Administrative	Provincial Payroll Tax
Administrative	Quebec Parent Insurance Plan (QPIP) Employee's deduction
Administrative	QPIP Employer's deduction
Administrative	GST Paid
Administrative	GST Withheld
Administrative	Administration Fee
Administrative	Funds Received from TA
Administrative	Funds Returned to TA
Administrative	Funds Advanced to CAF member
Administrative	Funds Returned by CAF member
Administrative	Miscellaneous Expenses
Foreign Costs	Currency Exchange Fee
Foreign Costs	Loss on exchange
Foreign Costs	Passport photo
Foreign Costs	International Driver's license
Foreign Costs	Credit verification
Foreign Costs	USA Federal Immigration Document
Foreign Costs	Driver's Driving Record - USA
Foreign Costs	Transfer Medical/Dental Files
Foreign Costs	Letter of Compliance
Foreign Costs	Passport
Foreign Costs	Visa
Foreign Costs	Medical Exams/Inoculations
Foreign Costs	Miscellaneous Expenses
TDRA/RTDRA	Utilities
TDRA/RTDRA	Taxes – Property and School
TDRA/RTDRA	Property Insurance
TDRA/RTDRA	Mortgage Interest
TDRA/RTDRA	Rental Mobile Pad
TDRA/RTDRA	Property Management Fee
Utilities	Electrical Connect/Disconnect

Utilities	Gas Connect/Disconnect
Utilities	Telephone Connect/Disconnect
Utilities	Cable/Satellite
Utilities	Water Connect/Disconnect
Utilities	Hydro Connect/Disconnect
Utilities	Internet Connect/Disconnect
Utilities	Alarm
Utilities	Hot Tub - Connect/Disconnect
Sundry – Specialized	Change of Address
Sundry - Specialized	Well/Water Potability
Sundry – Specialized	Termite Inspection - purchase
Sundry – Specialized	Septic System Inspection - purchase
Sundry – Specialized	Specialized Inspection – purchase
Sundry – Specialized	Pyrite Inspection - sale
Sundry – Specialized	Pyrite Inspection - purchase
Sundry – Specialized	Contractor's Administrative fee
Sundry – Specialized	Shipment of PMV
Sundry – Specialized	SIT Costs
Sundry – Specialized	Overweight Cost
Sundry – Specialized	Costs on TANs
Sundry – Specialized	Crating Charges
Sundry – Specialized	Collections/Antiques Appraisal
Sundry – Specialized	Automated Teller Machine Charges
Sundry - Specialized	Home renovations for disabled
Sundry - Specialized	Transfer of Medical/Dental Files
Sundry - Specialized	Miscellaneous Expenses
Vehicle	Shipment of vehicle
Vehicle	PMV Commercial storage
Vehicle	PMV Preparation for LTS/Shipping
Vehicle	Shipment Recreational Vehicle
Vehicle	Travel to PMV Depot
Vehicle	Driver's License Plates/Fees
Vehicle	Vehicle Safety Certificates
Vehicle	Vehicle Registration
Vehicle	Miscellaneous Expenses

**Table 2 Additional Ad Hoc Data Elements**

CAF Move Number or Contractor File Number
CAF Member first last name and initials
CAF Member Spouse
CAF Member Children
CAF Member Other dependents
Transportation of Pet(s)

Dates Move authorization
Date File initiation
Date File closed
Date File reconciled
Move status
Move type
Relocations Reviewer First Name
Relocations Reviewer Last Name
Relocation Office
Record Conversations with CAF member
Move origin address
Distance to New Work Site
Distance from Current Residence to New Work Site
Move destination address
Dates CAF member counselling sessions
Dates COS
Dates TNL
Dates HHT
Dates DIT
Dates of RC Loads
Amounts of RC Loads
Dates RCL Initialization
Dates PRA
Situation At Origin
Isolated Post Origin With or Without Market
Isolated Post Origin OWN
Residence Appraisal Value
Residence Listed Value
Residence Sold Value
Isolated Post Origin Value of residence sold
Isolated Post Origin Appraised Value of residence sold
Isolated Post Origin Rent
Isolated Post Origin COH
Isolated Post Origin Private
Isolated Post Origin Other
Isolated Post Origin Will retain residence
Isolated Post Origin Take or Will not take Incentive
Isolated Post Origin residence address
Isolated Post Origin residence city
Isolated Post Origin residence province
Isolated Post Origin residence postal code
Isolated Post Origin Worksite address
Isolated Post Origin Worksite city
Isolated Post Origin Worksite province
Isolated Post Origin Worksite postal code



Isolated Post Destination	Isolated Post without Market
Isolated Post Destination	Isolated Post with Market
Isolated Post Destination	Intent at Destination
Isolated Post Destination	Purchase
Isolated Post Destination	Rent
Isolated Post Destination	COH
Isolated Post Destination	Private
Isolated Post Destination	Other
Isolated Post Destination	Recent address
Isolated Post Destination	Recent address 2
Isolated Post Destination	Recent City
Isolated Post Destination	Recent Province
Isolated Post Destination	Recent Postal Code
Isolated Post Destination	Worksite city
Isolated Post Destination	Worksite Postal Code
Isolated Post Destination	Worksite Province
Isolated Post Destination	Worksite address
Isolated Post Destination	International
Isolated Post Destination	Regular
Isolated Post Destination	Retirement
(TPSP Master file Info)	
TPSP ID Number	
TPSP Name of TPSP	
TPSP Address including Street, City, Province/State, Country, Postal Code (or Zip)	
TPSP Telephone numbers	
TPSP Fax	
TPSP E-mail	
Be able to run TPSP reports:	
Payments by CAF member	
By file	
By location	
Payments by CAF member to TPSP by date, amount and CAF RP file number	
Origin Realtors	
Origin Lawyers	
Origin Notaries	
Origin Home Appraisers	
Origin Property Management	
Origin Attending Fees - Power Of Attorney	
Mortgage Portable	
Mortgage Cancellation Fee	
Capital Improvements	
HEA	
Depressed Market	
LTS	
SIT	

SIV
LTS
SHIP
HG&E
Weight shipped
Weight allowed
Amount to be recovered from CAF member
HHT After sale of residence at origin
HHT before sale of residence at origin
Imposed Restriction
Destination Legal
Destination Notaries
Destination Home Inspectors
Destination Interest On Bridge Loan
Destination Mortgage Default insurance
Destination Interest On Deposit Loan
Destination Interest on Relocation Loan
Destination Mortgage Interest Differential
Destination Attending Fees/Power of attorney
Destination Rental Property Search
ILM&M Accommodation
ILM&M Meals
Mortgage Interest Buydown
Ship PMV
Store PMV
Drive
Number of PMVs
Spousal Services (services to be listed per CAF RP)
Sundry Expenses
TDRA
Transfer Allowance
Transportation of Pets

## APPENDIX 5 – GLOSSARY

### Part 1 – Acronyms

ACRONYM	DEFINITION
ACA	After Contract Award
AWR	Additional Work Requirements
BCP	Business Continuity Plan
CA	Contracting Authority (PWGSC)
CERC	Canadian Employee Relocation Council
CAF	Canadian Armed Forces
CFHA	Canadian Forces Housing Agency
CFI	Canadian Financial Institution
CAF RP	Canadian Armed Forces Relocation Program
CISD	Canadian Industrial Security Directorates
COB	Close Of Business
COH	Crown Owned Housing
CPP	Canada Pension Plan
CRA	Canada Revenue Agency
DGCB	Director General Compensation and Benefits
DRCLR	Daily Relocation Card Load Report
DIT	Destination Inspection Trip
DRP	Disaster Recovery Plan
FSA	Final Statement of Account
FY	Fiscal Year
GAAP	Generally Accepted Accounting Principles
GFI	Government Furnished Information
GSM	Government Supplied Material
GST	Goods and Services Tax
HG&E	Household Goods and Effects
HHT	House Hunting Trip

ILM&M	Interim Lodgings, Meals and Miscellaneous
IM	Information Management
IMETS	Information Management Expenditure Tracking System
IRD	Interest Rate Differential
IRP	Integrated Relocation Program
IT	Information Technology
LTS	Long Term Storage
MACA	Months After Contract Award
MDI	Mortgage Default Insurance
MIT	Management Information Technology Security
MOSE	Model Office Simulation Exercise
MQ	Married Quarters
NCR	National Capital Region
NJC	National Joint Council
NSDP	Needs and Services Destination Package
OGTP	Out-Going Transition Phase
OGTPP	Out-Going Transition Phase Plan
OL	Official Languages
PA	Procurement Authority
PDM	Program Delivery Manager
PMBOK	Project Management Body of Knowledge
PMP	Performance Measurement Plan
PMR	Performance Measurement Report
PMV	Private Motor Vehicle
POA	Power Of Attorney
PRA	Preliminary Relocation Assessment
PrMP	Program Management Plan
PRM	Performance Review Meeting
PSPC	Public Service and Procurement Canada (Formerly Public Works and Government Services Canada - PWGSC)
QA	Quality Assurance
QPIP	Quebec Parental Insurance Plan

QPP	Quebec Pension Plan
RC	Relocation Card
RFP	Request for Proposal
RMP	Risk Management Plan
RTDRA	Reverse Temporary Dual Residence Assistance
RV	Recreational Vehicle
SED	Service Effective Date
SIT	Storage In Transit
SOR	Statement of Requirement
STSI	Shared Travel Service Initiative
SW	Software
TA	Technical Authority
TAN	Travel Authorization Number
TB	Treasury Board
TBITS	Treasury Board Information or Technology Standards
TBS	Treasury Board of Canada Secretariat
TDRA	Temporary Dual Residence Assistance
TIN	Travel Identification Number
TNL	Travel to New Location
TPSP	Third Party Service Provider
TRA	Threat and Risk Assessment
USA	United States of America
VIP	Virtual Information Presentations

## Part 2 - Definitions

Note: In the event of conflicting definitions, the definitions detailed in Section 1.7, above, will take precedence.

TERM	DEFINITION
Accreditation	The official authorization by Canada of the operation of an IT system, and acceptance by Canada of the associated residual risk. Accreditation is based on the certification process as well as other management considerations.
Action Item Log (AIL)	Items from the progress review meetings that remain outstanding and for which further action is required. The AIL must identify the person responsible to complete the action.
Authorization	Notification received by the Contractor directly from CAF to provide relocation services to a CAF member
Bi-weekly	Occurring every 2 weeks, i.e. 14 calendar days.
Certification	A comprehensive evaluation of the technical and non-technical security features of an IT system and other related safeguards to establish the extent to which a particular design and implementation meets a specific set of security requirements, made in support of the accreditation process.
Close of Business (COB)	The end of the business day defined as 1800 local time.
Commercial Transportation	Means transportation by air, water or ground including, but not limited to, professional airport limousine, rental vehicle, shuttle, taxi, bus, and rail.
Expenses	The amount of money spent in order to purchase an item or service.
Fees	The payment for professional services rendered.
File Number	The CAF Move Authorization Number.
Fiscal Year (FY)	A period of twelve months beginning 1 April and ending 31 March of the following year.
Flow-Through Costs	Expenses paid to CAF member throughout the relocation process to cover all of their authorized expenses and provisions.
Household Goods and Effects (HG&E)	The furniture, household equipment and personal effects of a CAF member or appointee and dependants, but does not include automobiles, livestock and pets.
Imposed Restriction (IR)	A CAF approved delay in moving Dependants, HG&E for a specific period of time.
Incidentals	When on an HHT or DIT, this means the TB Incidental Travel Rate payable to one family unit only (including the CAF member).

Incoming Transition Period	The initial period ACA and prior to the SED of the Contract where the Contractor is expected to organize and initiate all of the activities that must be performed throughout the duration of the Contract.
Information System Security	Safeguards to preserve the confidentiality, integrity, availability, intended use and value of electronically stored, processed or transmitted information.
Relocation Card (RC)	CAF members relocating will be provided with a reloadable declining balance card with a starting limit based on their relocation entitlement as determined and validated by the Contractor. The balance of the relocation card can be adjusted at various stages throughout the relocation.
Canadian Armed Forces Relocation Program (CAF RP)	The CAF RP is a unique program that provides CAF Members, and their families, assistance to relocate. The program offers flexibility to the CAF members who must relocate to new locations in response to operational requirements.
International Relocation	A relocation where the CAF member is relocated to and/or from a place outside Canada.
Isolated Post	A place named in Appendix A of the TB Isolated Posts and Government Housing Directive.
Member	The person or persons being relocated from one place of residence to a new destination to perform duties of a position within the CAF.
Mileage	Distance calculation Kilometric and mileage distances (less distance traveled by sea) calculated using the shortest practicable road distance and the department-approved distance guide.
Miscellaneous allowance	When on TNL and ILM&M means 12% of the full daily meal rate for the CAF member and 6% of the full daily meal rate for each family member regardless of age.
Mobile App	A mobile app is a software application developed specifically to access the Contractors secure website on small, wireless computing devices, such as smartphones and tablets, rather than desktop or laptop computers.
Non-commercial lodgings	Lodgings other than commercial lodgings, including a travel trailer, tent or a private home, but not including public quarters or the private residence of the CAF member or a relative or acquaintance with whom the CAF member normally resides.
Outgoing Transition Phase	The period prior to Contract expiry, where the Contractor is expected to organize and initiate all of the activities that must be handed over to the TA.
Posting Allowance or Relocation Allowance	An allowance, provided as part of the funding, intended to provide compensation for the turbulence associated with relocation of CAF member.

Private Motor Vehicle (PMV)	A serviceable motor vehicle whose cubic measurement does not exceed 20.80 cubic meters that is owned and registered by the CAF member or a dependant, and may be of passenger car configuration, or any other type of self-propelled vehicle mounted on a car or truck chassis, but does not include the cars of electric or steam railways or other motor vehicles running only on rails, or a motorized snow vehicle, farm tractor, or similar type of self-propelled vehicle.
Preliminary Relocation Assessment (PRA)	A Preliminary Relocation Assessment completed by the CAF member which will be used as the indicator for the Contractor to compile the information that must be uploaded to the CAF member's folder upon initial contact.
Procurement Authority (PA)	The Procurement Authority (Department of National Defence ADM(Mat)) is the point of contact between the CAF TA, PSPC and the Contractor in the procurement process.
Program Management Plan (PrMP)	The Program Management Plan developed by the Contractor in the incoming transition phase which describes the processes for carrying out all management activities necessary to deliver the required CAF RP services.
Raw Data	Describes the data and information that will be provided by Canada during the Out-Going Transition Phase (OGTP).
Receipt	An official receipt as defined in the CAF Relocation Directive.
Relocation	Relocation means the movement of a CAF member, spouse and/or dependants from the principal residence at the old place of duty/employment to the replacement principal residence.
Relocation Services	The complete range of services, excluding the physical movement of household goods and effects, required to effect the relocation of a CAF member. It includes providing counselling, and professional assistance throughout every step of the relocation process. This includes services such as, but not limited to, relocation planning at origin and destination, marketing assistance, destination services and access to Third Party Service Providers (TPSP) for services such as: realtors; lawyers; notaries; home inspectors; appraisers; and rental search agencies.
Risk Management Plan (RMP)	The Risk Management Plan is the systematic approach to setting the best course of action under uncertainty by identifying, assessing, understanding, acting on and communicating risk issues. It involves implementing strategies to manage identified risks and designing contingency plans to supplement these strategies when these risks occur. The goal of risk management is to protect the CAF by minimizing losses without overprotecting assets, balancing the costs of risk.
Storage in Transit (SIT)	The temporary storage of HG&E either immediately prior or subsequent to movement of the HG&E at public expense, including a move on release.
Storage, or Long-Term Storage (LTS)	The LTS of HG&E, not including SIT.



Travel Authorization Number (TAN)	An alpha-numeric code which permits a government traveller to obtain transportation services on a prepaid basis and to book same using Canada's current Shared Travel Services Contractor and must only be used for the purchase of transportation that is officially authorized.
Travel Identification Number (TIN)	The Travel Identification Number identifies the traveler, similar to your SN or a PRI, and will be used to book your posting travel reservation(s).
Third Party Service Provider (TPSP)	Suppliers engaged by the Contractor as sub-contractors to provide specialized services in accordance with the CAF RP or to the relocating CAF member as part of the provisions under the Program. Participation is open to all firms and their agents (without charge) who have agreed to participate in the Program and to respect the terms and conditions established by the Contractor. The provider must meet the requested standards as laid out by the Contractor (and in consultation with the TA), which must include quality and price assurances.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

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**BID SOLICITATION**

**FOR**

**ADMINISTRATION AND FINANCIAL MANAGEMENT OF THE**

**GOVERNMENT OF CANADA RELOCATION SUPPORT SERVICES**

**FOR**

**THE TREASURY BOARD OF CANADA SECRETARIAT**

**AND**

**THIRD-PARTY SERVICE PROVIDER SERVICES**

**FOR**

**THE ROYAL CANADIAN MOUNTED POLICE**

Context for Bidders

As detailed herein, this solicitation is issued to address the needs of both the Treasury Board of Canada Secretariat (TBS), representing federal public servants under the National Joint Council (NJC); and the Royal Canadian Mounted Police (RCMP). It is anticipated that 2 stand-alone contracts will be awarded to the successful bidder as a result of this RFP. However, if for any reason the RCMP decides to not proceed to contract, a contract can still be issued on behalf the TBS.

To provide bidders flexibility regarding pricing, 2 financial proposals will be required. Financial Proposal 1 will be for a TBS stand-alone contract and an RCMP stand-alone contract. Financial Proposal 2 will be for a stand-alone TBS contract only if the RCMP choses to not proceed. Financial Proposal 2 will have no bearing on Financial Proposal 1 and will only be considered by Canada if the RCMP decides that a contract will not be awarded on the basis of Financial Proposal 1.

Throughout this solicitation document, Contract TBS will refer to the contract for the TBS requirement and Contract RCMP will refer to the contract for the RCMP. Contract TBS and Contract RCMP are complete stand-alone contracts. Contract TBS will be the same (except for potentially different pricing) if a contract is awarded as a result of Financial Proposal 1 or Financial Proposal 2.

Parts 1 to 6 of this document will be common for both Contract TBS and Contract RCMP. Any changes to Parts 1 to 6 required as a result of the two financial proposals will be highlighted in the applicable Note to Bidders.

Solicitation No. – N° de l'invitation 24062-140087/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

## Table of Content

<b>PART 1 -GENERAL INFORMATION .....</b>	<b>6</b>
1.1 Introduction.....	6
1.2 Summary .....	6
1.3 Debriefings .....	7
1.4 Conflict of Interest.....	7
<b>PART 2 -BIDDER INSTRUCTIONS .....</b>	<b>8</b>
2.1 Standard Instructions, Clauses and Conditions .....	8
2.2 SACC Manual Clauses.....	8
2.3 Submission of Bids.....	8
2.4 Former Public Servant.....	8
2.5 Enquiries - Bid Solicitation.....	10
2.6 Applicable Laws.....	10
2.7 Improvement of Requirement During Solicitation Period .....	10
2.8 Bidders' Conference .....	10
2.9 Volumetric Data .....	11
<b>PART 3 -BID PREPARATION INSTRUCTIONS .....</b>	<b>12</b>
3.1 Bid Preparation Instructions .....	12
3.2 Section I: Technical Bid .....	14
3.3 Section II: Financial Bid .....	16
3.4 Section III: Certifications.....	17
3.5 Section IV: Additional Information .....	17
<b>PART 4 -EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>18</b>
4.1 Evaluation Procedures .....	18
4.2 Technical Evaluation .....	18
4.3 Financial Evaluation .....	19
4.4 Basis of Selection .....	20
<b>PART 5 -CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>21</b>
5.1 Certifications Required with Bid .....	21
5.2 Certifications Precedent to Contract Award and Additional Information .....	21
<b>PART 6 -SECURITY, FINANCIAL AND OTHER REQUIREMENTS .....</b>	<b>24</b>
6.1 Security Requirement.....	24
6.2 Financial Capability .....	24
6.3 Insurance Requirements .....	25
<b>PART 7 -CONTRACT TBS RESULTING CONTRACT CLAUSES .....</b>	<b>26</b>

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>7.1</b>	<b>Requirement.....</b>	<b>26</b>
<b>7.2</b>	<b>Optional Services .....</b>	<b>27</b>
<b>7.3</b>	<b>Minimum Work Guarantee .....</b>	<b>27</b>
<b>7.4</b>	<b>Standard Clauses and Conditions.....</b>	<b>27</b>
<b>7.5</b>	<b>4008 (2008-12-12), Personal Information .....</b>	<b>28</b>
<b>7.6</b>	<b>Security Requirement.....</b>	<b>28</b>
<b>7.7</b>	<b>Contract Period.....</b>	<b>28</b>
<b>7.8</b>	<b>Authorities.....</b>	<b>29</b>
<b>7.9</b>	<b>Proactive Disclosure of Contracts with Former Public Servants .....</b>	<b>31</b>
<b>7.10</b>	<b>Payment .....</b>	<b>31</b>
<b>7.11</b>	<b>Invoicing Instructions .....</b>	<b>34</b>
<b>7.12</b>	<b>Certifications .....</b>	<b>35</b>
<b>7.13</b>	<b>Federal Contractors Program for Employment Equity - Default by Contractor .....</b>	<b>35</b>
<b>7.14</b>	<b>Applicable Laws.....</b>	<b>35</b>
<b>7.15</b>	<b>Priority of Documents .....</b>	<b>35</b>
<b>7.16</b>	<b>Foreign Nationals (Canadian Contractor) .....</b>	<b>35</b>
<b>7.17</b>	<b>Foreign Nationals (Foreign Contractor).....</b>	<b>36</b>
<b>7.18</b>	<b>Insurance Requirements .....</b>	<b>36</b>
<b>7.19</b>	<b>Protection and Security of Data Stored in Database.....</b>	<b>36</b>
<b>7.20</b>	<b>Innovation and Change .....</b>	<b>37</b>
<b>7.21</b>	<b>Disclosure of Information.....</b>	<b>37</b>
<b>7.22</b>	<b>Scans for Computer Viruses .....</b>	<b>37</b>
<b>7.23</b>	<b>Ownership of Intellectual Property .....</b>	<b>38</b>
<b>7.24</b>	<b>In-House Services .....</b>	<b>38</b>
<b>7.25</b>	<b>Joint Venture Contractor .....</b>	<b>38</b>
<b>7.26</b>	<b>Replacement of Specific Individuals.....</b>	<b>39</b>
<b>7.27</b>	<b>Reporting Requirements .....</b>	<b>39</b>
<b>7.28</b>	<b>Representations and Warranties.....</b>	<b>39</b>
<b>7.29</b>	<b>Access to Canada's Property and Facilities .....</b>	<b>40</b>
<b>7.30</b>	<b>Termination for Convenience .....</b>	<b>40</b>

#### **List of Annexes to the Resulting Contract TBS:**

Annex A - Contract TBS Statement of Requirements  
Annex B - Contract TBS Basis of Payment  
Annex C - Contract TBS Security Requirements Check List  
Annex D - Contract TBS Insurance Requirements

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**List of Annexes to the Resulting Contract RCMP:**

Annex A - Contract B Statement of Requirements

Annex B - Contract B Basis of Payment

Annex C - Contract B Security Requirements Check List

Annex D - Contract B Insurance Requirements

**List of Attachments:**

Part 3 - Attachment 1 to Part 3: Pricing Schedule

Part 4 - Attachment 1 to Part 4: Evaluation Procedures

**Forms:**

Form 1 - Bid Submission Form

Form 2 - Declaration Form

Form 3 - List of Names Form

Form 4 - Federal Contractors Program for Employment Equity - Certification

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 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 bids;
- Part 4** Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bids, if applicable, and the basis of selection;
- Part 5** Certifications: includes the certifications to be provided;
- Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

Attachments to Parts 1 to 6 include the Pricing Schedule, the Evaluation Procedures, and the Certifications Precedent to Contract Award.

Annexes to Part 7 include the Statement of Requirements, the Basis of Payment, the Security Requirements Check List, and the Insurance Requirements.

### 1.2 Summary

- (a) This bid solicitation will address the individual Government of Canada Relocations Support Services (GCRSS) requirements for:
  - i. the Treasury Board of Canada Secretariat (TBS), representing federal public servants under the National Joint Council (NJC)
  - ii. b) the Royal Canadian Mounted Police (RCMP)

(each respectively, the "**Client**").

It is anticipated that this solicitation will result in the award of 2 contracts (i.e. Contract TBS for TBS's requirement and Contract RCMP for the RCMP's requirement), each for an initial contract period of 6.5 years, plus 2 one-year irrevocable options allowing Canada to extend the term of the contract.

Contract TBS will be for the administration and financial management of relocation services for federal public servants under the NJC. The services are described in the attached Annex A Contract TBS Statement of Requirement and include: advisory services (e.g. information on relocation benefits, relocation planning, etcetera), financial claims processing, and creation and on-going maintenance of a directory of third-party service providers (i.e. realtors, lawyers/notaries, home inspectors, appraisers and rental search agencies) that

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

includes service standards and ceiling prices. The services do not include the physical movement of household furnishings and effects, which are managed under separate contracts.

Contract RCMP will be for the creation and on-going maintenance of a list of third-party service providers (i.e. realtors, lawyers/notaries, home inspectors, appraisers and rental search agencies) that includes service standards and ceiling prices as described in the attached Annex A Contract RCMP Statement of Requirements. The services do not include the physical movement of household furnishings and effects, which are managed under separate contracts.

- (b) There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organizational security screening or security clauses, Bidders should refer to the Industrial and Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (c) The requirement is subject to the provisions of the Agreement on Internal Trade (AIT).
- (d) The Federal Contractors Program (FCP) for employment equity applies to this procurement: see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the form titled "Federal Contractors Program for Employment Equity - Certification".
- (e) The requirement is subject to a preference for Canadian goods and/or services.

### 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. At Canada's discretion, the debriefing may be provided in writing, by telephone or in person.

### 1.4 Conflict of Interest

Canada has employed the assistance of private sector contractors in the preparation of this RFP. Responses to this RFP from any such contractor or with respect to which such contractor (or any subcontractor, employee, agent or representative of that contractor who was involved in the preparation of this RFP) is in any manner directly or indirectly involved will be deemed to be in conflict of interest (real or perceived) and will not be considered. By submitting a proposal, the Bidder represents that there is no such conflict of interest as stated above. It is within Canada's sole discretion to determine whether a conflict of interest exists.

Pursuant to the above, the following companies are not eligible to submit a proposal in response to this RFP; and Canada will not accept proposals from any Bidder who was assisted in the preparation of their proposal, by representatives from any of these companies:

Contractor	Resources
Samson & Associés CPA/Consultation Inc.	Ted Pender
Ward O'Farrell Consultants Inc.	Linda Ward O'Farrell



Solicitation No. – N° de l'invitation 24062-140087/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) 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.
- (b) 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.
- (c) The 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: 60 days
  - (ii) Insert: 365 days

### 2.2 SACC Manual Clauses

- (a) A7035T (2007-05-25), List of Proposed Subcontractors

### 2.3 Submission of Bids

- (a) 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.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 2.4 Former Public Servant

- (a) Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.
- (b) **Definitions**  
  
For the purposes of this clause, "former public servant" is any former member of a department as defined in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (i) an individual;
- (ii) an individual who has incorporated;
- (iii) a partnership made of former public servants; or
- (iv) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

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

**(c) Former Public Servant in Receipt of a Pension**

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

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

- (i) name of former public servant;
- (ii) date of termination of employment or retirement from the Public Service.

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

**(d) Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

- (i) name of former public servant;
- (ii) conditions of the lump sum payment incentive;
- (iii) date of termination of employment;
- (iv) amount of lump sum payment;
- (v) rate of pay on which lump sum payment is based;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (vi) period of lump sum payment including start date, end date and number of weeks;
- (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

## 2.5 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 21 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered on [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca). Enquiries not submitted in a form that can be provided to all potential Bidders may not be answered by Canada.

## 2.6 Applicable Laws

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

**Note to Bidders:** Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of its choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

## 2.7 Improvement of Requirement During Solicitation Period

- (a) Should bidders consider that the Statement of Requirements contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

## 2.8 Bidders' Conference

- (a) A bidders' conference will be held in the National Capital Region at [address TBD] on [date TBD]. The conference will begin at [time TBD], in [conference room TBD]. The scope of the requirement outlined in the bid solicitation will be reviewed during the

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

conference and questions will be answered. It is recommended that bidders who intend to submit a bid attend or send a representative.

- (b) Bidders are requested to communicate with the Contracting Authority before the conference to confirm attendance. Bidders should provide, in writing, to the Contracting Authority, the name(s) of the person(s) who will be attending and a list of issues they wish to table no later than [date and time TBD].
- (c) Any clarifications or changes to the bid solicitation resulting from the bidders' conference will be included as an amendment to the bid solicitation. Bidders who do not attend will not be precluded from submitting a bid.

## 2.9 Volumetric Data

Relocation data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of relocation services will be consistent with this data. It is provided purely for information purposes.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- (a) **Copies of Bid:** Canada requests that Bidders provide their bid in separately bound sections as follows:
  - (i) Section I: Technical Bid (5 hard copies and 2 soft copies on a USB flash drive\*)
  - (ii) Section II: Financial Bids (2 hard copies and 2 soft copies on a USB flash drive\*)
  - (iii) Section III: Certifications (2 hard copies and 2 soft copies on a USB flash drive\*)
  - (iv) Section IV: Additional Information (2 hard copies and 2 soft copies on a USB flash drive\*)

\*Bidders are requested to submit a total of 4 USB flash drives:

- (v) 2 USB flash drives containing 1 electronic copy of Sections I, III, and IV as listed above, and
- (vi) 2 USB flash drives, each containing 1 copy of Sections II.

Text documents in electronic form should be in searchable PDF format and financial documents (i.e. Section II: Financial Bid) should be in Excel format.

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.

- (b) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
  - (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (ii) use a numbering system that corresponds to the bid solicitation;
  - (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
  - (iv) include a table of contents.
- (c) **Canada's Policy on Green Procurement:** 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. See the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:
  - (i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (ii) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.
- (d) **Submission of Only One Bid:**
  - (i) A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in Canada choosing in its discretion which bid to consider.
  - (ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc.), an entity will be considered to be **"related"** to a Bidder if:
    - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
    - (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
    - (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
    - (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.
  - (iii) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.
- (e) **Joint Venture Experience:**
  - (i) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

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

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

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance service, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single criterion, such as the requirement for 3 years of experience providing

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

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

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

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

That show in total 100 billable days.

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

### 3.2 Section I: Technical Bid

- (a) In its technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- (b) 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.
- (c) The technical bid consists of the following:
- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Attachment 1 to Part 3 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (ii) **Security:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

<b>SECURITY INFORMATION</b>	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

If the Bidder has not included the security information in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

- (iii) **Substantiation of Technical Compliance:** The technical bid must substantiate compliance with the evaluation criteria found in Attachment 1 to Part 4 – Evaluation Procedures. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (iv) **Previous Experience:** Where the bid must include a description of previous relocation experience: (i) the experience must be the experience of the Bidder itself and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder; (ii) any project/contract claimed as experience must have commenced by the bid closing date; (iii) each claim of experience description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if experience from more projects/contracts are provided than requested, Canada will decide in its discretion which projects will be evaluated.
- (v) If similar previous projects are required, a project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the descriptions of the work described in Annex A, Statement of Requirements.
- (vi) **Proposed Resources:** The technical bid must include a résumés for the Program Delivery Manager (PDM) identified in Annex A. The Technical Bid must demonstrate that proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumé and resource:



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (A) Proposed resource may be employees of the Bidder or employees of a subcontractor, or an independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
- (B) For work experience, Canada will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
- (C) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
- (D) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

(vii) **Customer Reference Contact Information:**

- (A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC, the information required by Attachment 1 to Part 4: Evaluation Procedures.
- (B) The form of question to be used to request confirmation from customer references is as follows:  
  

"Has [the Bidder] provided your organization with [service and date of delivery of services will be described]?"

\_\_\_\_\_ Yes, the Bidder has provided my organization with the services described above.

\_\_\_\_\_ No, the Bidder has not provided my organization with the services described above.

\_\_\_\_\_ I am unwilling or unable to provide any information about the services described above.]
- (C) For each customer reference, the Bidder must, at a minimum, provide the name and e-mail for a contact person. The reference check will be done by e-mail.  
  

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted.

### 3.3 Section II: Financial Bid

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (a) **Pricing:** Bidders must submit their financial bids in accordance with the Attachment 1 to Part 3: Pricing Schedule. Taxes, if applicable, should be shown separately. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing table.
- (b) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. The bid of any Bidder that does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required under Part 5.

### 3.5 Section IV: Additional Information

#### (a) Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures

As indicated in Part 6 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s)' site(s) or premises for which safeguarding measures are required for Work Performance.

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

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposal individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

Bidders are requested to indicate this information on their Bid Submission Form.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 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 and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) PWGSC has engaged Samson & Associés CPA/Consultation Inc. as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation.
- (d) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and fewer than two responsive bids with a valid certification remain, Canada will continue evaluating only the bids with a valid certification. If all bids with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other bids received will be evaluated.
- (e) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
    - (A) verify any or all information provided by the Bidder in its bid; or
    - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.
  - (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Evaluation

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

(a) **Mandatory Technical Criteria:**

- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory technical criteria are described in Attachment 1 to Part 4 – Evaluation Procedures.

(b) **Point-Rated Technical Criteria:**

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The point-rated technical criteria are described in Attachment 1 to Part 4 – Evaluation Procedures.

(c) **Reference Checks:**

- (i) For reference checks, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders within a 48-hour period using the e-mail address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.

### 4.3 Financial Evaluation

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (a) The financial evaluation will be conducted by calculating the Total Evaluated Bid Price using the Pricing Tables completed by the bidders. The financial criteria are described in Attachment 1 to Part 3 – Pricing Schedule.

(b) **Formulae in Pricing Tables**

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

#### **4.4 Basis of Selection**

- (a) To be declared responsive, a bid must:
- (i) Comply with all the requirements of the bid solicitation;
  - (ii) Meet all the mandatory evaluation criteria; and
  - (iii) Obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.
- (b) Bids not meeting (i) and (ii) and (iii) will be declared non-responsive.
- (c) The Total Evaluated Bid Price (TEBP) of all responsive bids will be identified in accordance with Attachment 2 to Part 3 Pricing Schedule.
- (d) The Bidder with the lowest TEPB will be recommended for contract award.
- (e) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (f) If more than one bidder is ranked first because of identical TEBP, then the Bidder with the highest point-rated technical evaluation score will be the winner.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

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.

### 5.1 Certifications Required with Bid

Bidders must submit the following duly completed certifications as part of their bid.

#### (a) Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, the completed Declaration Form (2), to be given further consideration in the procurement process.

#### (b) Additional Certifications Required with the Bid

##### (A) Canadian Content Certification

SACC Manual Clause A3065T (2010-01-11), Canadian Content Certification

SACC Manual Clause A3050T (2014-11-27) Canadian Content Definition

### 5.2 Certifications Precedent to Contract Award and Additional Information

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

#### (a) Integrity Provisions – List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the names of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

#### (b) Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Employment and Social Development Canada (ESDC) - Labour's website.

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

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

The Bidder must provide the Contracting Authority with a completed annex Form 4 Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

**(c) Named Resource**

- (i) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, the individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (ii) By submitting a bid, the Bidder certifies that all the information provided in the résumé and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that the individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (iii) If the Bidder is unable to provide the services of the individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within 5 business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:
  - (A) the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;
  - (B) the name, qualifications and experience of a proposed replacement immediately available for work; and
  - (C) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

No more than one substitute will be considered for any given individual proposed in the bid. In response to the Bidder's proposed substitution, the Contracting Authority may elect in its sole discretion either to:

- (D) set aside the bid and give it no further consideration; or
- (E) evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

If no substitute is proposed the Contracting Authority will set aside the bid and give it no further consideration.

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



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

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

### **6.1 Security Requirement**

- (a) Before award of a contract, the following conditions must be met:
  - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
  - (iii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
  - (iv) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
  - (v) the Bidder must provide the address(es) of proposed site(s) or premises of work performance and document safeguarding as indicated in Part 3 - Section IV, Additional Information.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

### **6.2 Financial Capability**

- (a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada."
- (b) At subsection 1 of SACC Manual clause A9033T (2012-07-16) Financial Capability delete fifteen (15) working days and insert ten (10) working days.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (c) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.
- (d) Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### **6.3 Insurance Requirements**

- (a) 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 D.
- (b) 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.

Solicitation No. – N° de l'invitation 24062-140087/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

## PART 7 - CONTRACT TBS RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Requirements (SOR), in accordance with, and at the prices set out in, the Contract. This includes:
  - (i) Work described at Annex A, Statement of Requirements, with the exception of Section 7.0 Additional Work Requirements, which will be provided under the Contract in accordance with the 7.0 Additional Work Requirements (AWR);
  - (ii) An obligation for any Work (other than AWR) will come into force only when a Relocation has been authorized in accordance with the SOR;
  - (iii) The Departmental National Coordinator (DNC) will be determined in accordance with paragraph (b) of this clause;
  - (iv) Any Work performed by the Contractor in advance of an Authorized Relocation will be at the Contractor's own risk and expense; and
  - (v) Any Work performed must fall within the scope of the Annex A, Statement of Requirement, excluding section 7.0 Additional Work Requirements.
- (b) Financial Limitation and Relocation Approval Authority
  - (i) Relocations and Relocation amendments will be Authorized by the responsible Departmental National Coordinator (DNC).
  - (ii) Relocations will be Authorized on-line via the Contractor's secure website as per section 5.1 of Annex A, Statement of Requirements; and
  - (iii) All Relocations must be in accordance with the applicable relocation policy.
- (c) **Client:** Under the Contract, the "**Client**" is the Treasury Board of Canada Secretariat.
- (d) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (e) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 7.2 Optional Services

- (a) The Contractor grants to Canada the irrevocable option to acquire the services described at Annex A of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract Basis of Payment, for up to 2 additional 1 year periods. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.
- (b) The Contracting Authority may exercise this option at any time by sending a written notice to the Contractor at least 180 calendar days before the expiry date of the Contract.

## 7.3 Minimum Work Guarantee

- (a) In this clause,
  - (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract (excluding Applicable Taxes); and
  - (ii) **"Minimum Contract Value"** means \$250,000.00.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
  - (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within ten business days of Contract award.

## 7.4 Standard Clauses and Conditions

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

- (a) **General Conditions:**

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

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

(b) **Supplemental General Conditions:**

4008 (2008-12-12), Supplemental General Conditions - Personal Information, applies to and forms part of the Contract.

## 7.5 4008 (2008-12-12), Personal Information

4008, Personal Information, is amended as follows:

Delete: Subsection 4.3 in its entirety

Insert: The Contractor must develop a request for consent form to be used when collecting Personal Information, and a script for collecting the Personal Information by telephone. The consent form and script must be delivered to the Contracting Authority 30 days prior to the Service Effective Date identified under article 4.1.2 of this Contract. The Contractor must not begin using a form or script unless the Contracting Authority first approves it in writing. The Contractor must also obtain the Contracting Authority's approval before making any changes to a form or script.

Delete: Subsection 6 (g), in its entirety

Insert: 6 (g) notify the responsible Departmental National Coordinator (DNC) and the Contracting Authority immediately of any security breaches; for example, any time an unauthorized individual accesses any Personal Information.

Delete: Subsection 12, in its entirety

Insert: 12. Disposing of Records and Returning Records to Canada

The Contractor must not dispose of any Record, except as instructed by Canada. On request by the Contracting Authority, by the responsible Departmental National Coordinator (DNC) or once the Work involving the Personal Information is complete, the Contract is complete, or the Contract is terminated, whichever of these comes first, the Contractor must return all Records (including all copies) in accordance with Annex A.

## 7.6 Security Requirement

The following security requirements (SRCL and related clauses provided by CISC) apply and forms part of the Contract.

(a) **Contractor's Site(s) or Premises Requiring Safeguarding Measures**

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

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

(b) **The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.**

## 7.7 Contract Period

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 6.5 years later; and
- (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

- (b) Requests for Relocations can be accepted by the Contractor:

- (i) No earlier than 6 months after Contract award; and
- (ii) No later than one year prior to the end of the Contract Period.

The first 6 month period of the Contract will be a transition/ramp up period and the final 1 year period of the Contract will be a wind down period allowing the Contractor to complete files received. The Contractor must not accept new Relocation requests during these periods. The period of the contract is from date of Contract to November 30, 2022 inclusive, plus any option period, if exercised.

- (c) **Implementation Period**

The first 6 months (i.e. June 1, 2016 to November 30, 2016) after Contract award consist of a transition/ramp up period. The Contractor must perform the Work set out under Annex A section 4.0 during this period.

- (d) **In-Service Period**

The Work set out under Annex A section 5.0 for the provision of relocation services is from December 1, 2016 (Service Effective Date (SED)) to November 30, 2021. The end date of the In-Service Period is subject to change if Canada extend the Contract in accordance with 7.6 (g).

- (e) Authorization to Commence the Work

The Contractor must not commence providing Relocation Services under the in-Service Period of the Contract until written notification by the Contracting Authority to the Contractor.

- (f) **Out-Going Transition Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that an out-going transition period is required. The Contractor must provide the Work set out under Annex A section 6.0. The Out-Going Transition Period is from December 1, 2021 to November 30, 2022. The end date of the Out-Going Transition Period is subject to change if Canada extend the Contract in accordance with 7.6 (g).

- (g) **Option to Extend the Contract**

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1 year periods as described in section 7.2.

## 7.8 Authorities

- (a) **Contracting Authority**

The Contracting Authority for the Contract is:

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

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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.

**(b) Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical 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 Technical Authority; however, the Technical 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.

**(c) Departmental National Coordinator (DNC)**

- (i) Each department or agency authorized to use this Contract, as identified in Annex A, will have one or more DNCs who is/are the representative for that department or agency. Canada will provide the Contractor with a list of all DNCs following contract award. Updates to the DNC list will be provided as required.
- (ii) The DNC is responsible for monitoring of the Work under the Contract. The DNC has no authority to authorize changes to the scope of the Work under the Contract. The DNC will discuss changes to the technical content with the Technical Authority, however, the DNC has no authority to authorize changes to the scope of the Work under the Contract. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

**(d) Contractor Representative - Program Delivery Manager (PDM)**

**The Contractor's PDM for the Contract is:**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

## 7.9 Proactive Disclosure of Contracts with Former Public Servants

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

### 7.10 Payment

#### (a) Basis of Payment – Firm Price per Relocation

- (i) The Contractor will be paid a firm all-inclusive price for the provision of relocation services for any approved Relocation, in accordance with the schedule of payment provided at article 1 of Annex B – Basis of Payment.
- (ii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (iii) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

#### (b) Limitation of Expenditure

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included, if applicable and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - (A) when it is 75 percent committed, or
  - (B) 4 months before the Contract expiry date, or
  - (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) **Direct flow-through costs**

Direct flow-through costs paid through the Contractor to third-party suppliers or Employee for services rendered or expenses in accordance with this Contract are not included in the calculation of the total value of the Contract. These flow-through costs are program costs for specified services in accordance with the applicable relocation directive or are provided to the relocating Employees as part of their entitlements under the program.

(d) **Method of Payment**

Progress Payment – Administration Fees:

- (i) Canada will make progress payments in accordance with the Firm All-Inclusive Administration Price as defined in article 1 of Annex B and the Schedule for Payment defined under Article 2 of Annex B, upon receipt of an invoice and any other document required under the invoicing instructions of the Contract.
- (ii) Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications during the Contract Period. Any overpayment resulting from a progress payment, or other payment, must be refunded promptly to the responsible DNC.

(e) **Reimbursement of Employee Expenses and TPSP Disbursements**

- (i) Canada will reimburse the Contractor for Employee expenses and third-party services disbursements paid by the Contractor to an Employee or TPSP on behalf of the Employee in accordance with Annex B.
- (ii) Invoices for TPSP services specified will be submitted to cover the expenditures resulting for services and disbursements provided by the Contractor on behalf of the Employee as follows:

Accountable Advances: The Contractor will invoice Canada for relocation related expenses on the following basis:

Accountable Advance #1:

Relocations (excluding Initial Appointees and Employee Requested): Within 30 calendar days after receiving the responsible DNC's Relocation authorization, the Contractor will invoice Canada in the amount of \$6,500 for each Employee's estimated relocation expenditures.

Initial Appointee and Employee Requested Relocations: Within 30 calendar days after receiving the responsible DNC's Relocation authorization, the Contractor will invoice Canada in the amount of \$5,000 for each Employee's estimated relocation expenditures.

Accountable Advance #2:

Relocations (excluding Initial Appointees and Employee Requested): If applicable and no sooner than 60 calendar days after receiving the responsible DNC's Relocation authorization, the Contractor will invoice Canada for the total estimated relocation costs less the \$6,500 paid by the Accountable Advance #1.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

(f) **Final Relocation Invoice**

The Contractor will submit to Canada for each authorized Relocation file, a final invoice for the actual relocation costs less the amounts paid by the Accountable Advance #1 and #2 upon satisfactory completion of all relocation transactions as evidenced by documentation reconciling the Employee's actual and reasonable costs for the services rendered and the TPSP fees paid.

(g) **Interest Accrued:**

Any interest accrued on the advance funds provided by Canada to the Contractor to fund an Employee's relocation, belongs to Canada and must be identified as a credit on the Final Relocation Invoice to the responsible client department.

(h) **Reimbursement of Unused Relocation Advances:**

The Contractor must reimburse Canada for any unused relocation funds provided in advance by Canada, and held in trust by the Contractor following completion of the Employee relocation. The Contractor must reimburse Canada through a corporate cheque made payable to the Receiver General for Canada and mailed to:

Receiver General  
Place du Portage Phase III, 11A2  
11 Laurier Street  
Gatineau, QC K1A 0S5  
Canada

- (i) A photocopy of the Contractor's cheque, accompanied by a summary report, identifying by department, the individual relocation files must be sent to the applicable DNC as identified on the Relocation Authorization.

(i) **SACC Manual Clauses**

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

(j) **Discretionary Audit**

C0705C (2010-01-11), Discretionary Audit

(k) **Payment Credits**

- (i) **Implementation Period Late Delivery:** If the Contractor does not deliver the deliverables or perform the services within the time specified in the Contract, the Contractor must provide a credit to Canada of \$(amount to be determined by Canada prior to RFP date) for each calendar day of delay up to a maximum of ## days.
- (ii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iii) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (iv) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Contract (including the right to terminate the Contract for default) or under the law generally.

- (v) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

## 7.11 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.

The Contractor must submit an invoice for payment. Each invoice must show:

- (i) all applicable information detailed under the section entitled "Invoice Submission" of the General Conditions;
  - (ii) the age of each Relocation file included on the invoice and the value of the amount invoiced as detailed in the Contract;
  - (iii) The applicable File Number / Move Authorization Number;
- (b) The Contractor must submit invoices for progress payments in accordance with the schedule for payment set out in Annex B.
- (c) The Contractor must forward a Financial Summary report on a quarterly basis to the Contracting Authority and each responsible entity's Departmental Authority that tracks and provides information on all administration fees to-date for each contract year.
- (d) Invoicing Instructions - For reimbursement of TPSP disbursements and Employee Expenses  
The Contractor must submit invoices in accordance with the information required in Section 12 of 2035 (2015-07-03), General Conditions - Services.
- (e) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (f) By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (g) The Contractor must provide the original and 1 copy of the invoice, together with attachments, to the DNC identified in the applicable Relocation Authorization.
- (h) On request, the Contractor must provide a copy of any invoice and attachments requested by the Contracting Authority.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 7.12 Certifications

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, or 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.

## 7.13 Federal Contractors Program for Employment Equity - Default by 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.

## 7.14 Applicable Laws

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

## 7.15 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions 4008;
- (c) general conditions 2035 (2015-07-03);
- (d) Annex A, Statement of Requirements;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Insurance Requirements;
- (h) the authorized Relocation;
- (i) the Contractor's bid dated \_\_\_\_\_, as clarified on \_\_\_\_\_ "or" as amended on \_\_\_\_\_, not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

## 7.16 Foreign Nationals (Canadian Contractor)

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

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Note to Bidders:** *Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract*

#### **7.17 Foreign Nationals (Foreign Contractor)**

- (a) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

#### **7.18 Insurance Requirements**

- (a) The Contractor must comply with the insurance requirements specified in Annex D, Insurance Requirements. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements will not release the Contractor from or reduce its liability under the Contract.
- (b) 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.
- (c) The Contractor must forward to the Contracting Authority within 10 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.

#### **7.19 Protection and Security of Data Stored in Database**

- (a) The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
  - (i) equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act, R.S. 1985, c. P-21, and the Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5, and under any applicable policies of the Government of Canada; and
  - (ii) the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.
- (b) In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.
- (c) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

access the database, either by using a password or other form of access control (such as biometric controls).

- (d) The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 7.19 (a) and otherwise meet the requirements of this article.
- (e) The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 7.19 (a).
- (f) The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 7.19 (a).
- (g) Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

## **7.20 Innovation and Change**

- (a) At any time during the period of the Contract, Canada will welcome suggestions from the Contractor for innovative approaches to relocation services to improve methods of delivering existing relocation services to members/employees within the Integrated Relocation Program. This may include improved methods of providing these services and assistance to members/employees, such as innovations that result in reduced costs to Canada and/or improved types and levels of customer service. Canada reserves the right to accept or reject any or all suggestions. The cost of suggestion/proposal preparation must be borne by the Contractor. In addition, the development or implementation costs associated with these suggestions must be borne by the Contractor, unless prior approval is received in writing from the Contracting Authority.

## **7.21 Disclosure of Information**

- (a) The Contractor agrees to the disclosure of its TPSP prices in course of conducting the Work by Canada, and further agrees that it will have no right to claim against Canada, the TBS, their employees, agents or servants, or any of them, in relation to such disclosure.
- (b) The Contractor agrees to the disclosure of the names and contact information of all third-parties providing services to Canada's future relocation services contractors, and further agrees that it will have no right to claim against Canada, the TBS, their employees, agents or servants, or any of them, in relation to such disclosure.

## **7.22 Scans for Computer Viruses**

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

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

### 7.23 Ownership of Intellectual Property

- (a) All data collected during the period of the Contract remains the property of Canada and must be accessible to the TA, CA and the appropriate DNC and Employee. All data collected must be transferred to the TA and applicable DNC in the format approved by the TA and in accordance with Annex A.

### 7.24 In-House Services

- (a) The Contractor agrees that nothing in this Contract prevents Canada to arrange for alternate relocation services by providing in-house services. Canada reserves the right to do so at its entire discretion whenever Canada is of the opinion that it would best serve the interest of Canada.

### 7.25 Joint Venture Contractor

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

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



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 7.26 Replacement of Specific Individuals

- (a) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:
- (i) the name, qualifications and experience of a proposed replacement immediately available for Work; and
  - (ii) security information on the proposed replacement as specified by Canada, if applicable.
- The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.
- (b) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide the services has not been provided or is not performing, the Contracting Authority may elect to:
- (i) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Section titled "Default of the Contractor", or
  - (ii) assess the information provided under (a) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (i) above, or require another replacement in accordance with this subarticle (b).
- Where an Excusable Delay applies, Canada may require (ii) above instead of terminating under the Excusable Delay Section. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.
- (c) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

## 7.27 Reporting Requirements

The Contractor must provide the following reports to the Contracting Authority at the following times:

- (a)

## 7.28 Representations and Warranties

The Contractor made statements regarding its and its proposed resources experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

## **7.29 Access to Canada's Property and Facilities**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

## **7.30 Termination for Convenience**

With respect to Section 30 of General Conditions 2035, subsection 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **ANNEX A**

# **STATEMENT OF REQUIREMENT (SOR) FOR THE ADMINISTRATION AND FINANCIAL MANAGEMENT OF THE GOVERNMENT OF CANADA RELOCATION SUPPORT SERVICES (GCRSS)**

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## TABLE OF CONTENTS

1.0	SCOPE .....	4
1.1	Introduction .....	4
1.2	Background .....	4
1.3	Historical Relocation Volumes .....	5
1.4	GCRSS Objective .....	5
1.5	Scope of the Contract .....	5
1.6	Glossary .....	6
1.7	Applicable Documents .....	6
2.0	GENERAL SCOPE .....	8
2.1	General .....	8
2.2	Support to Regions and Work Locations .....	8
2.3	Contractor Management Team .....	8
2.4	Hours of Operation .....	8
3.0	SERVICE DELIVERY PERIODS .....	9
3.1	Implementation Period .....	9
3.2	In-Service Period .....	9
3.3	Out-Going Transition Period .....	10
4.0	IMPLEMENTATION PERIOD - DETAILED REQUIREMENTS .....	10
4.1	Implementation Plan .....	10
4.2	Implementation Progress/Performance Review Meetings (PRM) .....	11
4.3	Secure Website .....	12
4.4	Information Management Expenditure Tracking System (IMETS) .....	13
4.5	Third Party Service Providers (TPSP) .....	17
4.6	Relocation Checklist .....	19
4.7	Performance Measurement Plan .....	19
4.8	Transfer of Open Files from the Out-going IRP Contractor .....	20
5.0	IN-SERVICE PERIOD - DETAILED REQUIREMENTS .....	21
5.1	Employee Relocation Authorization Process .....	21
5.2	Communication with Employee .....	22
5.3	Third Party Service Providers (TPSP) .....	29
5.4	Performance Measures and Review .....	30
5.5	Closed Files .....	31
6.0	OUT-GOING TRANSITION PERIOD DETAILED REQUIREMENTS .....	31
6.1	Management of On-going Employee Files .....	31
6.2	Transfer of On-going Employee Files .....	31
6.3	Out-Going Transition Period Plan .....	33
6.4	Responsibilities of Canada .....	33
6.5	Response to queries regarding Out-going Transition Period activities and progress ..	34
6.6	Performance Review Meetings .....	34
6.7	Status Report on all Files .....	34
7.0	ADDITIONAL WORK REQUIREMENTS .....	35
	APPENDIX 1 HISTORICAL RELOCATION VOLUMES .....	35

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

APPENDIX 2 – LIST OF ORGANIZATIONS NOT INCLUDED IN SCHEDULES I AND IV OF THE FAA BUT CURRENTLY AUTHORIZED TO USE THE SERVICES OF THE OUT-GOING IRP CONTRACTOR.....	43
APPENDIX 3: GLOSSARY.....	464
Part 1 - Acronyms .....	46
Part 2 – Definitions .....	48
APPENDIX 4.....	520
DATA ELEMENTS AND EXPENSE CATEGORIES TO BE INCLUDED IN IMETS .....	52
Table 1- Data Elements.....	540
Table 2- CRSP Fees.....	53
Table 3 – Expense Categories.....	53

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **1.0 SCOPE**

### **1.1 Introduction**

The Government of Canada Relocation Support Services (GCRSS) is a unique program that provides Government of Canada (GC) with increased flexibility and assistance to relocate Employees to new work locations in response to operational requirements.

The aim of the GCRSS is to relocate Employees in the most efficient fashion, at the most reasonable cost to the public, while minimizing the impact on departmental operations and on the Employee.

The GCRSS is comprised of three main elements as follows:

- a. A core funding envelope for the direct reimbursement of expenditures over which the Employee has little control when relocating, (details are found in the National Joint Council Directive);
- b. Customized and personalized funding envelopes that permit the Employee to customize the provisions to their personal family circumstances; each of the Custom and Personal funding envelopes has a formula to calculate the maximum spend and the provisions that can be reimbursed under each, (details are found in the National Joint Council Directive); and
- c. Services provided by a Contractor, under a “one-stop shopping” concept, that provides the Employee with professional advice, information and assistance throughout every step of the relocation, with the aim of presenting the Employee every reasonable opportunity to maximize the available provisions under the GCRSS. The Employee makes the final decision to accept or reject the advice provided by the Contractor and may request that any advice be provided in writing.

The GCRSS Contract does not include the physical shipment of Household Goods and Effects (HG&E) which is handled by the Household Goods Removal Services Contract.

### **1.2 Background**

The Integrated Relocation Program (IRP) became a permanent program in June 2002 following a pilot program in place since April 1999. The IRP and variations to the IRP were delivered by a single Contractor to GC Employees (for whom Treasury Board is the employer) and to the members of Canadian Forces and the Royal Canadian Mounted Police (RCMP).

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

With respect to this SOR only GC Employees are included. The program is renamed the Government of Canada Relocation Support Services (GCRSS). The management of relocation related services for Canadian Forces and RCMP members will be handled separately and are excluded from this SOR.

### **1.3 Historical Relocation Volumes**

Historical relocation volumes showing the total number of relocations for the period (2009/10 to 2014/15) are provided in Appendix 1. Canada does not warrant that this historical data provides an accurate indication of the total relocations in the future. The provision of these volumes does not represent a commitment by Canada or that Canada's future usage will be consistent with these volumes.

### **1.4 GCRSS Objective**

The objective is to ensure that all Employees are provided with information, counselling, and professional assistance throughout every step of the relocation process. This includes relocation planning, marketing assistance, destination services and access to Third Party Service Providers (TPSP) for services of realtors, lawyers, notaries, home inspectors, appraisers, and rental search agencies.

It is essential that Canada provide an opportunity to TPSP across the country to participate in the relocation of Employees and be remunerated at a fair and competitive price. It is also essential that Canada obtains these services for a reasonable value and remunerates the Contractor and the TPSP for services rendered. Consequently, the Contractor is not permitted to collect referral fees from TPSP and is not permitted to charge the TPSP for network, audit or any other fees for their participation in the TPSP Directory.

### **1.5 Scope of the Contract**

The scope of the Contract is the management of the GCRSS through single-point-of-contact counselling provided to Employees and a Contractor provided web-based application, which must provide all administrative and financial management functions, including tracking flow-through costs for Relocation Services, within Canada.

All required services must be provided in both of Canada's Official Languages. The GCRSS and GC documents are provided to the Contractor in both languages. Documents, web-sites and other tools prepared by the Contractor must be provided in both of Canada's Official Languages. It is the responsibility of the Contractor to obtain and pay for the translation.

All required services must be provided to the GC Departments and Agencies listed in the Financial Administration Act (FAA) schedules I and IV (<http://laws->

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

[lois.justice.gc.ca/eng/acts/F-11/index.html](http://lois.justice.gc.ca/eng/acts/F-11/index.html)). A list of organizations not included in schedules I and IV but currently authorized to use the services may be found at Appendix 2. Canada cannot guarantee that the organizations listed in Appendix 2 will use the services of the Contractor. Canada may request that services be provided to agencies or other organizations not listed in these FAA schedules at any time during the Contract Period.

## **1.6 Glossary**

The glossary and list of acronyms is provided in Appendix 3.

## **1.7 Applicable Documents**

### **1.7.1 Applicable to all Employees of Government of Canada**

The following list of current and applicable documents, in effect on the date of the Request for Proposal (RFP), and include any subsequent amendments or bulletins enacted during the Contract period. These documents form part of the SOR and must be used in the overall administration and delivery of all Relocation Services. Documents referred to within the documents cited herein are also applicable. In the event of conflict between the documents referenced herein and the contents of the SOR, the Contractor must seek clarification from the Contracting Authority (CA).

- a. National Joint Council Isolated Posts and Government Housing Directive, (see Appendices A and G for Isolated Posts with or without crown housing) found at: [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/ipgh-dpill/ipgh-pile\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/ipgh-dpill/ipgh-pile_e.asp)
- b. National Joint Council Travel Directive, found at: <http://www.njc-cnmc.gc.ca/directive/travel-voyage/index-eng.php>
- c. Income Tax Act, found at: <http://laws.justice.gc.ca/en/showtdm/cs/i-3.3/>
- d. A Guide to the Project Management Body of Knowledge (Project Management Body of Knowledge® Guide) – Current Edition; Project Management Institute, found at: [www.pmi.org](http://www.pmi.org)
- e. Security Organization and Administration Standards <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12333>
- f. Departmental Security Management (DSM) <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16579>
- g. The Personal Information Protection and Electronic Documents Act (PIPEDNC) (<http://laws.justice.gc.ca/en/> P-8.6)

Solicitation No. – N° de l'invitation 24062-140087/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

- h. CSEC ITSD guidelines and directives  
(<http://www.cse-cst.gc.ca/its-sti/publications/itsd-dsti-eng.html> )
- i. CSEC ISTG guidelines and directives  
<http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti-eng.html> )
- j. National Joint Council Relocation Directive  
<http://www.njc-cnrm.gc.ca/directive/index.php?did=6&lang=eng&merge=2>
- k. Addendum – Initial Appointees Relocation Program (other than EX & GIC)  
<http://www.tbs-sct.gc.ca/psm-fpfm/pay-remuneration/travel-deplacements/iairp-prinefp-eng.asp>
- l. GCRSS – Individuals participating on Developmental Programs  
<http://www.tbs-sct.gc.ca/psm-fpfm/pay-remuneration/travel-deplacements/irpdp-pripf-eng.asp>
- m. Executive Group (EX) and Governor In Council Appointees (GIC) – Relocation Provisions <http://www.tbs-sct.gc.ca/psm-fpfm/pay-remuneration/travel-deplacements/eggca-gdpngc-eng.asp>
- n. Documents outlined in j. to m. above can be found at:  
<http://www.tbs-sct.gc.ca/hr-rh/gtla-vgcl/menu-reloc-reinst-eng.asp>

### 1.7.2 Applicable to the Contractor's website

The following list of documents apply to the Contractor's website, all information contained on the GC and Employee portals and to the Information Management Expenditures Tracking System (IMETS) that is an integral part of the Contractor website:

- a. Information Management (IM) - Government Security Policy, found at:  
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12322>
- b. Operational Security Standard: Management Information Technology Security (Management Information Technology Security), found at  
[http://www.tbs-sct.gc.ca/pubs\\_pol/gospubs/Treasury BoardM\\_12A/23recon-1\\_ew.asp](http://www.tbs-sct.gc.ca/pubs_pol/gospubs/Treasury BoardM_12A/23recon-1_ew.asp)
- c. Treasury Board Information or Technology Standards (TBITS), found at:  
<http://www.tbs-sct.gc.ca/ITS-nit/index-eng.asp>
- d. Operational Security Standard – Business Continuity Plan Program, found at:  
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12324>



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

### **1.7.3 Policy Updates**

The Employee relocation policy provisions are outlined in the National Joint Council Relocation Directive, which is updated on a cyclical basis, generally every three years.

Canada will provide the Contractor as much advance notice as possible of impending policy and/or provision changes.

The Contractor must implement all policy or provision changes immediately upon receipt of notification of the change, or upon their effective date, whichever is later at no additional charge.

The Contractor will be responsible for ensuring that all Contractor-produced materials, deliverables and applications reflect the changes, within 60 days of notification of the change by Canada.

## **2.0 GENERAL SCOPE**

### **2.1 General**

The Contractor is responsible for a wide range of services to support this requirement. These are described in the subsequent sections of this document.

### **2.2 Support to Regions and Work Locations**

The Contractor must provide the required services to Canada from the Contractor's own site(s) via telephone, fax or email. The Contractor must provide services in both Official Languages.

### **2.3 Contractor Management Team**

The Contractor must recruit, staff, and train all necessary personnel.

The Contractor must provide a Program Delivery Manager responsible for leading the Contractor Team who must provide all the required services identified in the SOR. The number of team members and the composition of the team are the Contractor's responsibility. The Program Delivery Manager will lead the implementation, respond to questions from the Technical Authority (TA) throughout the Contract period and attend quarterly Performance Review Meetings in Ottawa (National Capital Region).

### **2.4 Hours of Operation**

The Contractor must provide all required services within time zones as follows:

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- a. Direct access to the Contractor's Program Delivery Manager in the case of access by the Departmental National Coordinators (DNCs) or TA, and to the Employee-designated relocation counsellor in the case of access by the Employee, in each Canadian time zone from 0800 to 1700 hours local time; and
- b. Limited access, defined as direct access to an alternate person or a voice mail box with return call within 1 hour, before or after 0800 to 1700 hours local time, to provide opportunity for shift workers or access due to an emergency.

### **3.0 SERVICE DELIVERY PERIODS**

The Contractor must provide services under the following three delivery periods:

- a. Implementation Period;
- b. In-Service Period; and
- c. Out-Going Transition Period.

The following provides a brief overview of the requirements associated with each period.

#### **3.1 Implementation Period**

This 6 month period commences upon Contract Award, and is defined as the period from the date of Contract Award to the anticipated Service Effective Date (SED). The Contractor must undertake all necessary planning activities, including any transition from the Out-going IRP Contractor, to establish the processes, resources and infrastructure to support delivery of services in the In-Service Period, and to provide the required deliverables (detailed requirements for the Implementation Period are provided in Section 4).

#### **3.2 In-Service Period**

This period commences on the SED and encompasses provision and delivery of all the GCRSS services and requirements established in the Contract. The In-Service Period will end when the Out-going Transition Period commences (i.e. 5 years from date of Contract Award).

The Contractor must perform the following functions (detailed requirements are provided in section 5):

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- a. Provide relocation information, counselling and planning services to Employees in accordance with the National Joint Council Relocation Directive;
- b. Coordinate and manage subcontracts with TPSP; and
- c. Perform Financial management functions.

### **3.3 Out-Going Transition Period**

The Contractor must continue to manage all Employee files that were opened prior to the beginning of the Out-going Transition Period until each Employee file is closed or 1 year has elapsed from the date the file was opened , whichever comes earlier.

Following the 1 year period, if there are Employee files that have not been closed, the Contractor must, at the discretion of the TA transfer the existing files to the new supplier or the DNC; requirements are outlined in Section 6.

## **4.0 IMPLEMENTATION PERIOD - DETAILED REQUIREMENTS**

The following sections provide specific details on the tasks to be performed by the Contractor, and the deliverables to be provided during this period. Deliverables should be provided in electronic format unless otherwise indicated.

### **4.1 Implementation Plan**

The Contractor must develop an Implementation Plan ("Plan") within 10 days after contract award. Upon approval of the Plan by Canada, the Contractor must implement and manage all activities and milestones in accordance with the approved Plan.

As a minimum, the Implementation Plan must include:

- a. A Gantt chart detailing all activities to be completed, related milestones, persons involved in and/or responsible (the implementation management team, the on-going service management team, any oversight committees, working groups, TA, DNCs, etc.) to allow for an orderly ramp up to fully meet all requirements by the SED;
- b. Procedures or a methodology to ensure that on-going relocation files are accepted from the Out-going IRP contract or Canada (as applicable) and that all Employees are advised accordingly;
- c. All necessary activities required to be completed so that the Information Management Expenditure Tracking System (IMETS) is ready for

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

implementation, successfully tested, certified and accredited at least 30 calendar days prior to the SED;

- d. A communication strategy that must define, establish and maintain ongoing communications with the TA throughout the Implementation Period and provide for regular contact with all DNCs to ensure smooth, efficient and uninterrupted transition between Contracts. All communication materials developed for circulation to DNCs must be in English and French and must have written approval of the TA prior to distribution; and
- e. Identification of any activities, information or documentation required from the Out-going IRP Contractor, including a proposed approach for handling on-going files or the transfer of files and financial Raw Data, and the schedule of activities to be completed between the Contractors.

The actions described above must consider existing contractual terms for transition between Canada and the Out-going IRP contractor as part of the phase-out activities and milestones. The TA and CA will coordinate and facilitate discussions between the Contractor and the Out-going IRP contractor as appropriate.

#### **4.2 Implementation Progress/Performance Review Meetings (PRM)**

The Contractor and appropriate Contractor personnel must attend bi-weekly PRMs with the Technical Authority (TA) and any other invitees deemed appropriate by Canada.

The Contractor must:

- a. Prepare, in consultation with the TA, and distribute the PRM Agenda listing the date, time, location, attendees' names, titles, and discussion items to be covered;
- b. Ensure appropriate Contractor personnel is included as determined by the Agenda items to be discussed;
- c. Submit the updated Implementation Plan prior to each PRM progress meeting, indicating the Implementation Plan activities that have taken place, those planned but that did not take place in the reported two-week period, and those that are planned for the following two-week period, major accomplishments, non-conducted planned activities and missed scheduled activities, describing reasons for the delay, current status of problems, and actions taken or planned to resolve the problems; and
- d. Update and distribute the Implementation Plan, by including the status of each action (Open or Closed), a description of the action to be taken,

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

indicating who is responsible for action, and setting a target date. All items must remain open until a decision is recorded in the PRM Minutes to close the item.

In addition to the regularly scheduled meetings, the Contractor must ensure that all members of its Management Team (and particularly the Program Delivery Manager) are able to meet with Canada in Ottawa (National Capital Region) upon Canada providing a minimum of 24 hours' notice, during the Implementation Period.

Any costs (such as travel and living costs) incurred in the attendance of these meetings are the responsibility of the Contractor.

### 4.3 Secure Website

The Contractor must develop and provide access to a secure website that will be used throughout the Contract period.

As a minimum, the website must:

- a. Include secure, password protected, separate portals for access and use by the GC (TA and each of the DNCs) and the relocating Employees;
- b. Be available and fully functional 10 business days before SED;
- c. Contain in the GC's portal, employee authorization capability, access to the IMETS, IMETS training and user manuals, standard reports and capability for specific report generation;
- d. Contain in the Employees' portal, GCRSS policy documents, Relocation Checklist Forms; Third Party Service Provider (TPSP) Directory and TPSP Fees;
- e. Contain the following GC supplied material and forms: Shipment of PMV forms, Crown Owned Housing forms, HG&E forms and Canadian Employee Relocation Council (CERC) Standard Residential Appraisal forms;
- f. Include a General Inquiries email functionality. An Employee email must generate an automatic response that the email has been received and stating that the Employee will receive a response to the inquiry within 1 business day. All inquiries must be answered within 1 business day (Note that the automatic response to the email is not considered an answer to the inquiry);
- g. Provide the functionality to search for documents or specific text within the documents and must provide user tips and tricks;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- h. Be designed and architected to ensure it can respond to the projected volume of user demands and must be available at the 95% level on a 24/7 basis over a period of one month, excluding scheduled maintenance activities. Maintenance must be scheduled so as to maximize system access. The Contractor must notify the TA at least 72 hours in advance of any scheduled maintenance that will render the system inaccessible; and
- i. Not display any advertising, marketing or promotional materials.

The website may also include information on destinations across Canada, housing availability, current market values for purchase/rent in the vicinity/neighbourhood selected, relocation tools such as cost analysis of renting versus purchasing and preparing a home/rent search plan, and other relocation-related information that would assist Employees.

#### **4.4 Information Management Expenditure Tracking System (IMETS)**

The term IMETS is used by the GC to refer to the Contractor's expenditure tracking system, adapted by the Contractor to meet the SOR requirements.

The Contractor can use its own internally developed system or a commercial off the shelf database application, and modify it to meet all of the requirements stated in this SOR and the requirements of managing the GCRSS.

The Contractor must provide Canada with documentation related to the IMETS including the: data dictionary, data model, data structures, record layout and business rules, at least 10 days prior to the SED. All applications, programs and databases used by the Contractor must have file export capability into MS Access, MS Excel or MS Word.

##### **4.4.1 IMETS Requirements**

The IMETS must:

- a. Reside within Canada;
- b. Record and track all Employee relocation information and all categories of relocation financial provisions or expenses (financial expenditures) in accordance with the expense categories and cost elements found in Table 1 in Appendix 4 of this document;
- c. Be accessible via the Contractor secure website to the TA, DNCs, and all authorized Employees in a restricted, read-only manner. The TA and CA must be provided an account to view all Departments' data and generate reports. The DNCs must be able to view only their Department data and

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

generate reports. Each Employee must be able to view or monitor only their own file administrative information and financial details or expenditures;

- d. Be designed and architected to ensure it can respond to the projected volume of user demands and must be available at the 95% level on a 24/7 basis over a period of one month, excluding scheduled maintenance activities. Maintenance must be scheduled so as to maximize system access. The Contractor must notify the TA at least 72 hours in advance of any scheduled maintenance that will render the system inaccessible;
- e. Be backed-up on a daily basis to prevent loss of data; and
- f. Comply with the Security Requirements stated in the Contract.

#### **4.4.2 IMETS Reporting Requirements**

The IMETS must:

- a. Include standard reports that can be generated by the TA and DNCs, by Department or in aggregate, by utilizing the Expense Categories and Cost elements found in the tables in Appendix 4 of this document;
- b. Include a query tool and on-line tutorials to assist users in the generation of user-defined “on-demand” reports; and
- c. Include, but not limited to, the following reports, by Department, for the Government of Canada as a whole, and by type of relocation:
  - i. Authorizations Report, providing a summary of all files opened by the Contractor within user-specified period;
  - ii. Total relocation cost per user-defined period, including Flow-Through Costs and Fees separately or combined;
  - iii. Number of relocations;
  - iv. Monthly and Annual Open, On-Going and Closed Relocation File Report;
  - v. Detailed Expenses Category Report, providing total relocation cost by major expenses category in aggregate or by Employee, such as home sale, home purchase, travel, interim lodgings and meals, TDRA etc.;
  - vi. Total relocation cost within each of Core, Customized and Personalized Envelopes;
  - vii. Average cost of relocation for each of homeowners and renters;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- viii. Monthly Accountable Advance Report, including name of Employee who was issued an advance, File Number of the Employee, Employee origin and destination, Amount of the advance, Date advance issued and reason for the advance;
- ix. Overpayment Recovery Report detailing overpayments to Employee;
- x. Overpayment Recovery Report detailing overpayments to TPSP;
- xi. DNC Approval Status Report identifying and reporting, by Expense Category and Expense Category Subtype, any cost requiring resolution or rectification by the DNCs or TA;
- xii. Annual Open Relocation Expenses Report, on Fiscal Year end, all open relocation expense claims, open advances, supplementary expense claims for on-going open provisions/allowances amounts, and TPSP invoices; and
- xiii. Flow-Through Costs Total Report.

#### **4.4.3 Website and IMETS Disaster Recovery and Business Continuity Plan**

The Contractor must develop a Disaster Recovery and Business Continuity Plan.

The Plan must incorporate processes and procedures to ensure that the website information and IMETS data are protected from loss or destruction in the event of occurrences such as hardware failures, power failures, data transmission failures, or total loss of the facility where the website and IMETS infrastructure is located. This must include daily back-up of data.

The Plan must incorporate processes and procedures to ensure that GCRSS services continue to be delivered and that response times to Employees are met as per the requirements of the SOR for the period that the website and IMETS are unavailable.

#### **4.4.4 Website and IMETS Testing**

The Contractor must conduct testing and demonstrate to Canada's satisfaction that the website and IMETS application complies with all the requirements defined in the SOR and Contract. During the execution of the Test Plan, the TA, DNCs, and their delegated representatives may witness or participate in testing as required.

The testing must:

- a. Be conducted in sufficient time to allow for modifications to the website and IMETS to meet the requirement that they be ready for implementation, successfully tested, certified and accredited at least 10 calendar days prior to the SED;



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- b. Encompass all levels of testing, simulate all services, processes and procedures, demonstrate functionality to support TA, DNC and Employee service requirements described in this SOR, including generating all required reports;
- c. Comply with website and IMETS applicable documents and must mirror the architecture and configuration of a production environment;
- d. Demonstrate the effectiveness of the planned financial controls described in the SOR that ensure that Employees receive the appropriate provisions, i.e. no more and no less than specified by the provisions of the applicable policies;
- e. Demonstrate that website and IMETS is sufficiently robust to handle the number of relocations throughout the in-service period;
- f. Include a Threat and Risk Assessment of the website and IMETS systems and services before the SED. Results of this assessment must be provided to the TA in the form of a Threat and Risk Assessment report. The Contractor is responsible for correcting any deficiencies identified through this assessment; and
- g. Demonstrate that the Disaster Recovery and Business Continuity Plan processes and procedures objectives are met.

The Contractor must provide all required materials, facilities, and personnel to complete the simulation exercise.

The Contractor is responsible for correcting any deficiencies. Once all remedial actions have been taken and deficiencies rectified by the Contractor, a Final Certification Report must be submitted to the TA. The TA will approve the IMETS services before the system goes into production use.

Canada may request that another test and simulation occur to ensure that IMETS is ready to function and fully implemented.

#### **4.4.5 Notification of the Creation of website / IMETS User Accounts**

The Contractor must provide notification at least 10 days prior to SED that the web site / IMETS accounts have been created as follows:

- a. User Accounts must be password protected. Each of the TA, DNC, Departmental Regional Coordinators (DRC) where applicable, and each Employee must have access the portions of the website / IMETS that applies to each of them.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- b. The Contractor must provide one account per TA, DNC and each Employee for both the website and IMETS access. In other words, the Contractor must not provide one user account per user for the website and another user account for the IMETS. Additional accounts must be created as required when new DNCs are appointed or for each additional Employee.

#### **4.4.6 Website and IMETS User Training and Support**

The Contractor must develop website / IMETS user training tools and support at least 10 days prior to SED.

The Contractor must:

- a. Develop and provide English and French on-line user tools outlining all steps and procedures required to access and use the website / IMETS effectively, utilizing screen shots, information videos and/or visual representations where appropriate;
- b. Update each tool when required throughout the life of the Contract, due to modifications made to the IMETS application;
- c. Maintain a current version of each tool, manual or other documents used to assist in the user interface on the secure website for DNCs; and
- d. Provide help desk support via a toll free telephone number to assist users with the use of the website / IMETS in each Canadian time zone from 0800 to 1700 hours local time.

#### **4.5 Third Party Service Providers (TPSP)**

In order to provide the full slate of services required by the SOR, the Contractor must arrange and manage various subcontracts with TPSP for the following services: realtors, lawyers, notaries, home inspectors, appraisers and rental search agencies. The subcontracts are to be between the Contractor and the TPSP. Note that the GC is not a party in these subcontracts.

The Contractor will have access to the 2009 IRP Contract TPSP Directory, which includes over 11,000 TPSP in every province and territory across Canada (a table depicting the number of TPSPs in Canada by type and location may be found in Appendix 1) for the sole purpose of helping the Contractor in preparing and maintaining the TPSP. As the TSPS Directory is the property of the GC, it cannot be sold or provided to another party.

During the Implementation Period the Contractor must:

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- a. Arrange various subcontracts with TPSP within Canada where GC employees are likely to be relocated. Note that in isolated locations where GC has crown-owned housing, TPSP are not required;
- b. Using the maximum rates provided by the Contractor in Annex B, ensure that TPSP adhere to the maximum rates/fees for required services. As indicated in 1.4, the Contractor is not permitted to collect referral fees from TPSP and is not permitted to charge the TPSP for network, audit or any other fees for their participation in the TPSP Directory. Where travel is required for the TPSP in remote locations, the travel costs must be included in the maximum rates. No additional travel costs above the maximum rates will be permitted;
- c. Ensure that any TPSP who is accepted into the directory meets the following minimum service level requirements:
  - i. Licensed to provide such services. Certifications are provided below as reference in this SOR, however as the name of designations, certifications and licensing bodies change, it is the Contractor's responsibility to ensure that certifications are accurate and appropriate for the service at all times;
  - ii. Preference will be given to local service providers if they agree to deliver the services as per the terms and conditions of the GCRSS;
  - iii. Realtors must have a CRP designation in the applicable province, have a minimum of 2 years' experience;
  - iv. Lawyers must be members in good standing of the provincial bar association, have a minimum of 2 years' experience in real estate law;
  - v. Notaries must be members in good standing of the “Ordre professionnel des notaires du Quebec”, have a minimum of 2 years' experience;
  - vi. Appraisers must be members in good standing of appraisal institutes such as AIC or CNAREA, visit the applicable property within 5 business days of the request from the Employee or on the date requested by the Employee if later, complete the CERC Residential Appraisal form and provide the completed report including exterior and interior photos to the Employee within 10 business days of the visit to the property;
  - vii. Inspectors must be members in good standing with licensed institute such as CAHPI, CanNHICC or equivalent;
  - viii. Rental search service providers must have a minimum of 2 years' experience in rental search or be an accredited real estate agent;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- ix. Meets the privacy, security and data requirements as defined in this SOR;
  - x. Agrees to be contacted directly by the Employee. Note that the Contractor will not be contacting the TPSP directly and may not recommend a particular TPSP. The Contractor will be receiving the invoice from the TPSP and paying the invoice to the TPSP;
  - xi. Agrees to return Employee calls or emails within 8 business hours;
  - xii. Complies with the maximum rates/fees established by the Contractor; and
  - xiii. Prepares and sends to the Contractor one invoice per Employee, including the file number to allow the Contractor to identify the Employee, and broken down by IMETS categories to allow the Contractor to accurately post the amounts to IMETS.
- d. Develop the TPSP Directory in both Official Languages, including rates/fees, and ensure that the Directory is available on the website, accessible by Canada and employees, at least 1 month prior to SED and at all times during the Contract period.

#### **4.6 Relocation Checklist**

The Contractor must provide a Relocation Checklist to track all information, advice and counsel that the Contractor provides to each Employee on applicable GCRSS allowances, provisions and constraints. The Relocation Checklist must include an area for the Employee's digital or actual signature, to provide confirmation that the Employee and the Contractor are in agreement with the information, advice and counsel that was provided to the Employee, at each step throughout the relocation process.

The Contractor must provide a draft of the Relocation Checklist to the TA at least 30 days prior to the SED, for approval by the TA. Modifications, if any, must be finalized at least 10 days prior to the SED. The Relocation Checklist must be included on the Employee and TA/DNC portals on the website.

#### **4.7 Performance Measurement Plan**

The Contractor must meet or exceed the required service levels identified throughout Section 5 as they pertain to the delivery of each service. During the Implementation Period, the Contractor must prepare a Performance Measurement Plan that describes how the Contractor will measure each service level, define the indicators and set

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

processes for improvement, at least 30 days prior to the SED, for approval by the TA. Modifications to the Plan must be finalized at least 10 days prior to the SED.

As a minimum, the Contractor must include the following in the Plan:

- a. Send to each Employee within 2 weeks of the file closure for that Employee, the GC service quality survey; results of which will be used to determine the quality of the services provided ;
- b. Measure and report on the speed of payments to Employees;
- c. Measure and report on the timeliness of initial contact and on-going contact with Employees; Initial contact refers to the first counselling session, not the automatic email response;
- d. Ensure the bilingual capability of client-service representatives; and
- e. Measure and report on the accuracy of invoicing.

#### **4.8 Transfer of Open Files from the Out-going IRP Contractor**

During the Implementation Period and before the SED, the Contractor will be transferred all open files initiated by the Out-going IRP Contractor but not yet completed. The Contractor must assume full responsibility for all transferred files. There were approximately 6,000 open files in various stages of completion on the SED of the IRP contract for the Canadian Armed Forces, the RCMP and the Core Public Administration. Since then, the Core Public Administration has reduced the relocation period from two years to one. As the Core Public Administration typically represents 8% of the overall relocation volume, Canada estimates that fewer than 500 open files will need to be transitioned at SED. Canada cannot predict if this number will be representative of the number of open files initiated by the out-going IRP contractor which will be transferred before the SED. Factors which might affect the total number of files could be for instance early file closures due to revised TSPS rates under new contract or reduced number of file openings until new contract is in place.

The Contractor must:

- a. Develop recommendations for the process and timing of the physical transfer of files from the Out-going IRP Contractor and provide them to the TA;
- b. Review all the files and confirm the status of each relocation and file;

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- c. Ensure all documentation to support the expenditures are contained within the files; and
- d. Ensure continuity of service with the Employee being relocated.

Canada will provide the Contractor with Raw Data in one of the following formats: MS Access; MS Excel or MS Word, according to the schedule that must be agreed upon by all parties.

The Contractor must convert (as required) and load the Raw Data for the open files into the IMETS. The Contractor is responsible for:

- a. Providing a conversion methodology and system to convert all Raw Data to the IMETS;
- b. Validating that all required Raw Data conversion and loading are accurately and fully completed and that full historical continuity of data is achieved; and
- c. Developing proposed work-around plans in the event that complete data conversion is not possible.

## **5.0 IN-SERVICE PERIOD - DETAILED REQUIREMENTS**

The following section provides specific details on the tasks to be performed by the Contractor and the deliverables provided during this phase.

### **5.1 Employee Relocation Authorization Process**

The DNC will “authorize” its Employee relocations by on-line authorization via the Contractor's secure website. The Contractor must:

- a. Ensure that the appropriate authorization has been provided before commencing Relocation Services;
- b. Reply automatically to the DNC that the on-line authorization has been received;
- c. Assign a unique Contractor-generated tracking number that identifies both the Department and the Employee; hereafter referred to as the File Number. This number and the Employee’s personal data must be entered into the IMETS. All files must be identified, traceable, and reportable by the File Number; and
- d. Prepare a Relocation Checklist for the Employee.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **5.2 Communication with Employee**

### **5.2.1 Initial Contact with Employee**

The Contractor must within 1 business day of receiving the Employee's contact information, which occurs at file authorization:

- a. Establish contact with the Employee by email or telephone; sending a system generated or automated email to the Employee does not equate to establishing contact;
- b. Inform the Employee about the Collection of Personal Information, either by phone, noting the time, date and name of the consenting Employee, or via email, and request and obtain the signed consent form from the Employee;
- c. Obtain from and confirm with the Employee all required personal information and its accuracy;
- d. Provide the Employee with his/her unique access code to Employee portal within the Contractor's website; and
- e. Schedule a relocation planning consultation call with the Employee.

### **5.2.2 Relocation Planning Consultation**

The Contractor must provide the Employee, on the date and time scheduled with the Employee as per 5.2.1 e. above, relocation information and counselling and planning services in accordance with the policy and based on any element of the GCRSS that relates to the Employee's personal needs or circumstances.

This must include, but is not be limited to:

- a. An overview of the provisions of the GCRSS that pertain to the Employee, based on whether the Employee qualifies for the provisions of the NJC Relocation Directive in its entirety, is an Initial Appointee qualifying for up to \$5000 of reimbursement of some relocation-related expenses identified in the Integrated Initial Appointee Relocation Program or is undertaking an Employee-requested Relocation subject to reimbursement of up to \$5000 in accordance to Part XII of the NJC Relocation Directive.
- b. An overview of the GCRSS in general, including eligibility, Core/Customized/Personalized fund approach and the relocation process;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- c. Details on all applicable GCRSS allowances, provisions, services and constraints, including the preparation of expense report submissions, the expense summary and the final relocation expense claim;
- d. Details on funding envelopes, including details of how each of the customized and personalized funds are calculated, expenses that are reimbursable under each fund and various options within the funds;
- e. Calculation of an initial estimation of the total relocation expense account (claim) cost, based on the calculation of the Core, Custom and Personalized envelopes in accordance with each Employee applicable policy and specific circumstances/needs, for review with and concurrence by the Employee, and placing a copy of the estimate on the Employee file;
- f. Provision of the Directory of available TPSP, explaining how to search through the TPSP Directory for TPSP specific to the Employee's origin and destination locations; the Contractor must not refer the Employee to specific TPSP;
- g. An explanation of the Employee's responsibilities when using service providers not included in the TPSP Directory;
- h. Explain that the Employee is to make all his/her own travel arrangements for House Hunting Trips (HHT), Destination Inspection Trips and Travel to New Location in accordance with the TBS Travel Directive, for Employee and family members/dependants;
- i. Answers to questions; and
- j. Suggestions and recommendations on any element of the relocation process or policies.

### **5.2.3 Relocation Information, Counselling and Planning Services**

Throughout the Employee's relocation process, the Contractor must:

- a. Reinforce the information provided in the initial counselling session to ensure that the Employee understands the policy and processes;
- b. Respond to Employee questions regarding the policy and processes within 1 business day;
- c. Provide guidance to the Employee about policy provisions, their eligibility, their maxima and their process, including, but not limited to the following:



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- i. House Hunting Trip, Interim Accommodation, Meals and Miscellaneous Relocation Allowance (IAM&MA), and Travel to the New Location. NOTE: Commercial travel arrangements for Initial Appointees will be coordinated by departments and Receipts will be provided to the Contractor by the appointee. For employees, commercial travel arrangements and reimbursement of Receipts will be coordinated by departments and do not require reimbursement by the Contractor.
- ii. Rental Accommodation at origin and destination, with assistance from rental search agency to sublet at origin or find accommodation at destination;
- iii. Home Sale, including the 10% Home Sale Assistance based on the difference between the appraised value of principal residence at origin and the actual selling price if lower. The Employee obtains one appraisal and the Contractor is not required to review the appraisal for accuracy;
- iv. Temporary Dual Residence Assistance (TDRA), applicable to renters and homeowners;
- v. Home Equity Assistance (HEA) based on the difference between the original purchase price and the sale price if lower. Note that this provision is rarely used (for example, in 2014 there was only one case) and when it is used, it is reimbursed through the Employee's Personalized Fund;
- vi. Purchase of Replacement Residence, including the reimbursement of expenses and explanations about the Home Relocation Loan and the Mortgage Interest Buy-down. The Contractor must determine if the mortgage is portable or not and obtain proof from the employee in order to apply the Mortgage Interest Differential to the correct Employee fund;
- vii. Note that the Shipment of Household Goods and Effects is part of the NJC Directive, however the Contractor will not be handling any aspect of the arrangements. The departments handle all aspects regarding this provision;
- viii. Employee-requested relocations and Other Types of Relocation within Canada, including moving to an Isolated Post (refer to 1.7.1 for list of isolated posts with or without crown housing)

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Throughout the relocation process, the number of calls with the Employee will be determined by the type of relocation and based upon the customized or personalized needs or services required by each Employee.

#### **5.2.4 Employee Completion of Relocation Checklist**

The Contractor must prepare a Relocation Checklist identifying all the provisions of the GCRSS applicable to the Employee, on which the Contractor briefed the Employee. The Relocation Checklist must be part of the Employee portal on the Contractor website. The purpose of the Relocation Checklist is to ensure that the Employee acknowledges having received the counselling and has a satisfactory understanding of the GCRSS and the use of the TPSP Directory.

The Relocation Checklist must be signed and dated by the Employee. The signature may be a digital signature or acknowledgement on the Contractor website. The Employee must have access to the signed or digitally signed copy after each call. The DNC must have access to the signed or digitally signed copy of the Relocation Checklist at any time during and following the relocation process.

#### **5.2.5 Needs and Services Destination Information**

The Contractor, in conjunction with appropriate TPSP, must provide for the Employee, Needs and Services Destination Information unique to the Employee geographical relocation.

This information may be made available on the Contractor's website for access by the Employee. If information is not available on the Contractor's website, the information must be provided within 7 calendar days from receipt of the request from the Employee. The Needs and Services Destination Information for the destination location must include, but is not limited to, housing availability, preparation of a home/rent search plan, current market values for purchase/rent in the vicinity/neighbourhood selected, as well as information on schools, cultural and recreation activities/facilities, sports, community services, churches, seniors' facilities, etc.

#### **5.2.6 Accountable Advances**

The Contractor must ensure that the following functions are performed for all advances:

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- a. Evidence of the Employee advance request must be placed on the Employee's file;
- b. Funds must be received by the Employee within 10 business days if paid by cheque, or 3 business days if by electronic funds transfer;
- c. Funds may be advanced upon request, but must not be advanced more than 21 days prior to a HHT or Travel to New Location;
- d. The amount of the advance must not exceed the amount estimated to cover the authorized expenditures;
- e. Where the advance issued is greater than the actual amount expended, the overage must be recovered from the Employee's final claim; where the advance issued is less than the actual amount expended, the difference must be reimbursed to the Employee. The final claim must support the action taken;
- f. In the event of an overpayment to the Employee, the overpayment is a debt due to Canada and the Contractor must recover these debts following the steps listed below:
  - i. Contact the Employee and inform him/her of the requirement to repay the debt due to Canada within 30 days to the Contractor;
  - ii. If no repayment has been received within 30 days, the Contractor must contact the Employee, by registered letter, stating the details of the debt to Canada and the requirement for repayment within 30 days from the date of receipt of the registered letter and that, if no arrangement is made to repay the amount within that time, the debt will be recovered from the Employee by way of set-off or other legal means available to Canada;
  - iii. If the above attempts to recover the debt to Canada are unsuccessful, in whole or in part, the Contractor will no longer be responsible for any further collection action. The Contractor must forward the file, including written evidence of the collection action taken, such as notices, letters, registered letters, and amounts recovered, if any, to the appropriate DNC for further collection action; and,
  - iv. Any amount recovered by the Contractor through these actions must be credited to the employee's file;
- g. The advance must be recorded and tracked in the IMETS and cross-referenced to the Employee account and reconciled against the final claim;
- h. All advances must be accounted for on a monthly basis; and

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- i. All advances must form part of the Monthly Accountable Advance Report.

## **5.2.7 Expense Claim Verification**

- a. The Contractor must ensure that when processing claims, the following verification process occurs:
  - i. The claim is supported by Receipts;
  - ii. If Receipts are not provided, a personal statutory declaration has been obtained from the Employee for the expense amount being claimed. All declarations require DNC approval prior to payments and Final Statement of Account preparation;
  - iii. Claim is supported by all relevant information/documentation, as provided by the Employee;
  - iv. All expenses submitted are valid relocation expenses in accordance with the applicable GCRSS policy;
  - v. The responsible Department DNC has approved any amounts being claimed but not provided for by the GCRSS policy;
  - vi. All expenses must be recorded in the IMETS for the specific Employee file.
- b. When preparing claims for final settlement, the Contractor must ensure that steps in paragraph 5.2.7 a) are followed and:
  - i. All advances have been included in the final settlement calculation. Where the total amount of the advance(s) exceeds the total amount of the claim, the Contractor must recover the difference from the Employee. In all other situations, the total amount of the advance(s) must be subtracted from the total amount of the claim and the Employee reimbursed the difference;
  - ii. Once the claim is finalized, signature of the Employee must be obtained prior to submitting the claim for approval to the applicable DNC; and
  - iii. Following receipt of DNC approval, the Contractor must provide claim reimbursement in accordance with the Employee-preferred method of payment. Electronic Funds Transfer claims must be reimbursed within 3 business days. Payments by cheque must be received by the Employee within 10 business days.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 5.2.8 Financial Management

The Contractor must:

- a. Account for all financial transactions for each Department on the basis of the government's Fiscal Year which is from 1 April to 31 March of the following year;
- b. Record and track in the IMETS all financial transactions and expenditures, ensuring that all financial accounts, costs and expenses are validated, reconciled, processed accurately, cross-referenced and that duplication prevention controls are implemented;
- c. Ensure that all expenditure transactions are assigned to the appropriate Expense Category and Expense Category Subtype listed in Table 1 of Appendix 4 to enable the generation of financial reports in IMETS;
- d. Determine the taxable nature of all GCRSS provisions and process them accordingly adhering to Federal and Provincial Income Tax Acts, withhold taxes (including Quebec Pension Plan (QPP)/Canada Pension Plan (CPP) & Employment Insurance (EI) remissions) from Taxable Benefits paid to Employee, remit withholdings to the appropriate Taxation Agency, and facilitate communications between Employee and taxation agencies, as required;
- e. Provide Employee with appropriate tax documents; e.g. T4, T4A, RELEVÉ 1, etc. as required by Federal and Provincial Income Tax Acts;
- f. Provide the detail of how taxable benefits were calculated for each Employee to the applicable DNC;
- g. Within 5 business days of discovery, take corrective action to recover overpayments, duplicate payments, and erroneous payments to the Employee;
- h. In accordance with Generally Accepted Auditing Standards (GAAS), conduct financial inspection and verification of all financial transactions, and send financial information to DNC, who in turn will authorize the closing of the file; and
- i. Cooperate with the DNC to recalculate expenses or respond to questions, in the event of a financial audit or a question by the DNC regarding the veracity of an expense.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

### **5.3 Third Party Service Providers (TPSP)**

#### **5.3.1 On-Going Management of TPSP**

The Contractor must manage the various subcontracts with TPSP. The Employee will select and make arrangements for required services directly with the TPSP. The TPSP will be submitting invoices directly to the Contractor for payment, unless otherwise requested by the Employee .

For each employee home listed for sale with a TPSP realtor, the contractor must obtain from the realtor 30-day marketing reports providing information on the number of comparable listings, sales activity and any factors impeding the sale of the home and post these reports on IMETS

The Contractor must ensure that prior to authorizing any TPSP invoices for payment, the following verification functions are performed:

- a. Ensure that all invoices include the service provider's name and address, invoice date, invoice due date, date services performed, details of services, subtotal of amounts charged and owed, GST amounts and total costs owing;
- b. Determine if the invoice is from an established TPSP Directory service provider and if so, that the fee charged is no greater than the Contract's Ceiling Price. If the invoice is from an Employee-selected service provider not in the TPSP Directory, and the fee charged exceeds the Contract's Ceiling Price, the overage paid must be deducted from the Employee's final claim;
- c. Obtain certification from the Employee that the goods have been supplied or the services rendered. In many cases, the TPSP obtains the Employee signature on the certification form prior to or immediately following having provided the service and will submit it to the Contractor with their invoice. If such signed verification form is not included with the invoice, the Employee must provide certification on-line through the Contractor website;
- d. Verify that the goods or services received are in accordance with the specifications, performance levels, quality, and all other terms and conditions of the Contract;
- e. Determine, by inspection and comparison of the file, whether the invoice is unusual or out of the ordinary, and report any unresolved anomalies on the DNC Approval Status Report;
- f. Verify that invoices are mathematically correct;

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- g. Verify that GST or the Harmonized Sales Tax, as applicable, are appropriately calculated and applied, and that the invoice does not include Provincial Sales Tax;
- h. Ensure that the payment of the account will not result in a duplicate payment and that all invoices are stamped “paid”;
- i. Certify that all invoices have been verified. Notification of the date of verification, name of the person who verified the invoice for payment must be indicated on the Employee on-line file;
- j. Ensure that the person authorizing the payment is not the same person who certified the invoice for payment; and
- k. All expenditures are recorded in the IMETS and cross-referenced to the Employee File Number.

### **5.3.2 Management of Non-TPSP Service Providers**

The Contractor must continually add and recruit new TPSP throughout the Contract period and update the on-line TPSP Directory.

When an Employee selects a service provider not in the Contractor’s Directory, the Contractor must contact the service provider in order to provide it with the terms and conditions of the GCRSS, including prices, and invite the service provider to join the TPSP Directory. The service provider is not required to join, but a supplier is not a TPSP, as defined in the Contract, unless registered in the Contractor’s Directory.

In the event that the Employee selects a service provider that is not listed in the TPSP and the service provider charges a fee that is in excess of the maximum amount listed in the TPSP Directory, the Contractor must advise the Employee that the Employee will only be reimbursed for the maximum fee and that the Employee is responsible to pay the excess amount.

## **5.4 Performance Measures and Review**

### **5.4.1 Performance Measures Report**

The Contractor must provide a quarterly report on Performance Measures within 15 days after month-end. The report must include all elements of the Performance Measurement Plan.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

#### **5.4.2 Performance Review Meetings**

The Contractor must participate in quarterly Performance Review Meetings with the TA and CA in Ottawa (National Capital Region). DNCs may also attend the Performance Review Meetings on occasion. Additional meetings may be required to respond to urgent contractual issues or concerns. The Contractor is responsible for the preparation and distribution of the meeting agenda and minutes.

#### **5.4.3 Performance Review Minutes and Action Items**

The Contractor must provide, within 15 days after the meeting, minutes of the meeting and an action plan to improve activities that are not meeting quality objectives.

#### **5.5 Closed Files**

The Contractor must provide all closed relocation files within 7 days to the applicable DNC, respecting the file's security classification. Storage of closed files is the responsibility of the applicable DNC.

### **6.0 OUT-GOING TRANSITION PERIOD DETAILED REQUIREMENTS**

The following sections provide specific details on the tasks to be performed by the Contractor and the deliverables provided during this phase.

#### **6.1 Management of On-going Employee Files**

The Contractor must maintain and perform all services as detailed in the SOR for all Employees whose files were opened prior to the beginning of the Out-going Transition Period until each Employee file is closed or 1 year has elapsed from the date the file was opened, whichever comes earlier.

The Contractor must maintain the quality of services in order to meet the service level requirements.

#### **6.2 Out-Going Transition Period Plan**

In order to ensure continuity and a smooth, efficient and complete transition to a new Contract, the Contractor must 1 month prior to the end of the 1 year Out-going Transition Period:

- a. Meet with the CA and TA to discuss and confirm cut-off procedures for services, Accounts Payable, calculations of taxable benefits, correspondence or issues raised following the transfer of files;



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- b. Provide IMETS information and knowledge transfer to the subsequent supplier, including, but not limited to, explaining file layout and status, applicable data fields and specific administrative procedures or practices, which are not proprietary to the Contractor to ensure continuity of service after the Contract expiry date;
- c. Prepare draft communication, indicating to the Employee that the subsequent supplier will be in contact with the Employee, providing the name of the subsequent supplier and outlining outstanding relocation process information, to be reviewed and approved by the GC;
- d. Establish procedures and processes to address the subsequent delivery from TPSP, invoices and other GCRSS correspondence;
- e. Establish procedures for addressing correspondence and invoices delivered to the Contractor after Contract expiry; and
- f. Establish how correspondence addressed to the Contractor will be handled/forwarded after SED.

### **6.3 Transfer of On-going Employee Files**

Should there be Employee files still open at the end of the 1 year period, these files will need to be transferred to the subsequent supplier at that time.

In the event that Employee files need to be transferred, the Contractor must 1 business day prior to the end of the 1 year Out-going Transition Period:

- a. Transfer all physical files, if any, electronic data, scanned documents, IMETS data and all other information pertaining to each on-going Employee file to the DNC and to the subsequent supplier,;
- b. Ensure that all paper files or documentation for on-going Employee files are filed in boxes and clearly labelled to facilitate unpacking. All files or documentation, in formats acceptable to Canada, must be delivered at the destination and time designated by each applicable DNC, at no additional cost to Canada;
- c. Communicate with each Employee by phone and by email using the communication approved by the GC;
- d. Provide the TA a list of all Employee files that are transferred, identifying the Employee file number, Employee Name and Department.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

#### **6.4 Out-Going Transition Period Activities**

In order to ensure continuity and a smooth, efficient and complete transition to a new Contract, the Contractor must 1 business day prior to the 1 year Out-going Transition Period:

- a. Transfer complete electronic files including financial records, and address any data conversion issues;
- b. Transfer the IMETS data, including data dictionary which includes but is not limited to data structures, data domains and data-related process;
- c. Close GCRSS related bank accounts;
- d. Provide 2 electronic versions of the TPSP directory to the TA and CA, one with and one without negotiated rates;
- e. Calculate and transfer taxable benefits for each Employee to the applicable DNC;
- f. Transfer all physical files, if any, electronic data, scanned documents, IMETS data and all other information pertaining to each closed Employee file to the DNC;
- g. Ensure that all paper files or documentation are filed in boxes and clearly labelled to facilitate unpacking. All files or documentation, in formats acceptable to Canada, must be delivered at the destination and time designated by each applicable DNC, at no additional cost to Canada;
- h. Be responsive to all TA requests in further development and execution of the Out-Going Transition Period Plan in order to ensure smooth transition.

#### **6.5 Responsibilities of Canada**

The TA will be responsible for verifying the completion by the Contractor of all technical requirements and for reviewing and approving (as required) all final deliverables, such as the TPSP Directory, the IMETS data dictionary, all GCRSS data, all copyright materials, GCRSS documentation, and relocation files returned by the Contractor. The TA, through the CA, will also advise the Contractor where and when the completed files and on-going files, if any, are to be delivered.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **6.6 Response to queries regarding Out-going Transition Period activities and progress**

Throughout the transition period, there may be occasions where questions arise from Canada and/or the subsequent supplier, which may not have been addressed in the Out-Going Transition Period Plan.

In these instances, the Contractor must:

- a. Respond to queries regarding Out-Going Transition Period activities and advise on progress on a bi-weekly basis. The Contractor must advise Canada immediately concerning problems & potential delays during the Out-Going Transition Period;
- b. Immediately advise Canada in writing of any issues or concerns raised by queries that cannot be answered by the Contractor; and
- c. Provide to the TA and DNCs a monthly summary report of the queries received from either Canada or the subsequent supplier with the time of receipt, response and proposed resolution.

## **6.7 Performance Review Meetings**

The Contractor must attend bi-weekly, progress review meetings with the subsequent supplier, TA, CA, DNCs, and any other invitees deemed appropriate by Canada.

The Contractor must:

- a. Prepare and distribute the agenda and minutes;
- b. Report on progress made on implementing the Out-Going Transition Period Plan;
- c. Provide to Canada, in writing, data or information necessary for these meetings at least 2 business days in advance of the meeting; and
- d. Respond to all action items applicable to the Contractor.

## **6.8 Status Report on all Files**

The Contractor must on the last business day prior to Contract expiry date, provide an up to date status report to each DNC that includes all completed files and the status of on-going files, in a format acceptable to Canada.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 7.0 ADDITIONAL WORK REQUIREMENTS

The Contractor may be required to provide the following Additional Work Requirements during the Contract period. The inclusion of any of the identified Additional Work Requirements will be incorporated in the Contract by the CA through a formal contract amendment. All Additional Work Requirements will be subject to negotiation between Canada and the Contractor. While it is not possible to determine all Additional Work Requirements, the following provides an indication of the anticipated requirements:

- a. Participation of the Contractor at the invitation of Canada to information sessions beyond what is already outlined in the SOR, including but not limited to sessions regarding major changes to the GCRSS, group move discussions and other topics;
- c. Re-calculate and issue any retroactive claim allowance adjustments as a result of policy provision changes or salary adjustments.

## APPENDIX 1 HISTORICAL RELOCATION VOLUMES

These data relate to the services offered by the Out-going IRP Contractor. Canada does not warrant that this historical data provides an accurate indication of the total relocations in the future. The provision of these volumes does not represent a commitment by Canada or that Canada's future usage will be consistent with these volumes.

<b>GC Relocations</b>					
Details/Fiscal Year	2014-15	2013-14	2012/13	20011/12	2010-11
Number of Files Opened	<b>2,472</b>	<b>2,790</b>	<b>2,176</b>	<b>2,581</b>	<b>2,984</b>

### Number of files opened by Month (2014-15, 2013-14, 2012-13)

<b>2014-2015</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	<b>Total</b>
<b>IA</b>	89	54	204	77	62	65	93	167	113	60	47	53	<b>1084</b>
<b>EE</b>	137	124	150	142	110	101	103	87	90	89	119	136	<b>1388</b>
<b>Total</b>	<b>226</b>	<b>178</b>	<b>354</b>	<b>219</b>	<b>172</b>	<b>166</b>	<b>196</b>	<b>254</b>	<b>203</b>	<b>149</b>	<b>166</b>	<b>189</b>	<b>2472</b>

<b>2013-2014</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	<b>Total</b>
<b>IA</b>	51	81	120	59	45	51	70	73	152	60	54	143	<b>959</b>
<b>EE</b>	213	177	157	182	146	134	167	146	120	116	116	157	<b>1831</b>
<b>Total</b>	<b>264</b>	<b>258</b>	<b>277</b>	<b>241</b>	<b>191</b>	<b>185</b>	<b>237</b>	<b>219</b>	<b>272</b>	<b>176</b>	<b>170</b>	<b>300</b>	<b>2790</b>

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>2012-2013</b>	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	<b>Total</b>
<b>IA</b>	73	50	67	60	54	45	54	54	38	40	42	71	<b>648</b>
<b>EE</b>	105	108	130	133	137	130	116	103	104	145	115	202	<b>1528</b>
<b>Total</b>	<b>178</b>	<b>158</b>	<b>197</b>	<b>193</b>	<b>191</b>	<b>175</b>	<b>170</b>	<b>157</b>	<b>142</b>	<b>185</b>	<b>157</b>	<b>273</b>	<b>2176</b>

IA = Initial Appointee EE= Employee

### TPSP Table by Type and Location

<b>By office Location</b>	<b>AB</b>	<b>BC</b>	<b>MB</b>	<b>NB</b>	<b>NL</b>	<b>NS</b>	<b>NT</b>	<b>ON</b>	<b>PE</b>	<b>QC</b>	<b>SK</b>	<b>YT</b>	<b>Grand Total</b>
Appraisal Company	116	168	29	29	14	55		211	11	99	33	2	767
Broker	913	1025	458	298	148	756	13	2810	49	946	348	11	7775
Home Inspection Firm	115	128	21	37	16	47	2	270	6	115	30		787
Law Firm	199	307	130	149	58	235		576	32	380	103		2169
Rental Search Firm	14	19	9	10	2	30	1	164	1	12	5	1	268
<b>Grand Total</b>	<b>1357</b>	<b>1647</b>	<b>647</b>	<b>523</b>	<b>238</b>	<b>1123</b>	<b>16</b>	<b>4031</b>	<b>99</b>	<b>1552</b>	<b>519</b>	<b>14</b>	<b>11766</b>

### Number of employer-requested and employee-requested moves between April 1, 2014 and March 31, 2015

Employer Requested	1068	76.95%
Employee Requested	320	23.05%
<b>Grand Total</b>	<b>1388</b>	<b>100.00%</b>

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## List of Benefits not used in the NJC Relocation Directive

x = benefits available but not used by funding envelope based on analysis of files authorized from April 1, 2014 to March 31, 2015

Benefit Description	Core	Custom	Personalized
2nd Mtg Unsold res. Adm/legal		X	X
Appraisal Fee			X
ATM Charges	X	X	X
Attending/Power of Attorney-P		X	
Attending/Power of Attorney-S		X	X
Bridge Financing Admin/Int	X		
Cleaning at Dest. for renter			X
Cleaning at Origin			X
Commuting Assistance mileage	X		
Crating Charges			X
Credit verification	X	X	
Dept recovery unsuccessful			X
DMF-HIT/AAT Lodging dependants			X
DMF-HIT/AAT Trip			X
DMF-Return to Finalize Sale			X
DMF-Special Approved IAM&MA		X	X
DMF-Spousal Employment Service		X	X
DMF-Unaccompanied Move		X	
Drivers License Plates/Fees		X	X
Electrical Conversions serv.			X
Finalize Sale - Commer.Trans	X		
HHT - Dependant care			X
HHT - Lodging RV	X	X	X
HHT - Pet boarding			X
HHT - road tolls		X	
HHT - Transport dependants			X
HHT - Transportation Boat	X	X	X
HHT - Transportation Bus		X	X
HHT-Local Commercial Transport		X	X
HHT: Phone/Fax/Internet		X	
DHIT - Lodging dependants			X
DHIT - Lodging Private			X
DHIT - Lodging RV	X		X

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

DHIT - Transport dependants			X
DHIT - Transportation Boat	X		X
DHIT - Transportation Bus	X		X
DHITT Car Rental			X
DHIT Commercial Transport	X		X
DHIT Dependant care	X		X
DHIT Gas Expenses			X
DHIT Mileage			X
DHIT Mileage to Comm. Trans			X
DHIT parking			X
DHIT Pet boarding			X
DHIT Phone/Fax/Internet			X
DHIT road tolls	X		X
Home Equity Assistance			X
Home Inspection Fee- Home Sale			X
Home Inspection Fee- Purchase		X	X
Home renovations for disabled			X
ILM - gas expenses		X	
ILM - Lodging Private			X
ILM - Lodging RV	X	X	X
Insurance on moving Goods			X
Int. on Home Relocation Loan			X
Interim living - Ferry	X	X	X
Interim living - Pet boarding			X
Interim living - Road tolls	X	X	X
Interim living -Dependant care			X
Land Titles Conversion - Sale		X	X
Land Transfer Tax/Welcome Tax		X	
Lease liability		X	X
Legal Disb-Purch, Tax exempt		X	X
Legal Disb-Sale, Tax exempt		X	X
Legal Disbursements - Purchase		X	X
Legal Disbursements - Sale		X	X
Legal Fee - Purchase		X	X
Legal Fee - Sale		X	X
Legal Fee Sale over cap-Quebec		X	X
Marketing Incentive			X
Mortgage appraisal fee		X	X
Mortgage Discharge Fee		X	
Mortgage Discharge Penalty/IRD		X	

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Movement of Mobile Home	X	X	X
Mtg Default Insur - Appl Fee	X	X	X
Mtg Interest Rate Dif-Purchase		X	X
PMV Commercial storage	X	X	X
Pre-app appraisal overage		X	X
Private Sale Expenses		X	
Pyrite inspection - purchase	X	X	
Pyrite inspection - sale		X	
Real Estate Commission		X	X
Rent in advance		X	X
Rental Search Assistance Fee		X	X
Return/Finalize Sale - Hotel			X
Return/Finalize Sale-Car Rental	X		X
Separated Dependants Allowance			X
Septic System insp. - purchase		X	X
Shipment - Snowmobile/ATV	X	X	
Shipment of Pets			X
Shipment of vehicle			X
Shipment Recreational Vehicle			X
Special IAM&MA - Lodgings		X	
Special IAM&MA - Meals		X	X
Special IAM&MA - Misc.Allowance		X	X
Spousal Serv. - Transport Boat		X	
Spousal Serv. - Transport Bus		X	
Spousal Serv.- Incidentals		X	
Spousal Serv.- Lodging Private			X
Spousal Services - ferries		X	
Spousal Services - Hotel		X	X
Spousal Services - road tolls		X	
Spousal Services -Car Rental			X
Spousal Services- Lodging RV		X	X
Spousal.Serv. Misc. Expenses		X	
Storage Charge	X		X
Survey/Cert of Loc - Purchase		X	X
Taxable Int. -Home Reloc. Loan		X	X
TDRA - Lodging RV	X	X	X
TDRA - Parking			X
TDRA - Property Insurance			X
TDRA - Rental Mobile Pad	X	X	X
Termite inspection - purchase	X	X	X



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Title Insurance		X	
TNL - Commercial Transport		X	
TNL - Lodging Private		X	
TNL - Lodging RV		X	X
TNL - Meals			X
TNL - Mileage			X
TNL - Misc. allowance			X
TNL - Parking			X
TNL - Road tolls			X
TNL - Transportation Boat	X	X	X
TNL - Transportation Bus		X	X
Toronto Municipal Land Tax		X	
Transf. paid - Costs on TANs	X	X	X
Transf. paid - Overweight Cost	X	X	X
Transf. paid - Shipment of PMV	X	X	X
Transf. paid - SIT Costs	X	X	X
Transfer Medical/Dental Files	X		
Travel to PMV Depot	X	X	X
Unaccompanied travel - lodging		X	
Unaccompanied travel - meals		X	
Unaccompanied travel-car rental	X		X
Unaccompanied travel-incidental		X	
Vehicle registration		X	X
Vehicle Safety Certificates		X	X
Water test - purchase		X	X
Weekend travel - car rental		X	X
Weekend travel - Ferry		X	X
Weekend travel - gas	X	X	X
Weekend travel - mileage		X	X
Weekend travel - road tolls			X
Weekend travel - taxi		X	X
Well/Water portability Test			X

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Core Funded Benefits - used less than 2% in the NJC Relocation Directive based on analysis of files authorized from April1, 2014 to March 31, 2015**

<b>Benefit Description</b>	<b>Number of Files</b>	<b>% on Files Claimed</b>
Pyrite inspection - sale	1	0.08%
Mtg Interest Rate Dif-Purchase	1	0.08%
TNL - Lodging RV	1	0.08%
ILM - gas expenses	1	0.08%
DHIT ferries	1	0.08%
DHIT Phone/Fax/Internet	1	0.08%
DHIT Local Comm Transport	1	0.08%
RTDRA Maintenance	1	0.08%
RTDRA Property Insurance	1	0.08%
Self Contained Accom. Rent	1	0.08%
Weekend travel - car rental	1	0.08%
Unaccomp travel - Comm Mileage	1	0.08%
TNL - Transportation Bus	2	0.16%
DHIT - Mileage to Comm. Trans	2	0.16%
Private Sale Expenses	3	0.24%
TNL - Commercial Transport	3	0.24%
Separated Dependants Allowance	3	0.24%
DMF-Return to Finalize Sale	3	0.24%
Shipment of Household Goods	4	0.32%
DHIT Gas Expenses	4	0.32%
HHT-Local Commercial Transport	4	0.32%
Water test - purchase	5	0.40%
Land Titles Conversion - Sale	5	0.40%
Toronto Municipal Land Tax	5	0.40%
DHIT Car Rental	5	0.40%
HHT - Commercial Transport.	5	0.40%
Return Trip Move - Meals	5	0.40%
Return Trip Move - Incidentals	5	0.40%
Pre-app appraisal overage	6	0.47%
Short term loan interest	6	0.47%
DMF-HIT/AAT Trip	6	0.47%
RTDRA Property Tax	6	0.47%
RTDRA Mortgage Interest	6	0.47%
HHT - Transportation Bus	6	0.47%
Weekend travel - road tolls	7	0.55%
Weekend travel - Ferry	7	0.55%

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Return/Finalize Sale - parking	7	0.55%
Return/Finalize Sale - Hotel	8	0.63%
Shipment of vehicle	9	0.71%
DHIT parking	9	0.71%
DHIT Lodging	9	0.71%
Unaccomp travel - Commer.Trans	9	0.71%
Interim living - Car Rental	11	0.87%
RTDRA Utilities	11	0.87%
Well/Water potability Test	13	1.03%
DHIT Mileage	14	1.11%
DHIT - Lodging Private	14	1.11%
TDRA - Laundry	17	1.34%
HHT: Phone/Fax/Internet	18	1.42%
Cleaning at Dest. for renter	20	1.58%
Survey/Cert of Loc - Purchase	20	1.58%
Unaccomp.travel-road tolls	22	1.74%
DHIT Meals	23	1.82%
Attending/Power of Attorney-P	24	1.90%
HHT - road tolls	24	1.90%
Return/Finalize Sale - Mileage	24	1.90%
Septic System insp. - purchase	25	1.98%
DHIT Incidentals	25	1.98%
HHT - ferries	25	1.98%

**Personalized Funded Benefits – used less than 2% in the NJC Relocation Directive based on analysis of files authorized from April1, 2014 to March 31, 2015**

<b>Benefit Description</b>	<b>Number of Files</b>	<b>% on Files Claimed</b>
Cleaning at Origin for renter	1	0.08%
Shipment of Household Goods	1	0.08%
Attending/Power of Attorney-P	1	0.08%
Title Insurance	1	0.08%
Bridge Financing Admin/Int	1	0.08%
Transfer Medical/Dental Files	1	0.08%
TNL - Ferry	1	0.08%
TNL - Commercial Transport	1	0.08%
TNL - Lodging Private	1	0.08%
TNL - Pet boarding	1	0.08%
ILM - gas expenses	1	0.08%

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

DHIT ferries	1	0.08%
DHIT Incidentals	1	0.08%
TDRA - Maintenance	1	0.08%
TDRA - Utilities	1	0.08%
TDRA - Property Tax	1	0.08%
TDRA - Mortgage Interest	1	0.08%
RTDRA Utilities	1	0.08%
RTDRA Property Tax	1	0.08%
RTDRA Mortgage Interest	1	0.08%
DMF-TDRA Assistance (TDRA)	1	0.08%
TDRA - Laundry	1	0.08%
HHT - parking	1	0.08%
HHT - road tolls	1	0.08%
HHT - Gas Expenses	1	0.08%
HHT-Mileage to/from Comm Trans	1	0.08%
DMF-HHT Lodging Dependants	1	0.08%
DMF-Unaccompanied Move	1	0.08%
Cleaning at Destination	2	0.16%
Interim living - parking	2	0.16%
Interim living - Allowance	2	0.16%
DHIT Lodging	2	0.16%
DHIT- Meals dependants	2	0.16%
TDRA - Lodging Private	2	0.16%
HHT - ferries	2	0.16%
HHT - Commercial Transport.	2	0.16%
HHT - Mileage	2	0.16%
HHT - Lodging Private	2	0.16%
Specialized inspection-purch	3	0.24%
New Home Warranty	4	0.32%
HHT - Lodging dependants	4	0.32%
HHT - Incidentals	5	0.40%
HHT - Meals	6	0.47%
HHT - Meals dependants	6	0.47%
Alarm - Connect/Disconnect	7	0.55%
Interim living - Car Rental	7	0.55%
DMF-House Hunting Trip	7	0.55%
Dept to recover funds	8	0.63%
DMF-Travel to New Location	8	0.63%
TDRA - Accommodation	9	0.71%
Mortgage Discharge Fee	10	0.79%

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Interim living - Meals	10	0.79%
DHIT Meals	11	0.87%
Unaccompanied travel - lodging	15	1.19%
HHT - Car Rental	19	1.50%
Cell phone connect/Disconnect	22	1.74%
Special IAM&MA - Lodgings	23	1.82%
DMF-Interim Lodging	24	1.90%
Mtg Default Insur - Premium	25	1.98%

#### Benefits extended beyond 1 year for non-initial appointees files in the last 3 fiscal year

Fiscal Year	Yes	No	Grand Total
2012-13	4.19%	95.81%	100.00%
2013-14	2.62%	97.38%	100.00%
2014-15	1.59%	98.41%	100.00%
<b>Grand Total</b>	<b>2.82%</b>	<b>97.18%</b>	<b>100.00%</b>

#### Homesale Assistance Benefits claimed in the last 3 fiscal years, averaging 262 files per year (Non-initial appointee files only)

Fiscal Year	Sum of Total Amount	Total Files
2012-13	3,672,022.19	285
2013-14	3,781,847.20	300
2014-15	2,649,952.56	202
<b>Grand Total</b>	<b>10,103,821.95</b>	<b>787</b>

**Average files per year** **262**

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **APPENDIX 2 – LIST OF ORGANIZATIONS NOT INCLUDED IN SCHEDULES I AND IV OF THE FAA BUT CURRENTLY AUTHORIZED TO USE THE SERVICES OF THE OUT-GOING IRP CONTRACTOR**

Organizations under Schedule V of the Financial Administration Act:

Canadian Food Inspection Agency  
 Canadian Institutes of Health Research\*  
 Communications Security Establishment  
 Financial Transactions and Reports Analysis Centre of Canada  
 National Research Council  
 National Energy Board  
 Office of the Auditor General of Canada  
 Parks Canada Agency  
 National Sciences and Engineering Research Council\*  
 Social Sciences and Humanities Research Council\*

**\* no relocations have been provided by the Out-going IRP Contractor since 2009 to employees in those organizations**

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## APPENDIX 3: GLOSSARY

### Part 1 - Acronyms

Note: In the event of conflicting acronyms, those detailed in Section 1.7, above, will take precedence.

ACRONYM	DEFINITION
CA	Contracting Authority (PWGSC)
CERC	Canadian Employee Relocation Council
CRA	Canada Revenue Agency
DNC	Departmental National Coordinator
EFT	Electronic Funds Transfer
FAA	Financial Administration Act
GAAS	Generally Accepted Auditing Standards
GC	Government of Canada
GCRSS	The Government of Canada Relocation Support Services
GST	Goods and Services Tax
HG&E	Household Goods and Effects
HHT	House Hunting Trip
HIT	House Inspection Trip
ILM&M	Interim Lodgings, Meals and Miscellaneous
IMETS	Information Management Expenditure Tracking System
IRP	Integrated Relocation Program
MAAR	Monthly Accountable Advance Report
PMV	Private Motor Vehicle
PRM	Progress/Performance Review Meeting
PWGSC	Public Works and Government Services Canada
RFP	Request for Proposal
SED	Service Effective Date
SIN	Social Insurance Number

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>ACRONYM</b>	<b>DEFINITION</b>
SOR	Statement of Requirement
TA	Technical Authority
TAN	Travel Authorization Number
TB	Treasury Board
TBITS	Treasury Board Information or Technology Standards
TBS	Treasury Board of Canada Secretariat
TDRA	Temporary Dual Residence Assistance
TPSP	Third Party Service Provider
USA	United States of America



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## Part 2 – Definitions

**Note: In the event of conflicting definitions, the definitions detailed in Section 1.7, above, will take precedence.**

TERM	DEFINITION
Active File	An open GCRSS file, for which the Contractor has received Department-Authorization, has created the Employee's Relocation file, and there has not been a gap of more than sixty (60) days since the last activity/expenditure on this file.
Authorization	Notification received by the Contractor directly from a Department to provide relocation services to an Employee.
Bi-weekly	Occurring every two weeks; fourteen (14) calendar days.
Certification	A confirmation from the Employee that services requested by the TPSP were actually provided, prior to payment being processed by the Contractor. This Certification can be obtained and recorded on-line through the Contractor website.
Close of Business	The end of the business day defined as 1800 local time.
Commercial Transportation	Means transportation by air, water or ground including, but not limited to, professional airport limousine, rental vehicle, shuttle, taxi, bus, and rail.
DNC	The Departmental National Coordinators representing each department or organization of which there are approximately 60.  Note: The vast majority of departments/organizations have one DNC. Six departments have in addition to their DNC between 4 and 10 regional coordinators. 1 department has in addition to its DNC up to 25 regional coordinators.
DRC	The Departmental Regional Coordinators, of which there are approximately 20, for some large departments.
Employee (s)	The person or persons being relocated from one place of residence to a new destination to perform duties of a position within the Public Service.
Expenses	The amount of money spent in order to purchase an item or service.
Fees	The payment for professional services rendered.
File Number	Includes Contractor assigned identifier for the GC.
Fiscal Year	A period of twelve months beginning 1 April and ending 31 March of the following year.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>TERM</b>	<b>DEFINITION</b>
Flow-Through Costs	Expenses paid to the Employee throughout the relocation process to cover all of their authorized expenses and provisions.
GC	Government of Canada, referred to in the SOR as Canada
HG&E	The furniture, household equipment and personal effects of an Employee or appointee and dependants, but does not include automobiles, livestock and pets.
Implementation Period	The initial period After Contract Award and prior to the SED of the Contract where the Contractor is expected to organize and initiate all of the activities that must be performed throughout the duration of the Contract.
Inactive File	Is an Active file that has not had any activity/expenditure in the previous sixty (60) days.
Incidentals	When on an HHT or Destination Inspection Trip, means the <u>Treasury Board Incidental Travel Rate</u> payable to one family unit only (including the Employee).
Initial Appointee	Initial Appointment (other than EX/GIC) to the Public Service: A person recruited from outside the public service and appointed or on assignment to a department or agency listed in Schedule I and IV (of the Financial Administration Act). On relocation to the first place of employment, a person is deemed not to be an employee for the purpose of the National Joint Council Relocation Directive, therefore, only provisions listed in the Addendum-Initial Appointees Relocation Directive apply.
Isolated Post	A place named in Appendix A of the Treasury Board Isolated Posts and Government Housing Directive.
Mileage	Distance calculation: Kilometric and mileage distances (less distance traveled by sea) calculated using the shortest practicable road distance and the department-approved distance guide.
Non-Commercial Lodgings	Lodgings other than commercial lodgings, including a travel trailer, tent or a private home, but not including public quarters or the private residence of the Employee or a relative or acquaintance with whom the Employee normally resides.
One-Stop Shopping	So termed because the Contractor's personnel will assist with all elements of the move from the initial consultation until the claims have all been finalized and paid.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>TERM</b>	<b>DEFINITION</b>
Out-going Transition Period	The period from Contract expiry to the earlier of the closing of all Employee files or one year during which the Contractor must provide all services described in the SOR for the In-service period and subsequent transition to the new suppliers of existing Employee files, if any.
Out-going IRP contractor	Contractor who delivered the relocation services for the Integrated Relocation Program as explained in section 1.2
PMV	A serviceable motor vehicle whose cubic measurement does not exceed 20.80 cubic meters that is owned and registered by the Employee or a dependant, and may be of passenger car configuration, or any other type of self-propelled vehicle mounted on a car or truck chassis, but does not include the cars of electric or steam railways or other motor vehicles running only on rails, or a motorized snow vehicle, farm tractor, or similar type of self-propelled vehicle.
Quarterly	The Fiscal Year is broken down into four quarters: April-June, July-September, October-December, and January-March.
Raw Data	Describes the data and information that will be provided by Canada during the Out-Going Transition Period.
Receipt	An official receipt, as required by CRA must include the following information as a minimum: <ul style="list-style-type: none"> <li>- Name of Person or Organization that provided the service;</li> <li>- Address of Person or Organization;</li> <li>- Date the service was rendered (period covered);</li> <li>- Amount that was paid for the services that were rendered;</li> <li>- In the case of a Person, their telephone number; and</li> <li>- If the receipt is for baby-sitting, the name(s) of the child (ren) that were baby-sat.</li> </ul>
Relocation	Relocation means the movement of an Employee, spouse and/or dependants from the principal residence at the old place of duty/employment to the replacement principal residence at the new place of duty.
Relocation Services	The complete range of services, excluding the physical movement of household goods and effects, required to effect the relocation of an Employee. It includes providing counselling, and professional assistance throughout every step of the relocation process. This includes services such as, but not limited to, relocation planning at origin and destination, marketing assistance, destination services and access to Third Party Service Providers (TPSP) for services such as realtors, lawyers, notaries, home inspectors, appraisers and rental search agencies.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>TERM</b>	<b>DEFINITION</b>
Relocation Checklist	A checklist prepared by the Contractor which must identify all the provisions of the GCRSS to the Employee on which the Contractor must brief the Employee and for which the individual being briefed must sign off on acknowledging that he/she has been briefed and has a satisfactory understanding of the GCRSS.
TA	The Technical Authority is the Treasury Board of Canada representative so designated in the body of the Contract.
TPSP	Suppliers engaged by the Contractor as sub-contractors to provide specialized services in accordance with the GCRSS or to the relocating Employee as part of the provisions under the Program. Participation is open to all firms and their agents (without charge) who have agreed to participate in the Program and to respect the terms and conditions established by the Contractor. The provider must meet the requested standards as laid out by the Contractor (and in consultation with the TA), which must include quality and price assurances.
Transition	A process by which all responsibilities (as specified in the SOR) will be transferred from the Out-going IRP Contractor to the Contractor, as well as from the Contractor to the subsequent supplier(s).

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## APPENDIX 4

### DATA ELEMENTS AND EXPENSE CATEGORIES TO BE INCLUDED IN IMETS

**Table 1 Data Elements**

Contractor File Number
Employee first last name and initials
Employee number
Employee SIN
Employee designation as Executive
Department / Organization Name
Employee Spouse
Employee Children
Employee Other dependents
Date File initiation
Date File closed
Move status
Move type
Relocations Reviewer first last name
Relocation Office
Record Conversations with Employee
Department Relocation Office
Move origin address
Move origin contractor office
Distance to New Work Site
Distance from Current Residence to New Work Site
Origin counsellor name (first & last)
Move destination address
Move destination contractor office
Destination counsellor name (first & last)
Dates Employee counselling sessions
Dates Reporting Date
Dates Travel to New Location
Dates HHT
Dates Destination Inspection Trip
Dates Advances
Amounts Advances

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Dates Relocation Checklist Initialization
Dates Relocation Checklist Finalization
Situation At Origin
Isolated Post Origin With or Without Market
Isolated Post Origin OWN
Residence Appraisal Value
Residence Listed Value
Residence Sold Value
Isolated Post Origin Value of residence sold
Isolated Post Origin Appraised Value of residence sold
Isolated Post Origin Rent
Isolated Post Origin Crown Owned Housing
Isolated Post Origin Private
Isolated Post Origin Other
Isolated Post Origin Will retain residence
Isolated Post Origin Take or Will not take Incentive
Isolated Post Origin residence address
Isolated Post Origin residence city
Isolated Post Origin residence province
Isolated Post Origin residence postal code
Isolated Post Origin Worksite address
Isolated Post Origin Worksite city
Isolated Post Origin Worksite province
Isolated Post Origin Worksite postal code
Isolated Post Destination      Isolated Post without Market
Isolated Post Destination      Isolated Post with Market
Isolated Post Destination      Intent at Destination
Isolated Post Destination      Purchase
Isolated Post Destination      Rent
Isolated Post Destination      Crown Owned Housing
Isolated Post Destination      Private
Isolated Post Destination      Other
Isolated Post Destination      Recent address
Isolated Post Destination      Recent address 2
Isolated Post Destination      Recent City
Isolated Post Destination      Recent Province
Isolated Post Destination      Recent Postal Code
Isolated Post Destination      Worksite city
Isolated Post Destination      Worksite Postal Code
Isolated Post Destination      Worksite Province

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Isolated Post Destination	Worksite address
Isolated Post Destination	International
Isolated Post Destination	Regular
Isolated Post Destination	Retirement
(TPSP Master file Info)	
TPSP ID Number	
TPSP Name of TPSP	
TPSP Address including Street, City, Province/State, Country, Postal Code (or Zip)	
TPSP Telephone numbers	
TPSP Fax	
TPSP E-mail	
Be able to run TPSP reports:	
Payments by provider	
By Employee file number	
By Department / Organization	
By location	
Payments to TPSP by date, amount and GCRSS file number	
Origin Realtors	
Origin Lawyers	
Origin Notaries	
Origin Home Appraisers	
Origin Property Management	
Origin Attending Fees - Power Of Attorney	
Mortgage Portable	
Mortgage Cancellation Fee	
Capital Improvements	
DHIT	
HEAP	
Depressed Market	
Long Term Storage	
Storage In Transit	
SIV	
SHIP	
HG&E	
Weight shipped	
Weight allowed	
Amount to be recovered from Employee	

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

HHT After sale of residence at origin
HHT before sale of residence at origin
Imposed Restriction
Destination Legal
Destination Notaries
Destination Home Inspectors
Destination Interest On Bridge Loan
Destination Mortgage Default insurance
Destination Interest On Deposit Loan
Destination Interest on Relocation Loan
Destination Mortgage Interest Differential
Destination Attending Fees/Power of attorney
Destination Rental Property Search
ILM&M Accommodation
ILM&M Meals
Mortgage Interest Buydown
Ship PMV
Store PMV
Drive
Number of PMVs
Spousal Services (services to be listed per GCRSS)
Sundry Expenses
TDRA
Transfer Allowance
Transportation of Pets

**Table 2 CRSP Fees**

Employer-Requested Relocation
Employee-Requested Relocation
Initial Appointee Relocation

**Table 3 Expense Categories**

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Home Purchase	Home Inspection
Home Purchase	Cleaning at Destination
Home Purchase	Legal Fee - Purchase
Home Purchase	Legal Disbursements



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Home Purchase	Attending/Power Of Attorney (Power Of Attorney) Fee
Home Purchase	Survey/Certificate of Location
Home Purchase	Title Insurance
Home Purchase	Mortgage Appraisal Fee
Home Purchase	Mortgage Interest Buydown
Home Purchase	Mortgage Interest Rate Differential
Home Purchase	Interest on Home Relocation Loan
Home Purchase	Taxable Interest - Home Relocation Loan
Home Purchase	Second Mortgage unsold residence
Home Purchase	Mortgage Default Insurance Application Fee
Home Purchase	Mortgage Default Insurance Premium
Home Purchase	Short Term Loan Interest
Home Purchase	Bridge Financing Interest
Home Purchase	Land Transfer Tax/Welcome Tax
Home Purchase	Labour for altering locks
Home Purchase	Miscellaneous Expenses
Home Sale	Appraisals
Home Sale	Appraisal Income/Acreage
Home Sale	Home Inspection - sale
Home Sale	Real Estate Commission
Home Sale	Cleaning at Origin
Home Sale	Marketing Incentive
Home Sale	Home Staging - Sale
Home Sale	Legal Fee - Sale
Home Sale	Legal Disbursements - Sale
Home Sale	Courier Service
Home Sale	Attending/Power Of Attorney Fee - Sale
Home Sale	Municipal Land Transfer Tax
Home Sale	Land Titles Conversion - Sale
Home Sale	Mortgage Discharge Fee
Home Sale	Mortgage Discharge Penalty/ Interest Rate Differential
Home Sale	Mortgage Discharge Consultation Fee
Home Sale	Second Mortgage Unsold residence Administrative and legal fees
Home Sale	Equity Loss
Home Sale	Return/Finalize Sale - Mileage
Home Sale	Return/Finalize Sale - Car Rental
Home Sale	Return/Finalize Sale - Hotel
Home Sale	Return/Finalize Sale - Meals
Home Sale	Return/Finalize Sale - Incidental
Home Sale	Marketing Incentives
Home Sale	Private Sale Expenses

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Home Sale	Miscellaneous Expenses
Travel to New Location	Excess baggage
Travel to New Location	Shipment of Pets
Travel to New Location	Parking/ferry/road tolls
Travel to New Location	Commercial Transport
Travel to New Location	Mileage
Travel to New Location	Car Rental
Travel to New Location	Lodging - Commercial
Travel to New Location	Lodging – Private
Travel to New Location	Lodging - Recreational Vehicle (Recreational Vehicle)
Travel to New Location	Meals
Travel to New Location	Miscellaneous allowance
Travel to New Location	Pet boarding
Travel to New Location	Miscellaneous Expenses
ILM&M	Local Transportation - PMV Mileage
ILM&M	Local Transportation - Rental
ILM&M	Local Transportation - Gas
ILM&M	Local Transportation - Parking
ILM&M	Local Transportation - Toll Roads
ILM&M	Local Transportation - Ferries
ILM&M	Lodging - Commercial
ILM&M	Lodging Private
ILM&M	Lodging – Recreational Vehicle
ILM&M	Meals
ILM&M	Incidental Allowance
ILM&M	Dependant care
ILM&M	Pet boarding
ILM&M	Exceptions Pack/Load/Clean day - Lodgings
ILM&M	Exceptions Pack/Load/Clean day - Meals

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
ILM&M	Exceptions Pack/Load/Clean day - Miscellaneous allowances
ILM&M	Miscellaneous Expenses
HHT/HIT	Transportation - Airline
HHT/HIT	Transportation - Bus
HHT/HIT	Transportation - Boat
HHT/HIT	Transportation - PMV Mileage
HHT/HIT	Transportation - Car Rental
HHT/HIT	Transportation - Gas
HHT/HIT	Transportation - Parking
HHT/HIT	Transportation - Toll Roads
HHT/HIT	Transportation - Ferries
HHT/HIT	Transportation - Dependants
HHT/HIT	Lodging - Commercial
HHT/HIT	Lodging Private
HHT/HIT	Lodging – Recreational Vehicle
HHT/HIT	Lodging - Dependant
HHT/HIT	Meals
HHT/HIT	Incidental Allowance
HHT/HIT	Meals - Dependant
HHT/HIT	Dependant care
HHT/HIT	Pet boarding
HHT/HIT	Other
HHT/HIT	Phone/Fax/Internet
HHT/HIT	Change Fees to extend HHT
HHT/HIT	Change Fee to Return Early
HHT/HIT	Miscellaneous Expenses
Un-Accompanied Travel	Parking/tolls
Un-Accompanied Travel	Commercial Transportation
Un-Accompanied Travel	Mileage
Un-Accompanied Travel	Car rental
Un-Accompanied Travel	Hotel
Un-Accompanied Travel	Meals
Un-Accompanied Travel	Incidental
Un-Accompanied Travel	Interim Parking

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Un-Accompanied Travel	Un-Accompanied Interim Lodgings
Un-Accompanied Travel	Un-Accompanied Interim Meals
Un-Accompanied Travel	Un-Accompanied Interim Miscellaneous Expense
Un-Accompanied Travel	Un-Accompanied Travel - Commercial Mileage
Un-Accompanied Travel	Miscellaneous Expenses
Spousal expenses	Transportation
Spousal expenses	Lodging - Commercial
Spousal expenses	Lodging Private
Spousal expenses	Meals
Spousal expenses	Dependant care
Spousal expenses	Pet boarding
Spousal expenses	CV/Resume Prep.
Spousal expenses	Copy/Transmittal
Spousal expenses	Incidental Allowance
Spousal expenses	Miscellaneous Expenses
Rental Expense	Rental Search Assistance Fee
Rental Expense	Rent in advance
Rental Expense	Rent in advance Parking & utilities
Rental Expense	Lease liability
Rental Expense	Miscellaneous Expenses
Administrative	Exclusive Personalized-non-tax
Administrative	Exclusive Personalized-taxable
Administrative	Change of address
Administrative	Retroactive Posting Allowance
Administrative	Personalized Cash Payout
Administrative	RRSP Contribution
Administrative	Separated Dependents Allowance
Administrative	Federal Tax Withheld
Administrative	Provincial Tax Withheld
Administrative	Canada Pension Plan/Quebec Pension Plan Withheld
Administrative	Canada Pension Plan/Quebec Pension Plan Employer's Portion
Administrative	Employment Insurance Withheld
Administrative	Employment Insurance Employer's Portion
Administrative	Provincial Payroll Tax
Administrative	Quebec Parent Insurance Plan (Quebec Parental Insurance Plan) Employee's deduction
Administrative	Quebec Parental Insurance Plan Employer's deduction

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Administrative	GST Paid
Administrative	GST Withheld
Administrative	Administration Fee
Administrative	Miscellaneous Expenses
Administrative	Funds Received from DNC
Administrative	Funds Returned to DNC
Administrative	Funds Advanced to Employee
Administrative	Funds Returned by Employee
Administrative	Miscellaneous Expenses
Allowance	Non-accountable Incidental Expenses Allowance
Allowance	Transfer Allowance
TDRA	Local Transportation - PMV Mileage
TDRA	Local Transportation - Rental
TDRA	Local Transportation - Gas
TDRA	Local Transportation - Parking
TDRA	Local Transportation - Toll Roads
TDRA	Local Transportation - Ferries
TDRA	Lodging - Commercial
TDRA	Lodging Private
TDRA	Lodging - Recreational Vehicle
TDRA	Meals
TDRA	Incidental Allowance
TDRA	Utilities
TDRA	Property Tax
TDRA	Property Insurance
TDRA	Mortgage Interest
TDRA	Weekend travel home
TDRA	Rental Mobile Pad
TDRA	Property Management Fee
TDRA	Laundry
TDRA	Miscellaneous Expenses
Utilities	Connect/Disconnect
Utilities	Miscellaneous Expenses
Sundry - Specialized	Well/Water Portability
Sundry – Specialized	Termite Inspection - purchase
Sundry – Specialized	Septic System Inspection - purchase
Sundry – Specialized	Specialized Inspection – purchase
Sundry – Specialized	Pyrite Inspection - sale
Sundry – Specialized	Pyrite Inspection - purchase
Sundry – Specialized	Contractor's Administrative fee
Sundry – Specialized	Shipment of PMV

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Expense Categories</b>	<b>Expense Category Subtypes</b>
Sundry – Specialized	Storage In Transit Costs
Sundry – Specialized	Overweight Cost
Sundry – Specialized	Costs on TANs
Sundry – Specialized	Crating Charges
Sundry – Specialized	Collections/Antiques Appraisal
Sundry – Specialized	Automated Teller Machine Charges
Sundry - Specialized	Home renovations for disabled
Sundry - Specialized	Transfer of Medical/Dental Files
Sundry - Specialized	Miscellaneous Expenses
Vehicle	Shipment of vehicle
Vehicle	PMV Commercial storage
Vehicle	PMV Preparation for Long Term Storage/Shipping
Vehicle	Shipment Recreational Vehicle
Vehicle	Travel to PMV Depot
Vehicle	Drivers License Plates/Fees
Vehicle	Vehicle Safety Certificates
Vehicle	Vehicle Registration
Vehicle	Miscellaneous Expenses

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## ANNEX B

### BASIS OF PAYMENT

Note to Bidder: The Contractor will be paid in accordance with the following Basis of Payment for Work performed pursuant to the resulting Contract.

#### 1. Firm All-Inclusive Administration Price

1.1 The Contractor will be paid a firm all-inclusive administration price per file for relocation files administered under the Contract as set out in Table 1 below. Customs duty is included, if applicable; and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

1.2 The Firm All-Inclusive Administration Price per file payable in any particular year, will be the price in effect at the time of the Relocation is authorized.

Table 1 - Firm All-Inclusive Administration Price								
	Contract Period 1-Jun-16 to 30-Nov-17 See Note 1	Contract Period 1-Dec-17 to 30-Nov-18	Contract Period 1-Dec-18 to 30-Nov-19	Contract Period 1-Dec-19 to 30-Nov-20	Contract Period 1-Dec-20 to 30-Nov-21	Contract Period 1-Dec-21 to 30-Nov-22	Option 1 1-Dec-22 to 30-Nov-23	Option 2 1-Dec-23 to 30-Nov-24
<b>Relocations</b> (excluding Initial Appointees)	\$	\$	\$	\$	\$	See Note 2	\$	\$
<b>Initial Appointee Relocations</b>	\$	\$	\$	\$	\$	See Note 2	\$	\$

Note 1: During this period, Relocation files can only be actioned from December 1, 2016 to November 30, 2017 as the first 6 month period is the transition/ramp-up period.

Note 2: Firm All-Inclusive Administration Price is not required as no Relocations will be authorized during this period.

#### 2. Schedule for Payment

2.1 The Contractor will be paid in accordance with the following Schedule for Payment and the Firm All-Inclusive Administrative Price as defined in Table 1 above throughout the duration of the Contract.

Note: The following table is applicable to a new Contractor (i.e. non-incumbent contractor) only and will be deleted upon Contract award if not applicable.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>File Type</b>	<b>File Age (from authorization date)</b>	<b>Percentage of Firm All-Inclusive Administration Price due to Contractor</b>
<b>Files Transferred from Incumbent Contractor:</b> On-going, Relocation Files Transferred from Incumbent Contractor on the Service Effective Date	30 days or less File will be deemed a "Newly authorized file"	100%, in accordance with "Newly Authorized Files"
	31 days or older	50%
<b>Newly Authorized Files:</b> Authorized on or after the Service Effective Date	At 60 days	33%
	At File Closure	67%
<b>Cancelled Files</b>	59 days or less	\$0
	60 days or older	33%
<b>Transfer Out:</b> On-going, Relocation Files that are not complete at the Contract expiry date. Files will be transferred to new Contract.	30 days or less File will be deemed "Cancelled"	\$0
	31 days or older	50%

OR

Note: The following Table is applicable to the incumbent contractor only and will be deleted upon Contract award if not applicable.

<b>File Type</b>	<b>File Age (from authorization date)</b>	<b>Percentage/Amount of Firm All-Inclusive Administration Price due to Contractor</b>
<b>Files Transferred from Previous Contracts:</b> On-going, Relocation Files Transferred from Previous Contracts on the Service Effective Date		
	<b>Upon file closure:</b>	
	> 45 days but less than 180 days	67%
<b>Newly Authorized Files:</b> Authorized on or after the Service Effective Date	180 days or older	Difference between Firm All-Inclusive Administration Price and Previous Contract's Administration Price
	At 60 days	33%
	Upon File Closure	67%
<b>Cancelled Files</b>	59 days or less	\$0
	60 days or older	33%
<b>Transfer Out:</b> On-going, Relocation Files that are not complete at the Contract expiry date. Files to be transferred to new Contract.	30 days or less File will be deemed "Cancelled"	\$0
	31 days or older	50%

### 3. Elements Subject to a Ceiling Fee – Third-Party Service Providers (TPSP) Invoices

3.1 The Ceiling Fees by province, as identified in Tables 3A through 3G below, will apply to all services provided by TPSP (including those performed by suppliers selected by the Employee) at the Relocation origin or destination. The Contractor must make every effort to locate and make available to the



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Employee TPSP services at less than the ceiling fee so that the average billed, to Canada, over the life of the Contract is less than the ceiling fee indicated.

3.2 The Contractor will be reimbursed upon the submission of invoices for the costs reasonably and properly incurred in the performance of the TPSP services provided in accordance with Annex A Statement of Requirements, to the ceiling fee determined in accordance with Tables 3A through 3G below. The ceiling fees include customs duty, if applicable; and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Payments will be subject to government audit. The results and findings of the government's audit will be conclusive.

3.3 The Ceiling Fees are subject to downward adjustment so as not to exceed the actual charges and costs reasonably incurred in the performance of the Work and computed in accordance with this Annex B. These expenses will be paid at actual cost up to the ceiling fee set out herein with no allowance for profit or overhead. If there has been any overpayment, it must be promptly refunded to Canada.

3.4 The ceiling fee payable in any particular year will be the rate in effect at the time the TPSP is called upon to provide the required services.

3.5 For sales handled by lawyers/notaries outside their boundaries via local lawyers or agents, any fees for services from the local lawyers/agents will be the sole responsibility of the selected lawyer and will not be reimbursed as a disbursement under the Contract. A lawyer/notary who subcontracts will be paid a combined fee for services and subcontracted services no higher than the ceiling price.

3.6 In the province of Quebec, the purchaser's notary handles the sale transaction and therefore there are no fees on the sale transaction. There are, however, fees and disbursements payable by the vendor to the purchaser's notary for the discharge of the mortgage. The Quebec Civil Code indicates it is the responsibility of the purchaser's notary to perform the acquittance of the vendors' mortgage and only with their permission can it be done by another Notary. In most cases, the vendor is obligated to use the purchaser's choice of notary.

#### **Ceiling Rate Tables 3A to 3G**

**Table 3A - Real Estate Commission (maximum % of the selling price)**

<b>Province</b>	<b>Contract Period</b>						<b>Option 1</b>	<b>Option 2</b>
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	%	%	%	%	%	%	%	%
British Columbia	%	%	%	%	%	%	%	%
Manitoba	%	%	%	%	%	%	%	%
New Brunswick	%	%	%	%	%	%	%	%
Newfoundland & Labrador	%	%	%	%	%	%	%	%
Nova Scotia	%	%	%	%	%	%	%	%
Northwest Territories	%	%	%	%	%	%	%	%

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Nunavut	%	%	%	%	%	%	%	%
Ontario	%	%	%	%	%	%	%	%
Prince Edward Island	%	%	%	%	%	%	%	%
Québec	%	%	%	%	%	%	%	%
Saskatchewan	%	%	%	%	%	%	%	%
Yukon	%	%	%	%	%	%	%	%

**Table 3B - Legal/Notary Fee (Excludes Disbursements) at Origin**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Table 3C - Legal/Notary Fee (Excludes Disbursements) at Destination**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 3D - Standard Residence Industry Appraisal Fee (see Note 1)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

Note 1: In certain cases, some appraisers will refuse to complete a regular appraisal for properties that are not deemed single-family dwellings or charge increased fees to appraise residences with acreage or that are deemed to be income-producing. In these instances, additional appraisal fees, in excess of the established fees, are covered as a Core expense. Given that the appraisal is a requirement of the IRP, employees are not responsible for these additional costs, as these expenses are not within their control.

**Table 3E - CERC Standard Residential Appraisal Fee (Applicable to Relocations requiring Home Equity Assistance Program only)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 3F - Home Inspection Fee**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Yukon	\$	\$	\$	\$	\$	\$	\$	\$
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**Table 3G - Rental Search Fee (Per Diem rate)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$
Out of Canada	\$	\$	\$	\$	\$	\$	\$	\$

#### **4. Cost Reimbursable Elements – Reimbursement to Employees**

4.1 The Contractor will be reimbursed for the costs reasonably and properly incurred from the submission of invoices for all disbursements paid to the Employee determined in accordance with the applicable relocation directive, at cost with no allowance for overhead and/or profit. Payments are subject to government audit. The results and findings of the government's audit will be conclusive.

4.2 If there has been any overpayment, it must be promptly refunded to Canada.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **5. Interest on Disbursements**

5.1 Interest, if applicable, will be charged by the Contractor at the then current prime rate of the Contractor's bank on all disbursements from the date of the disbursement until the date of the payment instrument drawn by the Receiver General for Canada for payment of the Contractor's Administration Fee invoices. The Contractor must establish a separate bank account that must be used for the sole purpose of making such disbursements and crediting payments received.

## **6. Total Compensation**

6.1 The Contractor's compensation for services rendered under this contract will be the total of the amounts received by the Contractor in the form of payment for the Firm All-Inclusive Administration Fees. These will be the sole source of compensation for all services as defined in Annex A, (excluding Section 7.0 Additional Work Requirements). The Contractor will be compensated for Additional Work Requirements in accordance with Article 7 below.

6.2 Any disbursements, will be reimbursed at cost with no allowance thereon for overhead and/or profit, as indicated under articles 2 and 3 above.

6.3 The Contractor must not collect commissions, referral fees, registration fees, or publication fees under any circumstance in connection with services provided under this contract from any realtors, agents, lawyers, notaries, or other service suppliers or employees. Collection of any such fees must promptly be returned to Canada, and the Contractor will be considered in a breach of contract.

## **7. Additional Work Requirements - Unfunded**

7.1 The Basis of Payment related to any Additional Work Requirement defined under Section 7.0 of Annex A will be incorporated through an official contract amendment.

7.2 Travel and Living Expenses: If travel and living expenses are incurred as part of an AWR, the Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices B, C and D of the Treasury Board Travel Directive ([http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/TBM\\_113/menu-travel-voyage\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage_e.asp)), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". Customs duty are excluded and Goods and Services Tax or Harmonized Sale Tax is extra, if applicable.

7.3 All travel must have the prior authorization of the CA. These expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## ANNEX C

### SECURITY REQUIREMENTS CHECK LIST

*(Insert)*



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## ANNEX D

### INSURANCE REQUIREMENTS

#### 1. Commercial General Liability Insurance

1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$10,000,000 per accident or occurrence and in the annual aggregate.

1.2 The Commercial General Liability policy must include the following:

- (a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- (b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- (c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- (d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- (e) Cross Liability/Separation of Insured: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- (f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- (g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program).
- (i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.
- (n) Deleted.
- (o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

(p) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate  
Quebec Regional Office (Ottawa)  
Department of Justice  
284 Wellington Street, Room SAT-6042  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel  
Civil Litigation Section  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to codefend 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.

## 2. Errors and Omissions Liability Insurance

2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$2,000,000 per loss and in the annual aggregate, inclusive of defence costs.

2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

2.3 The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## Bidder Forms

### Attachment 1 to Part 3

Form 1 - BID SUBMISSION FORM	
<b>Bidder's full legal name</b> <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>	
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name:
	Title:
	Address:
	Telephone #:
	Fax #:
	Email:
<b>Bidder's Procurement Business Number (PBN)</b> <i>[see the Standard Instructions 2003]</i> <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>	
<b>Jurisdiction of Contract:</b> Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
<b>Former Public Servants</b> See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?  Yes ____ No ____  If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Form 1 - BID SUBMISSION FORM</b>									
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>								
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<p><b>Security Clearance Level of Bidder</b></p> <p><b>[include both the level and the date it was granted]</b></p> <p><b>[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]</b></p>									
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> <li>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</li> <li>2. This bid is valid for the period requested in the bid solicitation;</li> <li>3. All the information provided in the bid is complete, true and accurate; and</li> <li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li> </ol>									
<p><b>Signature of Authorized Representative of Bidder</b></p>	<hr/>								



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<sup>1</sup> for which no pardon or equivalent has been received.

	Yes	No	Comments
52: False or misleading representation 53: deceptive notice of winning a prize			
<b>Corruption of Foreign Public Officials Act</b> 3: Bribing a foreign public official 4: Accounting 5: Offence committed outside Canada  <b>Controlled Drugs and Substance Act</b> 5: Trafficking in substance 6: Importing and exporting 7: Production of substance	<input type="checkbox"/>     <input type="checkbox"/>	<input type="checkbox"/>     <input type="checkbox"/>	
<b>Other Acts</b> 239: False or deceptive statements of the Income Tax Act 327: False or deceptive statements of the Excise Tax Act	<input type="checkbox"/>	<input type="checkbox"/>	

Additional Comment

☐ I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ authorise PWGSC to collect and use the information provided, in addition to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

☐ I, (name) \_\_\_\_\_, (position) \_\_\_\_\_, of (company name bidder) \_\_\_\_\_ certify that the information provided in this form is, to the best of my knowledge, true and complete. Moreover, I am aware that any erroneous or missing information could result in the cancellation of my bid as well as a determination of ineligibility/suspension.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

We appreciate your interest in doing business with The Government of Canada and your understanding on the additional steps that we need to take to protect the integrity of PWGSC's procurement process.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Form 3**  
**List of Names Form**

In accordance with Part 5, Article 5.2 (a) – Integrity Provision – List of Names, please complete the Form below.

<b>Complete Legal Name of Company</b>	
<b>Company's address</b>	
<b>Company's Procurement Business Number (PBN)</b>	
<b>Solicitation number</b>	
<b>Board of Directors (Use Format – first name last name) Or put the list as an attachment</b>	
<b>1. Director</b>	
<b>2. Director</b>	
<b>3. Director</b>	
<b>4. Director</b>	
<b>5. Director</b>	
<b>6. Director</b>	
<b>7. Director</b>	
<b>8. Director</b>	
<b>9. Director</b>	
<b>10. Director</b>	
<b>Other members</b>	
<b>Comments</b>	



Solicitation No. – N° de l'invitation 24062-140087/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

**Form 4 to Part 5 – Bid Solicitation**  
**FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION**

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

For further information on the Federal Contractors Program for Employment and Social Development Canada (ESDC) - Labours' website.

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

Complete both A and B.

A. Check only one of the following:

- ( ) A1. The Bidder certifies having no work force in Canada.
- ( ) A2. The Bidder certifies being a public sector employer.
- ( ) A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- ( ) A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ( ) A5.1 The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC -Labour.

OR

- ( ) A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC -Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC -Labour.

B. Check only one of the following:

- ( ) B1 The Bidder is not a Joint Venture.

OR

- ( ) B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions.)

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## Attachment 2 to Part 3

### Pricing Schedule

1. The Bidder should complete the attached pricing schedules using the electronic file entitled Financial Proposal 1 Attachment 1 to Part 3\_EN.xls and Financial Proposal 2 Attachment 1 to Part 3\_EN.xls, and include both in its financial bids. The fees and rates specified, when quoted by the Bidder, must include all of the requirements defined in the applicable Annex A, with the exception of the to be determined Work as described in Contract TBS SOR section 7.0 Additional Work Requirements.

#### 2. Overall Approach for Financial Data Entry

(i) Two financial proposals are required (i.e. Financial Proposal 1 (stand-alone Contract TBS and Contract RCMP) and Financial Proposal 2 (stand-alone Contract TBS only).

(ii) Bidders should insert data in each of the worksheet cells that are highlighted or backfilled with the colour turquoise (as indicated in the "Notes" worksheet).

(ii) Bidders should carefully review the "Notes" worksheet.

(ii) Additional notes pertinent to data entry worksheets may be found at the bottom of the applicable data entry tables, contained in the relevant worksheets.

3. As a minimum, for each of the periods specified, the Bidder must provide, in its financial bids, its pricing (in Cdn \$ or percentage, as applicable) for the following:

- i. Firm All-Inclusive Administration Price (Excluding Initial Appointees) (Table 13);
- ii. Firm All-Inclusive Administration Price - Initial Appointees (Table 13);
- iii. Firm All-Inclusive Annual Subscription Fee (Table 14) (Pricing Proposal 1 only);
- iv. Real Estate Commissions (Table 16);
- v. Legal/Notary Fees for Sale of Residence at Origin by province (Table 17);
- vi. Legal/Notary Fees for Purchase of Residence at Destination by Province (Table 18)
- vii. Standard Residence Industry Appraisal Fee (Table 19);
- viii. CERC Standard Residence Appraisal Fee (Table 20);
- ix. Home Inspection Fee (Table 21); and
- x. Rental Search Fee (Table 22).

The Bidder may propose different ceiling prices/fees for different periods of the contract. The Bidder should enter its TPSP ceiling fees in the applicable worksheet. All TPSP ceiling fees are to be provided as a dollar value except for the real estate commission, which is a maximum percentage of the selling price.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**Note to Bidder:**

1. 2. (i) and 2 (ii) are required for the Contract TBS and 2. (iii) is required for Contract RCMP.
2. 2(iii) is not found in Financial Proposal 2 Attachment 1 to Part 3\_EN.xls as it is required for Contract RCMP only.
3. The tables referenced above are found in Financial Proposal 1 Attachment 1 to Part 3\_EN.xls and Financial Proposal 2 Attachment 1 to Part 3\_EN.xls.

The Bidder should provide detailed cost breakdowns for all proposed Firm All-Inclusive Administration Prices and the Firm All-Inclusive Annual Subscription Fee. This information will form part of the Contract and will be used, when required, to support negotiations of any subsequent Contract Amendments.

## 5. Calculation of Total Evaluated Bid Price (TEBP)

### 5.1 Financial Proposal 1 - Calculation of Total Evaluated Bid Price (TEBP)

**Note to Bidder:**

The Firm All-Inclusive Annual Subscription Fee will not form part of the calculation of TEBP for Financial Proposal 2 (see 5.2 below).

The Total Evaluated Bid Price (TEBP) will be established by the addition of the following calculated costs (TEBP=A+B+C+D+E+F+G+H+I+J):

(A) The sum of 8 years of Firm All-Inclusive Administrative Fees (except Initial Appointees) multiplied by ### (the Number of Relocations to be used for Financial Evaluation Purposes - excluding Initial Appointees);

(B) The sum of 8 years of Firm All-Inclusive Administration Fees - Initial Appointees multiplied by ### (the Number of Relocations be used for Financial Evaluation Purposes);

(C) The sum of 8 years of Firm All-Inclusive Annual Subscription Fee multiplied by ### (the Number of Relocations be used for Financial Evaluation Purposes);

(D) Sum of 8 Year Real Estate Commissions (%) multiplied by ### (the Total Value of Residences Sold at Origin);

(E) 8 Year Sum of Legal/Notary Fees for Sale of Residence at Origin (Excludes Disbursements) multiplied by ### (Number of Homes Sold at Origin for Evaluation Purposes);

(F) 8 Year Sum of Legal/Notary Fees for Purchase of Residence at Destination (Excludes Disbursements) multiplied by ### (Number of Homes Anticipated to be Purchased at Destination for Evaluation Purposes);

(G) Standard Residence Industry Appraisal Fee multiplied by ### (Number of Standard Residence Industry Appraisals for Evaluation Purposes);

(H) CERC Standard Residence Appraisal Fee multiplied by ### (Number of CERC Standard Residence Appraisals for Evaluation Purposes);

(I) Home Inspection Fee multiplied by ### (Number of Home Inspections for Evaluation Purposes); and

(J) Rental Search Price multiplied by ### (Number of Rental Searches for Evaluation Purposes).

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 5.2 Financial Proposal 2 - Calculation of Total Evaluated Bid Price (TEBP)

Note to Bidder: if financial Proposal 2 is evaluated the TEBP will be determined as described below.

The Total Evaluated Bid Price (TEBP) will be established by the addition of the following calculated costs (TEBP = A+B+C+D+E+F+G+H+I):

(A) The sum of 8 years of Firm All-Inclusive Administrative Fees (except Initial Appointees) multiplied by ### (the Number of Relocations to be used for Financial Evaluation Purposes - excluding Initial Appointees);

(B) The sum of 8 years of Firm All-Inclusive Administration Fees - Initial Appointees multiplied by ### (the Number of Relocations be used for Financial Evaluation Purposes);

(C) Sum of 8 Year Real Estate Commissions (%) multiplied by ### (the Total Value of Residences Sold at Origin)

(D) 8 Year Sum of Legal/Notary Fees for Sale of Residence at Origin (Excludes Disbursements) multiplied by ### (Number of Homes Sold at Origin for Evaluation Purposes);

(E) 8 Year Sum of Legal/Notary Fees for Purchase of Residence at Destination (Excludes Disbursements) multiplied by ### (Number of Homes Anticipated to be Purchased at Destination for Evaluation Purposes);

(F) Standard Residence Industry Appraisal Fee multiplied by ### (Number of Standard Residence Industry Appraisals for Evaluation Purposes);

(G) CERC Standard Residence Appraisal Fee multiplied by ### (Number of CERC Standard Residence Appraisals for Evaluation Purposes);

(H) Home Inspection Fee multiplied by ### (Number of Home Inspections for Evaluation Purposes); and

(I) Rental Search Price multiplied by ### (Number of Rental Searches for Evaluation Purposes).

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## Attachment 1 to Part 4

### Evaluation Procedures

#### 1. Mandatory Technical Criteria

- 1.1 The bid must meet the mandatory technical criteria specified below. For the purpose of the mandatory technical criteria specified below, the experience of the Bidder’s affiliates (i.e. parent, subsidiary or sister corporations) will not be considered.
- 1.2 The Bidder must provide the necessary documentation to support compliance with these requirements.
- 1.3 Each mandatory technical criterion should be addressed separately.
- 1.4 Any bid which fails to meet the mandatory technical criteria will be declared non-responsive.

No	MANDATORY TECHNICAL CRITERIA	BID PREPARATION INSTRUCTIONS
<b>M1</b>	In each of the last three calendar years (2012, 2013 and 2014), the Bidder must have provided relocation services similar to the ones described in the Statement of Requirement (Annex A) for a minimum of 250 moves for clients external to the Bidder’s organization (i.e. cannot be an affiliate).	The Bidder must provide documentation demonstrating the number of moves per year for the last 3 calendar years for external clients. The Bidder must provide a reference for each external client required to substantiate the experience claimed. For each reference, the bidder should include the name, title, telephone, and email of a client contact that can verify the experience claimed.
<b>M2</b>	The bidder must have an expenditure tracking system capable of being adapted to meet the SOR requirements which require that all data be processed and stored exclusively in Canada. (SOR 4.4)	The Bidder must provide documentation that substantiates that its existing systems can be adapted to meet the SOR requirements.
<b>M3</b>	The Bidder must provide a full time dedicated Program Delivery Manager (PDM) as its representative responsible, at an operational level, for successfully delivering the services required under the Contract. The proposed candidate must have at least three years’ experience in the last seven years administering and managing relocation services. (SOR 2.3)	The Bidder must provide the resume of the proposed PDM to substantiate the experience claimed as well as the name, title, telephone and email of a client contract that can verify the experience claimed.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 2. Rated Technical Criteria

- 2.1 For the purpose of the rated technical criteria specified below, the experience of the Bidder's affiliates (i.e. parent, subsidiary or sister corporations) will not be considered.
- 2.2 Bids, which meet all of the mandatory technical criteria, will be evaluated and scored in accordance with the point rated technical criteria listed herein. Bidders must obtain the minimum number of points required as follows:
- (i) R1 - the Bidder must obtain a minimum of 3 points of the available 15 points.
  - (ii) R2 - for rated a. to g. the Bidder must obtain a minimum of 35 points of the available 60 points.
  - (iii) R2 – for rated h. and i. no minimum score is required for the available 30 points.
  - (iii) R3 – the Bidder must obtain a minimum of 10 points of the available 50 points.
  - (iv) R4 – the Bidder must obtain a minimum of 20 points of the available 50 points.
- 2.3 In addition to the minimum pass scores required in 2.2 above, Bidders must obtain an overall pass score of 100 of the available 205 points for R1 to R4.
- 2.4 Bids which fail to obtain the minimum required scores as defined in 2.2 and 2.3 above will be declared non-responsive.
- 2.5 Each rated technical criterion should be addressed separately.
- 2.6 The point rated technical criteria set out in this Attachment will be assessed in accordance with the scoring scheme indicated in the Weighting column in the Rated Technical Criteria grid.
- 2.7 The Bidder should fully address each requirement, including as much detail as possible to assist the Evaluation Team to fully assess the rated technical criteria.
- 2.8 For rated technical criteria, evaluators will not award partial scores i.e. scores that deviate from the specific marking schemes provided for each criterion.

No	Volume	Bid Preparation Instructions	Weighting
<b>R1</b>	For each of the last 3 calendar years (2012, 2013, 2014) the bidder should provide the total number of moves for which they provided relocation services similar to the ones described in the Statement of Requirement (Annex A) for clients external to the bidder's organization (i.e. cannot be an affiliate).	<p>The Bidder should provide documentation demonstrating the number of moves per year for the last 3 calendar years for external clients.</p> <p>The Bidder must also provide references to whom these services were provided to substantiate the experience claimed. For each reference, the Bidder should identify the client, the name, his/her title, telephone number</p>	<p>Volume per year for 3 calendar years – up to a maximum of 15 points</p> <p>less than 249 = 0 point  250 to 499 = 3 points  500 to 999 = 6 points  1,000 to 1,499 = 12 points  1,500 or more = 15 points</p>

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

	and email address. References may be contacted to verify the experience.	<b>PASS MARK : 3 points</b>
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No	Relocation Services Client References	Bid Preparation Instructions	Weighting
<b>R2</b>	<p>The Bidder should have provided relocation services similar to the ones described in the Statement of Requirement (Annex A) to clients external to the bidder's organization (i.e. cannot be an affiliate).</p>	<p>To demonstrate its experience, the Bidder should provide up to three references on relocation services similar to the ones described in the Statement of Requirement (Annex A) to clients external to the bidder's organization (i.e. cannot be an affiliate).</p> <p>The Bidder must provide a reference for each external client to substantiate the experience claimed. For each reference, the bidder must identify the client, the name of a contact that can verify the relocation services provided, his/her title, telephone, and email address.</p> <p>The Bidder must provide at least the following information for each client reference for which the experience meets the requirements of evaluation of this criterion</p> <ul style="list-style-type: none"> <li>- Short description of the relocation services provided to the client (scope);</li> <li>- the size of the client organization;</li> <li>- the length of time and dates that they have provided the services to the client; and</li> <li>- If the client is a repeat client.</li> </ul>	<p>Scope of services – bidders may be awarded up to 60 points and must obtain a minimum of 35 points:</p> <ol style="list-style-type: none"> <li>a. Providing personal assistance and guidance services similar to the services described in the Statement of Requirement (Annex A) = 10</li> <li>b. Arranging access and managing third-party service provider services for appraisers, lawyers, notaries, realtors, home inspectors and rental search agencies similar to the ones described in the Statement of Requirement (Annex A) = 10</li> <li>c. Making advances and payments to individuals = 10</li> <li>d. Processing invoices for payment = 10</li> <li>e. Providing financial services including reconciling payments to benefits and producing financial reports = 10</li> <li>f. Calculating taxable benefits = 5 points</li> <li>g. Producing tax slips ( e.g. T4, T4A) = 5 points</li> </ol>

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

		<p><b>PASS MARK 35/60</b></p> <p>Size of client organization – up to a maximum of 15 points based on the largest client organization:</p> <p>h. less than 499 employees = 0 points 500 to 999 = 2 points 1,000 to 9,999 = 5 points 10,000 to 99,999 = 10 points 100,000 or more = 15 points</p> <p>i. Length of time of services provided to client up to a maximum of 15 points:</p> <p>Less than 1 year = 0 points 1 year up to 3 years = 5 Over 3 years up to 5 years= 10 Over 5 years = 15</p>

<b>No</b>	<b>Management of Implementation period</b>	<b>Bid Preparation Instructions</b>	<b>Weighting</b>
<b>R3</b>	The Bidder should have experience to setting-up and implementing relocation services similar to the ones described in the Statement of Requirement (Annex A) to clients external to the Bidder’s organization (i.e. cannot be an affiliate).	The Bidder should provide documentation, of up to 3 relocation projects where it managed the set-up and implementation of relocation services similar to the ones described in the Statement of Requirement (Annex A) for clients external to the bidder’s organization (i.e. cannot be an affiliate).	Points shall be awarded up to a maximum of <b>50 points</b> for the demonstrated experience and abilities of the proposed bidder in managing a set-up and implementation as follows:  0 points:



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

		<p>The Bidder must provide a reference for each external client to substantiate the experience claimed. For each reference, the bidder must identify the client, the name of a contact that can verify the experience, his/her title, telephone, and email address.</p>	<p>No information provided or no relevant experience is substantiated.</p> <p>10 points: Have completed at least one set-up, but experience is with a requirement of lesser size and limited relevance</p> <p>30 points: Have completed at least one relevant set-up of a similar size.</p> <p>50 points: Have completed two or more relevant set-ups, at least one of which is of a similar size.</p> <p><b>PASS MARK = 10/50</b></p>
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<b>No</b>	<b>Program Delivery Manager (PDM)</b>	<b>Bid Preparation Instructions</b>	<b>Weighting</b>
<b>R4</b>	<p>The Bidder should propose a PDM who has sufficient experience for clients external to the Bidder's organization (i.e. cannot be an affiliate) to ensure successful delivery of the required relocation services.</p>	<p>The Bidder should clearly demonstrate and substantiate, that the individual proposed for the PDM position, as defined in Section 2.3 of the SOR, has sufficient experience in order to ensure successful delivery of the required relocation services.</p> <p>The Bidder should provide details about the experience of the PDM; indicating the budget(s) managed; financial, HR and IT responsibilities; and any other information that demonstrates similarity and relevance to the requirements this SOR.</p> <p>The Bidder must provide a reference for each external client (i.e. cannot be an affiliate) to substantiate the</p>	<p>Points shall be awarded up to a maximum of <b>50 points</b> for the demonstrated experience and abilities of the proposed individual:</p> <p>0 points No information provided or is considered to be ineffective to meet the requirement.</p> <p>20 points: Has managed or is currently managing at least one service offering, but of lesser size and limited relevance.</p>

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

	<p>experience claimed. For each reference, the bidder must identify the client, the name of a contact that can verify the experience of the individual proposed for the SOR, his/her title, telephone, and email.</p>	<p>30 points: Has managed or is currently managing at least one relevant service offering which is approximately the same size to the ones described in the Statement of Requirement (Annex A).</p> <p>50 points: Have managed or is currently managing two or more relevant service offerings, one of which is at least the same size to the ones described in the Statement of Requirement (Annex A).</p> <p><b>PASS MARK = 20/50</b></p>
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OVERALL PASS MARK 100/205

Solicitation No. – N° de l'invitation 24062-140078/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

## PART 7 - CONTRACT RCMP RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Requirements, in accordance with, and at the prices set out in Annex B-1, Basis of Payment.
- (b) Any Work performed must fall within the scope of the Annex A-1, Statement of Requirements.
- (c) **Client:** Under the Contract, the "**Client**" is the Royal Canadian Mounted Police.
- (d) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (e) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

### 7.2 Optional Services

- (a) The Contractor grants to Canada the irrevocable option to acquire the services described in the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract Basis of Payment, for up to 2 additional 1 year periods. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.
- (b) The Contracting Authority may exercise this option at any time by sending a written notice to the Contractor at least 180 calendar days before the expiry date of the Contract.

### 7.3 Minimum Work Guarantee

- (a) In this clause,
  - (i) "**Maximum Contract Value**" means the amount specified in the "**Limitation of Expenditure**" clause set out in the Contract (excluding Applicable Taxes); and
  - (ii) "**Minimum Contract Value**" means \$40,000.00.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract:
  - (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within ten business days of Contract award.

#### 7.4 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.

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

#### 7.5 Security Requirement

The following security requirement (Annex C - SRCL and related clauses) applies and forms part of the Contract.

- (a) The Contractor must hold a valid Designated Organization Security clearance.
- (b) The Contractor's resources requiring on-site access are required to be security cleared at the level of Facility Access 2 as verified by the Personal Security Unit (PSU) of the Royal Canadian Mounted Police (RCMP).
- (c) Physical access is restricted to those specific areas of RCMP facilities required to meet the contract's objectives.
- (d) No Protected or Classified information or other assets will be removed from the RCMP facility without the approval of the Departmental representative or technical authority. If approved the transport and/or transmittal must comply with the security requirements identified in the RCMP's Transport and Transmittal Guide.
- (e) Restricted items such as cameras, mobile telephones, and audio/visual devices will be surrendered to the main security desk upon arrival at any RCMP facility unless prior written approval has been obtained.
- (f) The information disclosed under this contract will be administered, maintained, and disposed of in accordance with RCMP Security Policies and the Policy on Government Security.
- (g) The contractor will promptly notify the RCMP of any unauthorized use or disclosure of the information exchanged under this contract and will furnish the RCMP with details of the unauthorized use or disclosure.

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (h) The Contractor will be responsible for advising the RCMP of any changes in personnel security requirements. I.e: Cleared personnel leaving the company or no longer supporting the RCMP contract, new personnel requiring a clearance and personnel requiring clearance renewal.
- (i) All Contractor resources will be required to obtain and maintain a personnel security clearance commensurate with the sensitivity of the work being performed throughout the life cycle of the contract (in accordance with the provisions of the SRCL).

## 7.6 Contract Period

- (a) Contract Period: The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends 6.5 years later; and
  - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) Implementation Period
 

The first 6 months (i.e. June 1, 2016 to November 30, 2016) after Contract award consist of a transition/ramp up period. The Contractor must perform the Work set out under Annex A-1, Statement of Requirements, section 4.0 during this period.
- (c) In-Service Period
 

The Work set out under Annex A-1 section 5.0 for services is from December 1, 2016 (Service Effective Date (SED)) to November 30, 2021. The end date of the In-Service Period is subject to change if Canada extend the Contract in accordance with 7.2.
- (d) Authorization to Commence the Work
 

The Contractor must not commence services under the in-Service Period of the Contract until written notification by the Contracting Authority to the Contractor.
- (e) Out-Going Transition Period
 

The Contractor must provide the Work set out under Annex A-1 section 6.1. The Out-going Transition Period is from December 1, 2021 to November 30, 2022. The end date of the Out-going Transition Period is subject to change if Canada extend the Contract in accordance with 7.2.
- (f) Option to Extend the Contract:
  - (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 2 additional 1 year periods as described in section 7.2.

## 7.7 Authorities

### (a) Contracting Authority

The Contracting Authority for the Contract is:

Gordon Sanford  
Supply Team Leader  
Public Works and Government Services Canada

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Acquisitions Branch  
Informatics and Telecommunications Systems Procurement Directorate  
11 Laurier Street, Gatineau, Quebec K1A 0S5  
Telephone: 819-956-4291  
Facsimile: 819-956-7179  
E-mail address: gordon.sanford@tpsgc-pwgsc.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.

**(b) Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical 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 Technical Authority; however, the Technical 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.

**(c) Contractor Representative - Program Delivery Manager (PDM)**

**The Contractor's PDM for the Contract is:**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**7.8 Proactive Disclosure of Contracts with Former Public Servants**

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

**7.9 Payment**

**(a) Basis of Payment – Firm Price per Relocation**

- (i) The Contractor will be paid a firm all-inclusive annual subscription price for the provision of services as detailed in Annex A-1 - Statement of Requirements, in

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

accordance with Annex B-1 - Basis of Payment, payable in 12 equal monthly payments in arrears. The first payment will be payable one month after SED.

- (ii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (iii) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

(b) **Limitation of Expenditure**

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included, if applicable and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - (A) when it is 75 percent committed, or
  - (B) 4 months before the Contract expiry date, or
  - (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.
- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) **Method of Payment**

- (i) Progress Payment – Firm All-Inclusive Annual Subscription Fee

Canada will make progress payments in accordance with the Firm All-Inclusive Annual Subscription Fee as described in article 1 of Annex B-1, upon receipt of an invoice and any other document required under the invoicing instructions of the Contract.

(d) **SACC Manual Clauses**

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

(e) **Discretionary Audit**

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- (i) C0705C (2010-01-11), Discretionary Audit

## 7.10 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

## 7.11 Certifications

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, or 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.

## 7.12 Federal Contractors Program for Employment Equity - Default by 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.

## 7.13 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_. (insert the name of the province or territory as specified by the Bidder in its bid, if applicable.)

## 7.14 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions 4008;
- (c) general conditions 2035 (2015-07-03);
- (d) Annex A-1, Statement of Requirement;
- (e) Annex B-1, Basis of Payment;
- (f) Annex C-1, Security Requirements Check List;
- (g) Annex D-1, Insurance Requirements;
- (h) the Contractor's bid dated \_\_\_\_\_, as clarified on \_\_\_\_\_ "or" as amended on \_\_\_\_\_, not including any software publisher license terms and conditions that may be



Solicitation No. – N° de l'invitation 24062-140078/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

#### 7.15 Foreign Nationals (Canadian Contractor)

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

*Note to Bidders: Either this clause or the one that follows, whichever applies (based on whether the successful Bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract*

#### 7.16 Foreign Nationals (Foreign Contractor)

- (a) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

#### 7.17 Insurance Requirements

- (a) The Contractor must comply with the insurance requirements specified in Annex D-1. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements will not release the Contractor from or reduce its liability under the Contract.
- (b) 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.
- (c) The Contractor must forward to the Contracting Authority within ten (10) 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.

#### 7.18 Protection and Security of Data Stored in Database

- (a) The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
- (i) equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act, R.S. 1985, c. P-21, and the Personal Information Protection and Electronic Documents Act, S.C. 2000, c. 5, and under any applicable policies of the Government of Canada; and
  - (ii) the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.
- (b) In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

- (c) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
- (d) The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 7.18 (a) and otherwise meet the requirements of this article.
- (e) The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 7.18 (a).
- (f) The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 7.18 (a).
- (g) Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

#### **7.19 Innovation and Change**

- (a) At any time during the period of the Contract, Canada will welcome suggestions from the Contractor for innovative approaches to relocation services to improve methods of delivering existing relocation services to members/employees within the Integrated Relocation Program. This may include improved methods of providing these services and assistance to members/employees, such as innovations that result in reduced costs to Canada and/or improved types and levels of customer service. Canada reserves the right to accept or reject any or all suggestions. The cost of suggestion/proposal preparation must be borne by the Contractor. In addition, the development or implementation costs associated with these suggestions must be borne by the Contractor, unless prior approval is received in writing from the Contracting Authority.

#### **7.20 Disclosure of Information**

- (a) The Contractor agrees to the disclosure of its TPSP prices in course of conducting the Work by Canada, and further agrees that it will have no right to claim against Canada, the TBS, their employees, agents or servants, or any of them, in relation to such disclosure.
- (b) The Contractor agrees to the disclosure of the names and contact information of all third-parties providing services to Canada's future relocation services contractors, and further agrees that it will have no right to claim against Canada, the RCMP, their employees, agents or servants, or any of them, in relation to such disclosure.

#### **7.21 Scans for Computer Viruses**

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

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

## **7.22 Ownership of Intellectual Property**

- (a) All data collected during the period of the Contract remains the property of Canada and must be accessible to the TA, CA and the appropriate DNC and Employee. All data collected must be transferred to the TA in a format approved by the TA and in accordance with Annex A-1.

## **7.23 In-House Services**

- (a) The Contractor agrees that nothing in this Contract prevents Canada to arrange for alternate services by providing in-house services. Canada reserves the right to do so at its entire discretion whenever Canada is of the opinion that it would best serve the interest of Canada.

## **7.24 Joint Venture Contractor**

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

Solicitation No. – N° de l'invitation 24062-140078/G	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur
Client Ref. No. – N° de réf. De client	File No. – N° du dossier	CCC No./ N° CCC – FMS No/ N° VME

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

## 7.25 Replacement of Specific Individuals

- (a) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:

- (i) the name, qualifications and experience of a proposed replacement immediately available for Work; and
- (ii) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.

- (b) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide the services has not been provided or is not performing, the Contracting Authority may elect to:
- (i) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract in whole or in part for default under the Section titled "Default of the Contractor", or
  - (ii) assess the information provided under (a) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (i) above, or require another replacement in accordance with this subarticle (b).

Where an Excusable Delay applies, Canada may require (ii) above instead of terminating under the Excusable Delay Section. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (c) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that an original or replacement resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.

## 7.26 Representations and Warranties

The Contractor made statements regarding its and its proposed resources experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **7.27 Access to Canada's Property and Facilities**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

#### **7.28 Termination for Convenience**

With respect to Section 30 of General Conditions 2035, if applicable, or Section 32 of 2030, if applicable, subsection 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **RCMP ANNEX A-1**

### **-RCMP ONLY- STATEMENT OF REQUIREMENT (SOR) FOR THE ADMINISTRATION OF THIRD PARTY SERVICE PROVIDERS AS PART OF THE GOVERNMENT OF CANADA RELOCATION SUPPORT SERVICES (GCRSS)**

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## Table of Contents

1	SCOPE .....	3
1.1	Objective .....	3
1.2	Fixed Access Fee .....	3
2	GENERAL SCOPE .....	3
2.1	General.....	3
2.2	TPSP Support to Regions and Work Locations .....	3
2.3	Contractor Management Team .....	3
2.4	Hours of operation .....	4
3	SERVICE DELIVERY PERIODS .....	4
3.1	Implementation Period.....	4
3.2	In-Service Period .....	4
3.3	Out-Going Transition Period .....	5
4	IMPLEMENTATION PERIOD - DETAILED REQUIREMENTS .....	5
4.1	Implementation Plan .....	5
4.2	Implementation Progress Review Meetings .....	5
4.3	Secure Website.....	6
4.4	Reporting Requirements .....	6
4.5	Third Party Service Providers (TPSP) .....	7
5	IN-SERVICE PERIOD - DETAILED REQUIREMENTS.....	9
5.1	General.....	9
5.2	On-Going Management of TPSP .....	9
5.3	Management of Non-TPSP Service Providers.....	10
5.4	Performance Measures and Review .....	10
6	OUT-GOING TRANSITION PERIOD - DETAILED REQUIREMENTS.....	10
6.1	Out-Going Transition Period Plan .....	10
6.2	Out-Going Transition Period Activities.....	11
6.3	Responsibilities of Canada.....	11
	Appendix R-1: Historic RCMP TPSP Services Usage .....	12
	Appendix R-2: RCMP Detachment Locations .....	12

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## 1 SCOPE

### 1.1 Objective

The objective is to ensure that all relocating RCMP members are provided with access to Third Party Service Providers (TPSP) for the services of realtors, lawyers, notaries, home inspectors and appraisers. This access must ensure that RCMP members can obtain timely, accurate and geographic specific information at origin and at destination.

It is essential that the RCMP provide an opportunity to TPSP across the country to participate in the relocation of RCMP members and be remunerated at a fair and competitive price. It is also essential that Canada obtain these services for a reasonable value and remunerates the Contractor and the TPSP for services rendered. Consequently, the Contractor is not permitted to collect referral fees from TPSP and is not permitted to charge the TPSP for network, audit or any other fees for their participation in the TSPS Directory.

### 1.2 Fixed Access Fee

The RCMP requires the tasks described in this document to be provided based on a Firm All-inclusive Annual Subscription Fee. Appendix R-1 outlines historic RCMP usage of TPSP services. The RCMP does not warrant that this historical data provides an accurate indication of the total TPSP requirements in the future. The provision of these volumes does not represent a commitment by the RCMP or that the RCMP’s future usage will be consistent with these volumes.

## 2 GENERAL SCOPE

### 2.1 General

The Contractor is responsible for the management of a TPSP Directory and related tasks and deliverables, as described in the subsequent sections of this document.

### 2.2 TPSP Support to Regions and Work Locations

The RCMP provides policing services across all provinces and territories within Canada. There are over 700 detachments to or from which members can be transferred. RCMP members reside in the communities surrounding these detachments. Appendix R-2 provides a list of the current detachments throughout Canada. The provision of RCMP locations does not represent a commitment to future usage of TPSP services in those locations. The list represents the majority of locations required by the RCMP for TPSP services, however, the list is not all-inclusive. Members may require TPSP services in any location throughout Canada.

### 2.3 Contractor Management Team

The Contractor must recruit, staff, and train all necessary personnel.



<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

The Contractor must provide a Program Delivery Manager (PDM) responsible for leading the Contractor Team who must provide all the required services identified in the RCMP SOR. The number of team members and the composition of the team are the Contractor’s responsibility. The PDM will lead the implementation, respond to questions from the RCMP’s Technical Authority (TA) throughout the Contract period and attend quarterly Performance Review Meetings (PRM) in Ottawa (National Capital Region), either in person or via teleconference.

## 2.4 Hours of operation

The Contractor must provide direct access by the TA to the Contractor’s PDM, from 0800 to 1700 hours eastern standard time.

## 3 SERVICE DELIVERY PERIODS

The Contractor must provide services under the following three delivery periods:

- a. Implementation Period;
- b. In-Service Period; and
- c. Out-Going Transition Period.

The following provides a brief overview of the requirements associated with each period.

### 3.1 Implementation Period

This 6 month period commences upon Contract Award, and is defined as the period from the date of Contract Award to the anticipated Service Effective Date (SED). The Contractor must undertake all necessary planning activities, including any transition from the Out-Going IRP Contractor, to establish the processes, resources and infrastructure to support delivery of TPSP services in the In-Service Period, and to provide the required deliverables (detailed requirements for the Implementation Period are provided in Section 4).

### 3.2 In-Service Period

This period commences on the SED and encompasses provision and delivery of all the RCMP TPSP services and requirements established in the Contract. The In-Service Period will end when the Out-Going Transition Period commences (i.e. 5 years from date of Contract Award).

The Contractor must perform, on behalf of the RCMP, the coordination and management of subcontracts with TPSP (detailed requirements are provided in Section 5).

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

### 3.3 Out-Going Transition Period

The Contractor must continue to deliver all TPSP Directory services and requirements for 1 year (detailed requirements are provided in Section 6).

## 4 IMPLEMENTATION PERIOD - DETAILED REQUIREMENTS

The following sections provide specific details on the tasks to be performed, and the deliverables to be provided, by the Contractor, during this period. Deliverables should be provided in electronic format unless otherwise indicated.

### 4.1 Implementation Plan

The Contractor must develop an Implementation Plan within 10 days after contract award. Upon approval of the Plan by the TA, the Contractor must implement and manage all activities and milestones in accordance with the approved Plan.

As a minimum, the Implementation Plan must include:

- a. A Gantt chart detailing all activities to be completed, related milestones, persons involved in and/or responsible (the implementation management team, the on-going service management team, TA), to allow for an orderly ramp up to fully meet all requirements by the SED;
- b. All necessary activities required to be completed so that the secure website is ready for implementation, successfully tested, certified and accredited at least 30 calendar days prior to the SED;
- c. A communication strategy that must define, establish and maintain ongoing communications with the TA throughout the Implementation Period and provide for regular contact with the TA to ensure smooth, efficient and uninterrupted transition between Contracts. All communication materials developed for circulation to RCMP members must be in English and French and must be delivered to the TA for distribution.

### 4.2 Implementation Progress Review Meetings

The Contractor and appropriate Contractor personnel (PDM) must attend bi-weekly Implementation Progress Review Meetings, as required, with the TA and any other invitees deemed appropriate by the TA.

The Contractor must:

- a. Prepare, in consultation with the TA, and distribute the Agenda listing the date, time, location, attendees’ names, titles, and discussion items to be covered;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- b. Ensure appropriate Contractor personnel is included as determined by the Agenda items to be discussed;
- c. Submit the updated Implementation Plan prior to each Implementation Progress Review Meeting, indicating the Implementation Plan activities that have taken place, and those that are planned for the following period, major accomplishments, missed scheduled activities, describing reasons for delays, current status of problems, and actions taken or planned to resolve the problems;
- d. Update and distribute the Implementation Plan, by including the status of each action (Open or Closed), a description of the action to be taken, indicating who is responsible for action, and setting a target date. All items must remain open until a decision is recorded in the Implementation Progress Review Meeting minutes to close the item.

Any costs (such as travel and living costs) incurred in the attendance of these meetings are the responsibility of the Contractor. Meetings will be held at RCMP facilities in Ottawa or by teleconference at the discretion of the RCMP.

#### 4.3 Secure Website

The Contractor must develop and provide access to a secure website that will be used throughout the Contract period.

As a minimum, the website must:

- a. Include a secure, password protected, portal for access and use by the TA and RCMP members;
- b. Be available and fully functional 10 business days before SED;
- c. Contain access to user manuals and standard reports of TPSP by type and location;
- d. Contain a searchable TPSP Directory, including associated negotiated rates for each TPSP services, TPSP contact information (hours of operation, phone number, email and street address, language of service delivery);
- e. Contain Service Level Agreement(s) (SLA) in place with the TPSP.

#### 4.4 Reporting Requirements

The Contractor must develop the following reports:

- a. Quarterly TPSP Non-compliance Report: this report must contain all cases of TPSP non-compliance with SLA or the negotiated rates, all actions to address the non-compliance and a mitigation plan outlining actions taken to resolve the issues.
- b. Quarterly TPSP Exception Report: this report must contain all cases and locations where it was not possible for the Contractor to engage the full range of TPSP at

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

the negotiated rate, as well as efforts undertaken by the Contractor to establish such services, and proposed solutions to avoid future issues of a similar nature. This report must also contain any TPSP that is removed from the Directory by the Contractor or who voluntarily withdraws from it, including any provided reasons for their removal or withdrawal.

#### 4.5 Third Party Service Providers (TPSP)

In order to provide the full slate of services required by the SOR, the Contractor must arrange and manage various subcontracts with TPSP for the following services: realtors, lawyers, notaries, home inspectors and appraisers. The subcontracts are to be between the Contractor and the TPSP. Note that the RCMP is not a party in these subcontracts.

The Contractor will have access to the IRP Contract TPSP Directory, which includes over 11,000 TPSP in every province and territory across Canada (a table depicting the number of TPSP in Canada by type and province may be found in Appendix R-1) for the sole purpose of helping the Contractor in preparing and maintaining the TPSP. As the TPSP Directory is the property of the Government of Canada, it cannot be sold or provided to another party.

Note that the minimum service level requirements outlined below are not necessarily representative of the current service requirements.

The Contractor must ensure that, where available, TPSP who provide services in both Official Languages are included in the directory. The contractor must identify in which official language(s) the TPSP provides the service.

During the Implementation Period the Contractor must:

- a. Develop, at least three months before SED, SLA for each type of TPSP for approval by the TA;
- b. Arrange various subcontracts, including SLA, with TPSP for services, in the locations (see Appendix R-2) within Canada where RCMP members are likely to be relocated. Note that in isolated locations where RCMP members occupy Crown-owned housing, TPSP may not be required;
- c. Using the maximum rates provided by the Contractor in Annex B-1, ensure that TPSP adhere to the maximum rates/fees for required services. As indicated in 1.1., the Contractor is not permitted to collect referral fees from TPSP and is not permitted to charge the TPSP for network, audit or any other fees for their participation in the TPSP Directory. Where travel is required for the TPSP in remote locations, the travel costs must be included in the maximum rates. No additional travel costs above the maximum rates will be permitted;

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- d. Ensure that any TPSP who is accepted into the directory meets the following minimum service level requirements:
- i. Licensed to provide such services. Certifications are provided below as reference in this SOR, however as the name of designations, certifications and licensing bodies change, it is the Contractor's responsibility to ensure that certifications are accurate and appropriate for the service at all times;
  - ii. Located within 100 km of the detachment locations unless the Contractor confirms and it is accepted by the TA that this is not possible in remote locations or where no service provider exists in that geographical range;
  - iii. Realtors must have a CRP designation in the applicable province, and have a minimum of 2 years' experience;
  - iv. Lawyers must be members in good standing of the provincial bar association, and have a minimum of 2 years' experience in real estate law;
  - v. Notaries must be members in good standing of the “Ordre professionnel des notaires du Québec”, and have a minimum of 2 years' experience;
  - vi. Appraisers must be members in good standing of appraisal institutes such as AIC or CNAREA, visit the applicable property within 5 business days of the request from the Member or on the date requested by the Member if later and provide the completed report including exterior and interior photos to the Member within 10 business days of the visit to the property. Appraisers must make available to the Member, at their request, a Marketing Activity Report outlining comparable listings and factors impeding the sale of a Member’s property;
  - vii. Inspectors must be members in good standing with licensed institutes such as CAHPI, CanNHICC or equivalent;
  - viii. Meet the privacy, security and data requirements as defined in this SOR;
  - ix. Agree to be contacted directly by the Member. Note that the Contractor will not be contacting the TPSP directly and may not recommend a particular TPSP. *The Contractor will not be invoiced by the TPSP. The RCMP Member will be paying the invoice to the TPSP directly;*
  - x. Agree to return Member calls or emails within 8 business hours;
  - xi. Agree to invoice the Member directly for services;

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- xii. Provide the services in accordance with SLA established by the Contractor; and
- xiii. Comply with the maximum rates/fees established by the Contractor.
- e. Develop the TPSP Directory in both Official Languages, including rates/fees, and ensure that the Directory is available on the website, accessible by the TA and RCMP members, at least 1 month prior to SED and at all times during the Contract period.

## 5 IN-SERVICE PERIOD - DETAILED REQUIREMENTS

The following sections provide specific details on the tasks to be performed by the Contractor and the deliverables provided during this phase.

### 5.1 General

The Contractor must provide the RCMP, through the secure website, TPSP information required that relates to relocating members' needs at the origin or destination location.

This information must include:

- a. Directory of available TPSP, explaining how to search the TPSP Directory for TPSP specific to each origin and destination locations. The Contractor must not refer members to a specific TPSP; and
- b. An explanation of the Member's responsibilities when using service providers not included in the TPSP Directory.

### 5.2 On-Going Management of TPSP

The Contractor must manage the various subcontracts with TPSP. The Member will select and make arrangements for required services directly with the TPSP. The TPSP will be submitting invoices directly to the Member for payment.

The Contractor must ensure that the TPSP included in the TPSP Directory adhere to the following:

- a. invoices must contain: the service provider's name and address, invoice date, invoice due date, date services performed, details of services, subtotal of amounts charged and owed (as per negotiated rates), applicable HST/GST/PST amounts and total costs owing;
- b. the fee charged must not be greater than the TPSP guaranteed rate; and
- c. invoices must be mathematically correct.

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

RCMP members will not pay for services until it is confirmed that they are in accordance with the negotiated rates and the SLA.

The Contractor must, upon notification from the TA of non-compliance to negotiated rates or SLA by a TPSP, investigate the nature of non-compliance with the TPSP to address the issue, and either provide a plan as to how future shortfalls will be avoided or if merited in the opinion of the Contractor, remove the TPSP from the Directory.

### **5.3 Management of Non-TPSP Service Providers**

The Contractor must continually add and recruit new TPSP throughout the Contract period and update the on-line TPSP on an ongoing basis.

When an RCMP Member selects a service provider not in the Contractor's Directory, the TA will provide the name of the service provider to the Contractor and the Contractor must contact the service provider in order to provide it with the terms and conditions of the GCRSS, including prices, and invite the service provider to join the TPSP Directory. The service provider is not required to join, but a supplier is not a TPSP, as defined in the Contract, unless registered in the Contractor's Directory. Evidence of efforts to engage these suppliers must be presented at quarterly PRM.

### **5.4 Performance Measures and Review**

The Contractor must provide quarterly performance reports (as detailed in Section 4.4) within 15 days after quarter end.

The Contractor must participate in quarterly PRM with the TA and CA in Ottawa (National Capital Region). Additional meetings may be required to respond to urgent contractual issues or concerns. The Contractor is responsible for the preparation and distribution of the meeting agenda and minutes.

Any costs (such as travel and living costs) incurred in the attendance of these meetings are the responsibility of the Contractor. Meetings will be held at RCMP facilities in Ottawa or by teleconference at the discretion of the RCMP.

## **6 OUT-GOING TRANSITION PERIOD - DETAILED REQUIREMENTS**

The following sections provide specific details on the tasks to be performed by the Contractor and the deliverables provided during this phase.

### **6.1 Out-Going Transition Period Plan**

In order to ensure continuity and a smooth, efficient and complete transition to a new Contract, the Contractor must, 1 month prior to the end of the 1 year Out-Going Transition Period:

- a. Meet with the CA and TA to discuss and confirm cut-off procedures for services, directory maintenance, correspondence, and any other transition issues;

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

- b. Provide knowledge transfer to the subsequent supplier, including, but not limited to, explaining specific administrative procedures or practices, which are not proprietary to the Contractor, to ensure continuity of service and access after the Contract expiry date;
- c. Establish procedures and processes to address the subsequent management of the TPSP Directory and SLA, and delivery of correspondence;
- d. Establish procedures for addressing correspondence delivered to the Contractor after Contract expiry; and
- e. Establish how correspondence addressed to the Contractor will be handled/forwarded after SED.

## 6.2 Out-Going Transition Period Activities

In order to ensure continuity and a smooth, efficient and complete transition to a new Contract, the Contractor must, 1 business day prior to the end of the 1 year Out-Going Transition Period:

- a. Provide 2 electronic versions of the TPSP Directory to the TA and CA, one with and one without negotiated rates; and
- b. Be responsive to all TA requests in further development and execution of the Out-Going Transition Period Plan in order to ensure a smooth transition.

## 6.3 Responsibilities of Canada

The TA will be responsible for verifying the completion by the Contractor of all technical requirements and for reviewing and approving (as required) all final deliverables, specifically the TPSP Directory.



<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## Appendix R-1: Historic RCMP TPSP Services Usage

## Appendix R-2: RCMP Detachment Locations

### British Columbia

100 Mile House	Fraser Lake	North Vancouver	Tofino
Agassiz	Gabriola Island	Oliver	Trail
Ahousaht	Gibsons	Osoyoos	Tsay Keh Dene
Alert Bay	Gillies Bay	Parksville	Tumbler Ridge
Alexis Creek	Gold River	Peachland	Ucluelet
Anahim Lake	Golden	Pemberton	Valemount
Armstrong	Grand Forks	Pender Island	Vancouver
Ashcroft	Granisle	Penticton	Vanderhoof
Atlin	Hope	Port Alberni	Vernon
Barriere	Houston	Port Alice	Victoria
Bella Bella	Hudson's Hope	Port Hardy	West Kelowna
Bella Coola	Invermere	Port McNeill	Whistler
Big White	Kamloops	Powell River	White Rock
Boston Bar	Kaslo	Prince George	Williams Lake
Bowen Island	Kelowna	Prince Rupert	
Burnaby	Keremeos	Princeton	
Burns Lake	Kimberley	Quadra Island	
Campbell River	Kitimat	Queen Charlotte	
Castlegar	Ladysmith	Quesnel	
Chase	Lake Country	Revelstoke	
Chemainus	Lake Cowichan	Richmond	
Chetwynd	Langley	Salmo	
Chilliwack	Lillooet	Salmon Arm	
Clearwater	Logan Lake	Salt Spring Island	
Clinton	Lumby	Sayward	
Coquitlam	Lytton	Sechelt	
Courtenay	Mackenzie	Shawnigan Lake	
Cranbrook	Maple Ridge	Sicamous	
Creston	Masset	Sidney	
Dawson Creek	McBride	Smithers	
Dease Lake	Merritt	Sooke	
Duncan	Midway	Sparwood	
Elkford	Mission	Squamish	
Enderby	Nakusp	Stewart	
Falkland	Nanaimo	Summerland	
Fernie	Nelson	Surrey	
Fort Nelson	New Aiyansh	Takla Landing	
Fort St. James	New Denver	Telegraph Creek	
Fort St. John	New Hazelton	Terrace	

### Alberta

Airdrie	Gleichen	St Paul
Athabasca	Grande Cache	St. Albert

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Banff	Grande Prairie	Stettler
Barrhead	Grimshaw	Stony Plain
Bashaw	Hanna	Strathmore
Bassano	High Level	Sundre
Beaumont	High Prairie	Swan Hills
Beaverlodge	High River	Sylvan Lake
Beiseker	Hinton	Taber
Blackfalds	Innisfail	Thorsby
Blairmore	Jasper	Three Hills
Bonnyville	Kananaskis Village	Tofield
Bow Island	Killam	Turner Valley
Boyle	Kitscoty	Two Hills
Breton	Lac La Biche	Valleyview
Brocket	Lake Louise	Vegreville
Brooks	Leduc	Vermilion
Camrose	Lethbridge	Viking
Canmore	Lloydminster	Vulcan
Cardston	Manning	Wabasca-Desmarais
Chateh	Maskwacis	Wainwright
Chestermere	Mayerthorpe	Waterton Park
Claresholm	McLennan	Westlock
Cochrane	Milk River	Wetaskiwin
Cold Lake	Morinville	Whitecourt
Consort	Nanton	
Coronation	Okotoks	
Devon	Olds	
Didsbury	Oyen	
Drayton Valley	Peace River	
Drumheller	Picture Butte	
Edmonton	Pincher Creek	
Edmonton International Airport	Ponoka	
Edson	Provost	
Elk Point	Raymond	
Evansburg	Red Deer	
Fairview	Red Earth Creek	
Faust	Redcliff	
Foremost	Redwater	
Fort Chipewyan	Rimbey	
Fort Macleod	Rocky Mountain House	
Fort McMurray	Sherwood Park	
Fort Saskatchewan	Slave Lake	
Fort Vermillion	Smoky Lake	
Fox Creek	Spirit River	
Fox Lake	Spruce Grove	

#### **Saskatchewan**

Assiniboia	Kamsack	Regina
Avonlea	Kelvington	Rose Valley

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Balcarres	Kerrobert	Rosetown
Beauval	Kindersley	Rosthern
Big River	Kipling	Sandy Bay
Biggar	Kyle	Saskatoon
Blaine Lake	La Loche	Shaunavon
Broadview	La Ronge	Shellbrook
Buffalo Narrows	Lanigan	Smeaton
Canora	Leader	Southend
Carlyle	Lloydminster	Southey
Carnduff	Loon Lake	Spiritwood
Carrot River	Lumsden	St. Walburg
Coronach	Maidstone	Stanley Mission
Craik	Maple Creek	Stony Rapids
Creighton	Martensville	Strasbourg
Cumberland House	Meadow Lake	Sturgis
Cut Knife	Melfort	Swift Current
Delisle	Melville	Tisdale
Deschambault Lake	Milestone	Turnor Lake
Elbow	Montmartre	Turtleford
Emerald Park	Moose Jaw	Unity
Esterhazy	Moosomin	Vonda
Estevan	Morse	Wadena
Eston	Naicam	Wakaw
Fillmore	Nipawin	Warman
Foam Lake	North Battleford	Waskesiu
Fond Du Lac	Onion Lake	Watrous
Fort Qu'Appelle	Outlook	Weyburn
Glaslyn	Pelican Narrows	Wilkie
Gravelbourg	Pierceland	Wollaston Lake
Green Lake	Pinehouse	Wynyard
Hanley	Ponteix	Yorkton
Hudson Bay	Porcupine Plain	
Humboldt	Prince Albert	
Île-à-la-Crosse	Punnichy	
Indian Head	Radisson	
Ituna	Radville	

#### **Manitoba**

Altona	Lundar	Stonewall
Amaranth	Lynn Lake	Swan Lake
Arborg	Manitou	Swan River
Ashern	McCreary	Teulon
Beausejour	Melita	The Pas
Berens River	Minnedosa	Thompson
Bloodvein	Moose Lake	Treherne
Boissevain	Morden	Virden
Carberry	Morris	Wabowden
Carman	Neepawa	Wasagamung

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Churchill	Nelson House	Whitemouth
Cranberry Portage	Norway House	Winnipeg
Cross Lake	Oakbank	Winnipegosis
Crystal City	Opaskwayak	
Dauphin	Oxford House	
Deloraine	Peguis	
East St. Paul	Pinawa	
Easterville	Poplar River	
Elphinstone	Portage la Prairie	
Emerson	Powerview	
Ethelbert	Pukatawagan	
Falcon Beach	Reston	
Fisher Branch	RM of Cornwallis	
Flin Flon	RM of St. Clements	
Gillam	Roblin	
Gimli	Rosburn	
Gladstone	Russell	
Gods Lake Narrows	Selkirk	
Grand Rapids	Shamattawa	
Grandview	Shoal Lake	
Gypsumville	Snow Lake	
Hamiota	Souris	
Headingley	Sprague	
Killarney	St Pierre Jolys	
Lac Du Bonnet	Ste. Rose du Lac	
Leaf Rapids	Steinbach	
Little Grand Rapids	Stevenson Island	

#### **Yukon**

Beaver Creek
Carcross
Carmacks
Dawson City
Faro
Haines Junction
Mayo
Old Crow
Pelly Crossing
Ross River
Teslin
Watson Lake
Whitehorse

#### **Northwest Territories**

Aklavik	Inuvik
Behchoko	Lutsel K'e
Deline	Norman Wells
Fort Good Hope	Paulatuk

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Fort Liard	Sachs Harbour
Fort Mcpherson	Tuktoyaktuk
Fort Providence	Tulita
Fort Resolution	Ulukhaktok
Fort Simpson	Wha Ti
Fort Smith	Yellowknife
Hay River	

#### **Nunavut**

Arctic Bay	Kugaaruk
Arviat	Kugluktuk
Baker Lake	Pangnirtung
Cambridge Bay	Pond Inlet
Cape Dorset	Qikiqtarjuaq
Chesterfield Inlet	Rankin Inlet
Clyde River	Repulse Bay
Coral Harbour	Resolute Bay
Gjoa Haven	Sanikiluaq
Grise Fiord	Taloyoak
Hall Beach	Whale Cove
Igloolik	
Iqaluit	
Kimmirut	

#### **Ontario**

Bowmanville
Cornwall
Etobicoke
Kingston
Kitchener
London
Milton
Newmarket
Ottawa
Sarnia
Sault Ste. Marie
Stoney Creek
Sudbury
Thunder Bay
Windsor

#### **Quebec**

Chicoutimi
Drummondville
Gaspé
Québec
Rimouski
Rouyn-Noranda
Saint-Georges-de-Beauce

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Saint-Jean-sur-Richelieu
Saint-Jérôme
Sept-Îles
Sherbrooke
Trois-Rivières
Valleyfield
Westmount

#### **New Brunswick**

Bathurst	Oromocto
Blackville	Perth-Andover
Bouctouche	Richibucto
Campbellton	Riverview
Caraquet	Rivière-Verte
Chipman	Rogersville
Clair	Sackville
Doaktown	Saint Andrews
Elsipogtog First Nation	Saint-Léonard
Fredericton	Saint-Quentin
Grand Bay-Westfield	Shediac
Grand Falls	St. George
Grand Manan	St. Stephen
Hampton	Stanley
Irishtown	Sunny Corner
Keswick	Sussex
Lambertville	Tobique First Nation
Lamèque	Tracadie
McAdam	Welshpool
Minto	Woodstock
Moncton	
Nackawic	
Neguac	
New Maryland	

#### **Nova Scotia**

Amherst	New Minas
Antigonish	Oxford
Arichat	Parrsboro
Baddeck	Pictou
Barrington	Port Hawkesbury
Bridgetown	Preston
Bridgewater	Pugwash
Canso	Sheet Harbour
Chester	Shelburne
Cheticamp	Sherbrooke
Cole Harbour	Springhill
Digby	St. Peter's
Enfield	Stellarton
Eskasoni	Stewiacke

<b>Solicitation No. – N° de l’invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Guysborough	Tatamagouche
Halifax	Truro
Indian Brook	Upper Rawdon
Ingonish Beach	Upper Tantallon
Inverness	Windsor
Kingston	Wolfville
Liverpool	Yarmouth
Lower Sackville	
Lunenburg	
Meteghan	
Middle Musquodoboit	
Middleton	
Musquodoboit Harbour	

<b>Solicitation No. – N° de l'invitation</b> 24062-140087/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

### **Prince Edward Island**

Charlottetown
Montague
Rosebank
Souris
Summerside

### **Newfoundland and Labrador**

Baie Verte	Makkovik
Bay d'Espoir	Mary's Harbour
Bay Roberts	Marystown
Bell Island	Nain
Bonavista	Natuashish
Burgeo	New-Wes-Valley
Carmanville	Placentia
Cartwright	Port Saunders
Channel-Port Aux Basques	Rigolet
Clarenville	Rocky Harbour
Corner Brook	Roddickton
Deer Lake	Sheshatshiu
Ferryland	Springdale
Flowers Cove	St. Anthony
Fogo Island	St. John's
Forteau	Stephenville
Gander	Twillingate
Glovertown	Whitbourne
Grand Falls - Windsor	
Happy Valley-Goose Bay	
Harbour Breton	
Harbour Grace	
Holyrood	
Hopedale	
Lewisporte	



<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## CONTRACT RCMP

### ANNEX B-1

#### BASIS OF PAYMENT

Note to Bidder: The Contractor will be paid in accordance with the following Basis of Payment for work performed pursuant to the resulting Contract.

#### 1. Firm All-Inclusive Annual Subscription Fee

1.1 The Contractor will be paid a firm all-inclusive annual subscription fee in accordance with Table 1 below. The fee is all-inclusive and includes Customs duty, if applicable; and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

Table 1 - Firm All-Inclusive Annual Subscription Fee							
Contract Period	Contract Period	Contract Period	Contract Period	Contract Period	Contract Period	Option 1	Option 2
1-Jun-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
See Note 1 and Note 2							
\$	\$	\$	\$	\$	\$	\$	\$

Note 1: June 1, 2016 to December 1, 2016 is the transition/ramp-up period.

Note 2: The Contractor will be paid the Firm All-inclusive Subscription Fee in 12 equal monthly payments in arrears. The first payment will be payable one month after SED.

#### 2. Third-Party Service Providers (TPSP) Fees

2.1 The Ceiling Prices by province, as identified in Tables 2A through 2E below, will apply to all services provided by TPSP (including those performed by suppliers selected by the member) at the relocation origin or destination. The Contractor must make every effort to locate and make available to the member TPSP services at less than the ceiling price so that the average billed, to Canada, over the life of the Contract is less than the ceiling price indicated.

2.2 Members will pay TPSP directly upon receipt of a proper invoice.

2.3 The Ceiling Prices are subject to downward adjustment so as not to exceed the actual charges and costs reasonably incurred in the performance of the Work and computed in accordance with this Annex B-1. These fees expenses will be paid at actual cost up to the ceiling price set out herein with no allowance for profit or overhead.

2.4 The ceiling rate payable in any particular year will be the rate in effect at the time the TPSP is called upon to provide the required services.

2.5 For sales handled by lawyers/notaries outside their boundaries via local lawyers or agents, any fees for services from the local lawyers/agents will be the sole responsibility of the selected lawyer. A lawyer/notary who subcontracts will be paid a combined fee for services and subcontracted services no higher than the ceiling price.

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

2.6 In the province of Quebec, the purchaser's notary handles the sale transaction and therefore there are no fees on the sale transaction. There are, however, fees and disbursements payable by the vendor to the purchaser's notary for the discharge of the mortgage. The Quebec Civil Code indicates it is the responsibility of the purchaser's notary to perform the acquittance of the vendors' mortgage and only with their permission can it be done by another Notary. In most cases, the vendor is obligated to use the purchaser's choice of notary.

#### Ceiling Rate Tables 2A to 2E

**Table 2A - Real Estate Commission (maximum % of the selling price)**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	%	%	%	%	%	%	%	%
British Columbia	%	%	%	%	%	%	%	%
Manitoba	%	%	%	%	%	%	%	%
New Brunswick	%	%	%	%	%	%	%	%
Newfoundland & Labrador	%	%	%	%	%	%	%	%
Nova Scotia	%	%	%	%	%	%	%	%
Northwest Territories	%	%	%	%	%	%	%	%
Nunavut	%	%	%	%	%	%	%	%
Ontario	%	%	%	%	%	%	%	%
Prince Edward Island	%	%	%	%	%	%	%	%
Québec	%	%	%	%	%	%	%	%
Saskatchewan	%	%	%	%	%	%	%	%
Yukon	%	%	%	%	%	%	%	%

**Table 2B - Legal/Notary Fee (Excludes Disbursements) at Origin**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 2C - Legal/Notary Fee (Excludes Disbursements) at Destination**

	<b>Contract Period</b>						<b>Option 1</b>	<b>Option 2</b>
<b>Province</b>	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

**Table 2D - Standard Residence Industry Appraisal Fee (see Note 1)**

	<b>Contract Period</b>						<b>Option 1</b>	<b>Option 2</b>
<b>Province</b>	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

Yukon	\$	\$	\$	\$	\$	\$	\$	\$
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Note 1: In certain cases, some appraisers will refuse to complete a regular appraisal for properties that are not deemed single-family dwellings or charge increased fees to appraise residences with acreage or that are deemed to be income-producing. In these instances, additional appraisal fees, in excess of the established fees, are covered as a Core expense. If these appraisals are a requirement of the relocation policy, members are not responsible for these additional costs, as these expenses are not within their control.

**Table 2F - Home Inspection Fee**

Province	Contract Period						Option 1	Option 2
	1-Dec-16 to 30-Nov-17	1-Dec-17 to 30-Nov-18	1-Dec-18 to 30-Nov-19	1-Dec-19 to 30-Nov-20	1-Dec-20 to 30-Nov-21	1-Dec-21 to 30-Nov-22	1-Dec-22 to 30-Nov-23	1-Dec-23 to 30-Nov-24
Alberta	\$	\$	\$	\$	\$	\$	\$	\$
British Columbia	\$	\$	\$	\$	\$	\$	\$	\$
Manitoba	\$	\$	\$	\$	\$	\$	\$	\$
New Brunswick	\$	\$	\$	\$	\$	\$	\$	\$
Newfoundland & Labrador	\$	\$	\$	\$	\$	\$	\$	\$
Nova Scotia	\$	\$	\$	\$	\$	\$	\$	\$
Northwest Territories	\$	\$	\$	\$	\$	\$	\$	\$
Nunavut	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

#### 4. Total Compensation

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

4.1 The Contractor's compensation for services rendered under this contract will be the total of the amounts received by the Contractor in the form of payment for the Firm All-Inclusive Administration Fees. These will be the sole source of compensation for all services as defined Annex A-1, (excluding Section 7.0 Additional Work Requirements). The Contractor will be compensated for Additional Work Requirements in accordance with Article 7 below.

4.2 Any disbursements, will be reimbursed at cost with no allowance thereon for overhead and/or profit, as indicated under article 2 above.

4.3 The Contractor must not collect commissions, referral fees, registration fees, or publication fees under any circumstance in connection with services provided under this contract from any realtors, agents, lawyers, notaries, or other service suppliers or employees. Collection of any such fees must promptly be returned to Canada, and the Contractor will be considered in a breach of contract.



Government of Canada  
Gouvernement du Canada

20151126052

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction CAP&C	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Provide the RCMP with a list of service providers that they can utilise: eg realtors, appraisers, lawyers, notaries, and home inspectors.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		
<input checked="" type="checkbox"/>	No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		
<input checked="" type="checkbox"/>	No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		
<input checked="" type="checkbox"/>	No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		
<input type="checkbox"/>	No <input checked="" type="checkbox"/> Yes Non <input checked="" type="checkbox"/> Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		
<input checked="" type="checkbox"/>	No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada





Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

RCMP facility access with escort.

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

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☐ Yes  
Non Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

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

**PRODUCTION**

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada





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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".**

**Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.**

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non ☐ Yes  
Oui

**If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).**

**Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).**

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **ANNEX D-1**

### **INSURANCE REQUIREMENTS**

#### **1. Commercial General Liability Insurance**

1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$10,000,000 per accident or occurrence and in the annual aggregate.

1.2 The Commercial General Liability policy must include the following:

(a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(e) Cross Liability/Separation of Insured: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(g) Employees and, if applicable, Volunteers must be included as Additional Insured.

(h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program).

(i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(m) Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

(n) Deleted.

(o) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.

<b>Solicitation No. – N° de l'invitation</b> 24062-140078/G	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b>
<b>Client Ref. No. – N° de réf. De client</b>	<b>File No. – N° du dossier</b>	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

(p) Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate  
Quebec Regional Office (Ottawa)  
Department of Justice  
284 Wellington Street, Room SAT-6042  
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel  
Civil Litigation Section  
Department of Justice  
234 Wellington Street, East Tower  
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to codefend 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.

## 2. Errors and Omissions Liability Insurance

2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$2,000,000 per loss and in the annual aggregate, inclusive of defence costs.

2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

2.3 The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.