



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

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

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government
Services Canada**

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

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

Title - Sujet RELOCATION ASSISTANCE - CAF	
Solicitation No. - N° de l'invitation W6369-150002/A	Date 2016-02-15
Client Reference No. - N° de référence du client W6369-150002	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZL-106-29862	
File No. - N° de dossier 106zl.W6369-150002	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-04-15	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Sanford, Gordon	Buyer Id - Id de l'acheteur 106zl
Telephone No. - N° de téléphone (819) 956-4291 ()	FAX No. - N° de FAX (819) 956-2675
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

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

Issuing Office - Bureau de distribution

Special Projects/Projets Spéciaux
11 Laurier St./11, rue Laurier
Place du Portage/, Phase III
Floor 10C1/Étage 10C1
Gatineau
Québec
K1A 0S5

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

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

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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 1 to Part 3: Pricing Schedule
- Part 4- Attachment 1 to Part 4 - Evaluation Procedures

Attached 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
- Form 5 - Canadian Content 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 its Relocation Program.

It is anticipated that this solicitation will result in the award of 1 contract for an initial contract period of 6.5 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 Contractor 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 processing/tracking/reporting, 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 guaranteed ceiling prices.

This service delivery concept will provide 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 benefits available 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 will be responsible for making the 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 provision for 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) Bidders should meet (or have commenced the process to meet) the security requirement described herein prior to Bid close.
- (d) The requirement is subject to the provisions of the Agreement on Internal Trade (AIT).
- (e) 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".
- (f) The requirement is subject to a preference for Canadian goods and/or services.
- (g) For the purposes of this requirement, Canada's data must be stored in databases located in either Canada or the United States. All databases must be protected in accordance with the security requirements described herein.
- (h) Bidder's proposals will be valid for 365 days for the date of Bid close. If a Contract is awarded to the first ranked Bidder as determined via the Request for Proposal evaluation process, and subsequently terminated during the Bid validity period, Canada in its sole discretion, may award a Contract to the next highest ranked Bidder as determined via the Request for Proposal evaluation process.

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 and resources 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 its proposal, by the resources or 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

- (a) A7035T (2007-05-25) - List of Proposed Subcontractors
- (b) SACC Manual Clause A3050T (2014-11-27) Canadian Content Definition

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; and

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- (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. 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) A Bidders' conference will be held in the National Capital Region on March 1, 2016. The scope of the requirement described 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.
- (b) The conference will be held at 285 Coventry Road, Ottawa, Ontario. Sign-in will start at 12:45 and the conference will begin at 13:00 and end no later than 15:00. Teleconferencing will be permitted (Conference ID 3422371, local dial-in number is 613-960-7514 and the toll-free dial-in number 1-877-413-4790).

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- (c) Due to space limitations, Bidders attending in person will be restricted to 2 participants; however, there is no limit to the number of people that may participate via teleconference.
- (d) Participants attending in person will require a government photo ID.
- (e) Bidders are requested to email the Contracting Authority (gordon.sanford@tpsgc-pwgsc.gc.ca) before the conference to confirm attendance or teleconferencing participation. Bidders should provide to the Contracting Authority, the name(s) of the person(s) who will be attending and/or participating via teleconference and a list of issues they wish to table no later than February 25, 2016.
- (f) 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 should appear in the Financial Bid only. No prices should be indicated in any other section of the bid. For the purposes of its evaluation, Canada may redact any prices found in any section of a bid other than the Financial 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 the Program Delivery Manager (PDM) 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 subsection 4.2.1.

(viii) **Customer Reference Contact Information:**

- (A) Where it is required, the Bidder should provide client references with its Bid. The client references must each confirm, if requested by the Contracting Authority, the information required by Attachment 1 to Part 4: Evaluation Procedures.

If the Bidder fails to provide the required client reference with its Bid, the Contracting Authority may notify the Bidder that the client reference is required. Upon such notification, the Bidder must provide the client reference information to the Contracting Authority, within 2 business days.

- (B) The form of question to be used to request confirmation from client 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 client 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 client 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 or rate, quoted in Canadian dollars or percentage (%) in each cell requiring an entry in the pricing tables.
- (b) **Blank Prices:** Bidders are requested to insert "\$0.00" or "0%" for any item for which it does not intend to charge or for items that are already included in other prices/rates set out in the tables. If the Bidder leaves any price/rate blank, Canada will treat the price as "\$0.00" or "0%" for evaluation purposes and may request that the Bidder confirm that the price/rate is, in fact, \$0.00 or 0%. No Bidder will be permitted to add or change a price/rate as part of this confirmation. The bid of any Bidder that does not confirm that the price/rate for a blank item is \$0.00 or 0% 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 should 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) should 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) **Insurance Requirements**

As indicated in Part 6 under Insurance Requirements the Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex D.

Attachment 1 to Part 3

Pricing Schedule

1. The Bidder should complete the attached pricing schedule using the electronic file entitled Financial Attachment 1 to Part 3_EN.xls, and include it in its financial bid. The fees and rates specified, when quoted by the Bidder, must include all of the requirements defined in Annex A, with the exception of the to be determined Work as described in 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 bid, its pricing (in Cdn \$ or percentage, as applicable) for the following:

- i. Firm All-Inclusive Administration Fee (Table 9);
- ii. Real Estate Commissions by province (Table 11);
- iii. Legal/Notary Fees for Sale of Residence (Origin) by province (Table 12);
- iv. Legal/Notary Fees for Purchase of Residence (Destination) by province (Table 13);
- v. Standard Residence Industry Appraisal Fee by province (Table 14);
- vi. CERC Standard Residence Appraisal Fee by province (Table 15);
- vii. Home Inspection Fee by province (Table 16); and
- viii. Rental Search Fee by province (Table 17).

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. 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):

(A) 7 Year sum of the Firm All-Inclusive Administrative Fee multiplied by 14,877.20 the Average Relocations for Evaluation Purposes;

(B) 8 Year Sum of Real Estate Commissions (%) by province multiplied by the Annual Value of Residences Sold (Origin) for Evaluation Purposes by province;

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

(D) 8 Year Sum of Legal/Notary Fees for Purchase of Residence (Destination) (Excludes Disbursements) by province multiplied by the Number of Homes Purchased (Destination) for Evaluation Purposes by province;

(E) 8 Year Sum of Standard Residence Industry Appraisal Fee by province multiplied by the Number of Standard Residence Industry Appraisals for Evaluation Purposes by province;

(F) 8 Year Sum of CERC Standard Residence Appraisal Fee by province multiplied by the Number of CERC Standard Residence Appraisals for Evaluation Purposes by province;

(G) 8 Year Sum of Home Inspection Fee by province multiplied by the Number of Home Inspections for Evaluation Purposes by province; and

(H) 8 Year Sum of Rental Search Price by province multiplied by the Number of Rental Searches for Evaluation Purposes by province.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Overview

- (a) Canada will carry out a two-phased bid evaluation process for this requirement. Phase 1 consists of a 2-step process involving a multi-step evaluation of the rated and mandatory criteria. Phase 2 consists of the financial evaluation.
- (b) At the completion of Phase 1, only those bids deemed to be responsive will continue to Phase 2.

4.2 General

- (a) The evaluation will be conducted in two phases:
 - (i) Phase 1 will consist of a 2 step bid evaluation process. Step 1 will consist of a review of a Bidder's bid and, if necessary, the release of a Preliminary Evaluation Report to all Bidders. Step 2 will include a review of Bidders' responses to the Preliminary Evaluation Report. Only those bids deemed to be responsive at the completion of Step 2 will be evaluated at Phase 2.
 - (ii) Phase 2 will consist of the financial evaluation of all responsive bids.
 - (iii) Notwithstanding the limited review which Canada may conduct for certain parts of the solicitation during Phase 1, a Bidder is and will remain solely responsible for the accuracy and completeness of its bid and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying errors or omissions in bids submitted nor does Canada undertake to identify any or all such errors or omissions. **BIDDERS ARE AND WILL REMAIN SOLELY RESPONSIBLE FOR ENSURING CONSISTENCY OF THE INFORMATION SUBMITTED IN ITS BIDS AT ALL TIMES. WITHOUT LIMITING THE FOREGOING, BIDDERS ARE AND WILL REMAIN SOLELY RESPONSIBLE FOR ENSURING THAT ANY INFORMATION PROVIDED IN RESPONSE TO A PRELIMINARY EVALUATION REPORT IS CONSISTENT WITH ANY OTHER INFORMATION ORIGINALLY SUBMITTED IN ITS BID IN RESPONSE TO OTHER REQUIREMENTS. FAILURE TO DO SO MAY PREJUDICE THE EVALUATION OF PREVIOUSLY SUBMITTED INFORMATION AND/OR RENDER THE BID NON-RESPONSIVE.**
 - (iv) The two-phased bid evaluation process shall not limit Canada's rights under SACC 2003 (2015-07-03) Standard instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right.
 - (v) 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 in accordance with the process described below, 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.
 - (vi) There are several steps in the evaluation process 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.

- (vii) An evaluation team composed of representatives of Canada will evaluate the bids.
- (viii) 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.

4.3 Phase 1 – Step 1: Review of Bidder’s Bid

4.3.1 Section I - Technical Review

- (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.
- (b) Point-Rated Technical Criteria:
 - (i) Each bid will be reviewed 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.
- (c) Mandatory and point-rated evaluation criteria are included in Part 4, Attachment 4.1 - Technical Evaluation Procedures.

4.3.1.1 Review Parameters for Mandatory and Technical Criteria and Point-Rated Criteria:

- (a) Canada will conduct a review of all mandatory requirements and all point-rated requirements to:
 - (i) Determine if a Bidder’s submission in respect of mandatory requirements having a pass/fail is considered by Canada to be responsive. A bid will be considered by Canada to be non-responsive if the bid fails to achieve a compliant “pass” rating on a mandatory pass/fail requirement.
 - (ii) Determine if a Bidder’s submission in respect of point-rated requirements having a minimum pass standard is considered by Canada to be responsive. A bid will be considered by Canada to be non-responsive if the bid fails to achieve the mandatory minimum pass standard.

The mandatory minimum number of points required are set out in the table below:

Point Rated Technical Criteria	Required Minimum Number of Points	Maximum Number of Points
Bidder’s Experience	75	145
Bidder’s Approach and Methodology	524	960

4.3.2 Section II - Financial Review

- (a) Mandatory Financial Criteria:
 - (i) Bidder’s response to Attachment 1 to Part 3 will be reviewed.

4.3.2.1 Review Parameters:

- (a) Canada's review of the financial bid will be limited to identifying whether required data is missing from the bid, whether the same price is identified for the same item in all instances, and whether GST/HST amounts are shown separately.

4.3.3 Section III – Certifications and Section IV – Additional Information

4.3.3.1 Review Parameters:

- (a) Canada will identify any instances where a Bidder has failed to submit a required certification or proof of compliance or where a submitted document lacks the requisite signature(s) only for the certifications required to be submitted with the bid. The Bidder remains responsible for ensuring that any certifications which are required to be submitted prior to the close of the solicitation period or at any other time, are submitted as required.

4.3.4 Permitted Preliminary Evaluation Report Responses

(a) **Section I - Technical Review:**

Bidders may submit information only in response to those items specifically identified in the Preliminary Evaluation Report, except where the addition of such information will necessarily result in a change to the information regarding other components (including a change to a component). Any other changes to the bid shall be considered new information and will be disregarded. Without limiting the foregoing, the Bidder shall not make any changes to the Financial Bid as a result of any changes to Technical Requirement.

(b) **Section II - Financial Review:**

Where a required line item has been left blank, only the missing information may be added to the Financial Bid for Step 2, except that, in those instances where the addition of such information will necessarily result in a change to other pricing or cost information previously submitted as a result of calculations required by the solicitation (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. Any other changes to the Bid shall be considered to be new information and will be disregarded.

In instances where a different price for the same item is provided in more than one location within the Financial Bid and been noted the Bidder must confirm which price applies. Failure of a Bidder to respond will be deemed by Canada to be the Bidder's confirmation that the lowest price applies in all cases.

Any other changes to the Financial Bid shall be considered to be new information and will be disregarded. Without limiting the foregoing, the Bidder shall not make any changes to the Technical Bid as a result of any changes to the Financial requirement.

(c) **Section III – Certification and Section IV – Additional Information Review:**

Bidders may submit a required certification or proof of compliance or where a submitted document lacks the requisite signature(s) only for the certifications required to be submitted with the bid.

4.3.5 Preliminary Evaluation Report

- (a) After this initial review, if any bid is determined to be non-responsive in accordance with the review parameters noted above, the Contracting Authority will provide each Bidder with a "Preliminary Evaluation Report" (or "Report") listing only the instances where the bid is non-responsive to the requirements of the bid solicitation (and, for mandatory point-rated requirements, the score for such requirement) and the applicable solicitation references. Bidders

whose bids have been evaluated as non-responsive at Step 1 are not required to continue with the procurement process and may withdraw their bids at their sole discretion.

- (b) Bidders whose bids are considered to be non-responsive will be invited by the Contracting Authority to submit additional or different information to demonstrate to Canada, in accordance with the solicitation, that the bid is compliant with the solicitation requirements. Except as expressly permitted above, information submitted for any other line item or category will not be considered nor will submitted information be used to evaluate any other section of a Bidder's bid or the solicitation requirement.
- (c) For Bidders whose bids are considered to be responsive, the Report will only identify that they are responsive for the mandatory requirements evaluated; scores will not be provided.
- (d) All Bidders are requested to provide written confirmation of receipt of the Report to the Contracting Authority. Bidders who do not confirm receipt will be deemed to have received the Report as of the date issued by Canada.
- (e) Only non-responsive Bidders shall submit further information in response to the Report.
- (f) Corrections may only be requested on mandatory requirements or on rated requirements if the Minimum Compliance Scores are not obtained. There will be no change to the Bidder's original evaluated score as a result of the additional or different information submitted. The Bidder's original evaluated score will be the only score used to determine the Bidder's Technical Merit Score.
- (g) Submitted information must be based on the solution submitted by the Bidder at bid closing. A Bidder responding to a request for information must not modify, alter or substitute the proposed solution to correct a non-responsive issue. All submitted information must otherwise comply with the requirements of this solicitation. Failure to comply with these requirements will result in the additional or different information being returned to the Bidder without further consideration.
- (h) Information submitted by non-responsive Bidders in response to the Report and accepted by Canada will be deemed to replace, in full, only the non-responsive information or response in the Bidder's original bid as identified in the Report and will be used for the remainder of the bid evaluation process.
- (i) The Bidder's response to the Report must follow the Bid Preparation Instructions (such as, for example, separating financial information from other information as required). Canada requests that Bidders clearly indicate, for each response, which non-responsive requirement identified in the Report is being responded to.
- (j) Responses to the Report must be submitted to the Contracting Authority on or before the date and time specified in the Report. Failure to do so will result in the bid being deemed non-responsive and the bid will receive no further consideration.
- (k) Any adjustments to a non-responsive bid are at the Bidder's sole discretion and will be made solely by the Bidder. Canada will not provide information about any other bid or any information as to how a Bidder should complete its response, if any, to the Report. Bidders are and will remain solely responsible for the accuracy and completeness of their bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying errors or omissions in bids submitted nor does Canada undertake to identify any or all such errors or omissions. **BIDDERS ARE AND WILL REMAIN SOLELY RESPONSIBLE FOR ENSURING CONSISTENCY OF THE INFORMATION SUBMITTED IN THEIR BIDS AT ALL TIMES. WITHOUT LIMITING THE FOREGOING, BIDDERS ARE AND WILL REMAIN SOLELY RESPONSIBLE FOR ENSURING THAT ANY INFORMATION PROVIDED IN RESPONSE TO A PRELIMINARY EVALUATION REPORT IS CONSISTENT WITH ANY OTHER INFORMATION ORIGINALLY SUBMITTED IN THEIR BID IN RESPONSE TO OTHER REQUIREMENTS.**

FAILURE TO DO SO MAY PREJUDICE THE EVALUATION OF PREVIOUSLY SUBMITTED INFORMATION AND/OR RENDER THE BID NON-RESPONSIVE.

- (l) If a Bidder does not respond to a requirement identified as non-responsive, the Bidder will be deemed to have provided a "No Change" response and the original response for that item will continue to apply.

4.3.6 Step 2: Bid Evaluation

Once the bidder's Preliminary Evaluation Report response is received:

- (a) Canada will conduct a final technical bid evaluation for all bids taking into account the additional or different information submitted by a Bidder in response to the "Preliminary Evaluation Report", to determine if these requirements have been met as required in the solicitation. Should one or more of the requirements initially evaluated as non-responsive continue to be evaluated as non-responsive after review of the additional or different information, the bid will be deemed non-responsive and will not be given any further consideration. The bid will also be evaluated as non-responsive if the additional or different information submitted renders non-responsive any other mandatory requirements, including point rated criteria having a minimum pass standard.
- (b) Bids that have demonstrated responsiveness at the conclusion of the final evaluation review of all mandatory requirements, including minimum assessment values or point rated criteria having a minimum pass standard, will continue to be evaluated at Step 2 as described below. For point rated criteria having a minimum pass standard, if the additional or different information provided by a Bidder renders the criteria responsive, those criteria will be deemed a pass, however the original score will remain unchanged.

4.4 Phase 2 – Financial Bid Evaluation

4.4.1 Financial Bid Evaluation: Phase 2

- (a) Canada will conduct an evaluation of the Financial Bids for those Bidders whose bids have demonstrated responsiveness at the conclusion of the final review of Phase 1- Step 2.
- (b) 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.
- (c) 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 Additional Evaluation Procedures

- (a) 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 its sole discretion.

(b) 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. Where applicable, 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 day period 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) Where applicable, 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.

4.6 Basis of Selection

- (a) After the completion of Phase 1 and Phase 2 the Bidders will be ranked in accordance with the following.

4.6.1 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 (i) and (ii) and (iii) 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). P_i 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): $TMS_i = OS_i \times 60$. OS_i is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.
- (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	OS1: 750/1105	OS2: 900/1105	OS3: 1050/1105
Bid Evaluated Price	P1: \$4,000,000 (LTEBP)	P2: \$5,000,000	P3: \$6,000,000

Calculations	Technical Merit Score (OS _i x 60)	Pricing Score (LP/P _i x 40)	Combined Rating
Bidder 1	750/1105 x 60 = 40.7	4M/4M x 40 = 40.0	80.7
Bidder 2	900/1105 x 60 = 48.9	4M/5M x 40 = 32.0	80.9
Bidder 3	1050/1105 x 60 = 57.0	4M/6M x 40 = 26.7	86.7

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	
No.	Mandatory Technical Criterion
M1	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).
M2	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).
M3	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.
M4	Draft Implementation Plan
	<p>Bid Preparation Instructions</p> <p>The Bidder must provide a reference for each external client to substantiate the experience claimed.</p> <p>The Bidder must provide a reference for each external client to substantiate the experience claimed.</p> <p>The Bidder must provide the résumé of the proposed PDM to substantiate the experience claimed. The Bidder must also provide references(s) who can verify this experience.</p> <p>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 Sub section 4.2.1.</p>

Evaluation of experience: For the purpose of any 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 7 years prior to the Bid Solicitation issuance date. Bidders are further advised that each month of 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 must be addressed separately.

Point Rated Technical Criteria	Required Minimum Number of Points	Maximum Number of Points
Bidder's Experience	75	145
Bidder's Approach and Methodology	524	960
Overall Score	599	1105

No.	Point-Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
Bidder's Experience – Maximum: 145 points				
R1	Volume: For each of the last three calendar years (2013, 2014, 2015) the Bidder should provide the total number of relocations for which it provided Relocation Services for clients external to the Bidder's organization (cannot be a parent or affiliate) and which included, as a minimum, counseling on acquisition and disposal of primary residences.	The Bidder should provide a reference for each external client to substantiate the volume claimed.	45	A maximum of 15 points will be awarded for each calendar year 2013, 2014 and 2015 according to the following volumes: 5 points - 501 to 2,500; or 10 points - 2,501 to 5,000; or 15 Points – 5,001 or more.
R2	Program Delivery Manager (PDM): The Bidder should clearly demonstrate and substantiate that the individual proposed for the PDM position is appropriate in order to ensure	The Bidder should provide details of the experience of the PDM, indicating the budget managed; financial, HR and IT responsibilities; and any other information	50	A maximum of 50 points will be awarded for the demonstrated experience and abilities of the proposed individual: 50 points: Has managed more than 3 accounts of over 5,000 relocations, and

No.	Point-Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
R3	<p>successful delivery of the required CAF RP services.</p> <p>Management of Implementation Phase: The Bidder should clearly demonstrate and substantiate that the individual proposed to manage the 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 sub-section 4.2.1 of the SOR.</p>	<p>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>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> <p>The Bidder should provide a reference for each external client to substantiate the experience claimed.</p>	50	<p>reference(s) provided from client(s) demonstrating service delivery of similar CAF RP requirements were met;</p> <p>40 points: Has 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: Has 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> <p>A maximum of 50 points will be awarded for the demonstrated experience and abilities of the proposed individual in managing a set-up and transition as follows:</p> <p>50 points: Has 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: Has completed 2 or 3 relevant set-ups, and reference(s) provided from client(s) demonstrate set-up requirements were met;</p> <p>30 points: Has completed at least 1 relevant set-up, and reference(s) demonstrate set-up requirements were met;</p> <p>0 points: No information provided or no relevant experience is substantiated.</p>

Rating Guide for R4 to R15		Description
Outstanding	response to the rated area	The rated area is dealt with in depth and/or the rated area is fully met; rigorous approach and methodology that meets all of the elements of the rated area.
Well addressed	response to the rated area	Good approach and methodology or missing minor elements.
Satisfactorily addressed	response to the rated criteria	Adequate approach and methodology or missing many points but not including any major elements.
Unsatisfactory	response	The approach and methodology is weak or missing many major elements.
Nil	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: 960 points				
R4	Financial Management:	The Bidder should demonstrate the capability of its financial management processes to meet the requirements of subsections 5.1.2, 5.1.4, 5.1.6, 5.1.7, 5.1.10, 5.1.15, 5.1.16, 5.1.17, and 5.18 of the SOR	50	Demonstrated Capability: A maximum of 50 points will be awarded 50 points – Outstanding response 35 points – Well addressed response 25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response
R5	Relocation Card:	The Bidder should demonstrate the capability of processing all authorized entitlements by means of a relocation card.	50	A maximum of 50 points will be awarded <u>Plan:</u> 20 points – Outstanding response

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
				<p>16 points – Well addressed response 12 points – Satisfactorily addressed response 8 points – Unsatisfactory response 0 points – Nil response <u>Card System:</u> 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> 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	<p>Financial Controls:</p>	<p>a) The Bidder should describe its financial controls with respect to the establishment and maintenance of financial internal controls to prevent and detect errors. b) The Bidder should describe its financial controls with respect to the establishment and maintenance of audit functionality. c) The Bidder should describe its financial controls with respect to its ability to reliably produce accurate and timely financial information.</p>	100	<p>For each of a), b), c) and d) points shall be awarded up to a maximum of 25 points as follows: 25 points – Outstanding response 20 points – Well addressed response 15 points – Satisfactorily addressed response 10 points – Unsatisfactory response 0 points - Nil response</p>

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
R7	<p>Information Systems Functionality:</p>	<p>d) The Bidder should describe its financial controls with respect to its ability to satisfy the tracking and reporting capabilities included in the SOR.</p> <p>The Bidder should describe its proposed Information Management Expenditure Tracking System (IMETS) solution to address all requirements. In particular the Bidder should describe how its 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 subsections 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	<p>Recruitment and Retention:</p>	<p>The Bidder should describe its recruitment procedures to hire personnel required. In particular the Bidder should describe:</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>	60	<p>For each of a), b), c), d) e) and f) points shall be awarded up to a maximum of 10 points as follows:</p> <p>10 points – Outstanding response 8 points – Well addressed response</p>

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
		<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;</p> <p>e) Its approach to responding to cyclical requirements; and</p> <p>f) Its approach to maintaining low turnover rates, including employee motivation, job satisfaction and team building.</p>		<p>6 points – Satisfactorily addressed response</p> <p>4 points – Unsatisfactory response</p> <p>0 points – Nil response</p>
R9	<p>Performance Management:</p>	<p>The Bidder should describe how its proposed approach to performance management and provide a preliminary Performance Measurement Plan as referenced in subsection 4.2.2 of the SOR.</p> <p>The Bidder should describe how its 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 relocation consultants; and</p> <p>e) Bilingual capability of client-service representatives.</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</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>Training:</p>	<p>The Bidder should describe its 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>

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
R11	Disaster Recovery Plan:	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	25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response
R12	Third-Party Service Providers Plan:	The Bidder should describe its plan to develop and maintain its network of Third Party Service Providers to deliver services in all locations, including small and isolated communities.	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	Third Party Service Providers Performance Management:	The Bidder should describe its 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

No.	Point Rated Technical Criterion	Bid Preparation Instructions	Maximum Points Available	Rating Guide
R14	<p>Preliminary Relocation Assessment:</p>	<p>The Bidder should provide a draft Preliminary Relocation Assessment form which satisfies the requirements of subsections 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.</p>	50	<p>25 points – Satisfactorily addressed response 15 points – Unsatisfactory response 0 points – Nil response</p> <p>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</p>
R15	<p>Advisor to CAF Member Ratio:</p>	<p>The Bidder should demonstrate how relocation files will be seamlessly handled between relocation consultants (e.g. the CAF member should not be required to provide relocation file details during each contact with a different relocation consultant).</p>	50	<p>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</p>

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- attachment hereto, to be given further consideration in the procurement process.

(b) **Canadian Content Certification**

As applicable, the Bidder must provide with its Bid, the completed Canadian Content certification Form 5, attachment hereto.

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 (Form 3)**

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 (Form 4)**

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_equality/eq/emp/fcp/list/inelig.shtml)" list (http://www.labour.gc.ca/eng/standards_equality/eq/emp/fcp/list/inelig.shtml) available from [Employment and Social Development Canada \(ESDC\) - Labour's website](http://www.labour.gc.ca/eng/standards_equality/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](http://www.labour.gc.ca/eng/standards_equality/eq/emp/fcp/list/inelig.shtml)" 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

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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) Bidders should meet (or have commenced the process to meet) the security requirement described herein at the time of Bid close.
 - (i) the Bidder/Contractor should 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) should meet the security requirements as indicated in Part 7 - Resulting Contract Clauses at time of Bid close;
 - (iii) the Bidder should 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 should meet the security requirements as indicated in Part 7 - Resulting Contract Clauses; and
 - (v) the Bidder should 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.
- (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) Canada's data must be stored in databases located in either Canada or the United States. All databases must meet all security requirements described herein.
- (c) 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.
- (d) **Client:** Under the Contract, the "**Client**" is the Canadian Armed Forces.
- (e) **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 the 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.
- (f) **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 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 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 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 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

Notwithstanding the clause below, the Contractor must meet all security requirements 2 months prior to the Service Effective Date (SED) as described in Annex A - Statement of Requirements. The Contractor must make every effort to ensure that all security requirements are met during the initial 4 months of the Contract. Any delays caused by the Contractor's failure or inability to obtain the required security clearance, within the stated times, would be grounds for default, as described herein.

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 Security Requirement (Foreign Contractor)

The Contractor and/or any and all subcontractors must be from a country within the North Atlantic Treaty Organization (NATO), the European Union (EU) or from a country with which Canada has an International bilateral industrial security instrument. The Industrial Security Program (ISP) has international bilateral industrial security instruments with countries listed on the following PWGSC website: <http://ssi-iss.tpsgc-pwgsc.gc.ca/gvrnmnt/risi-iisr-eng.html>. For the exchange of NATO information the Contractor / Offeror / Subcontractor must be a NATO member in good standing.

All CANADA PROTECTED information/assets, furnished to the Foreign recipient Contractor / Offeror / Subcontractor, shall be safeguarded as follows:

1. The Foreign recipient Contractor / Offeror / Subcontractor must provide proof that they are incorporated or authorized to do business in their jurisdiction.
2. The Foreign recipient Contractor / Offeror / Subcontractor defined as an individual or legal entity possessing the legal capacity to enter into a contract, shall provide confirmation of compliance with the below terms and condition, in writing, to the Canadian DSA, prior to the execution of the works, services or performance, of which requires or involves access to Canadian PROTECTED information.
3. The Canadian Designated Security Authority (DSA) (Canadian DSA) is the International Industrial Security Directorate (IISD), Public Works and Government Services Canada (PWGSC).
4. The Foreign Contractor / Offeror / Subcontractor, shall not begin the work, services or performance until the Canadian DSA is satisfied that all contract security requirement conditions have been met. Canadian DSA confirmation shall be provided, in writing, to the Foreign recipient Contractor / Offeror / Subcontractor in an Attestation form, to provide confirmation of compliance and authorization for services to be performed.
5. All CANADA PROTECTED information/assets provided or generated under this Contract / Standing Offer / Subcontract will continue to be safeguarded in the event of withdrawal by the recipient party or upon termination of the Contract / Standing Offer / Subcontract, in accordance with the National Policies of the supplier's country.
6. The Foreign recipient Contractor / Offeror / Subcontractor shall provide the CANADA PROTECTED information/assets a degree of safeguarding no less stringent than that provided by the Government of Canada in accordance with the National Policies, National Security legislation and regulations and as prescribed by the Canadian DSA.
7. All CANADA PROTECTED information/assets provided to the Foreign recipient Contractor / Offeror / Subcontractor pursuant to this Contract / Standing Offer / Subcontract by the Government of Canada, shall be marked by the Foreign recipient Contractor / Offeror / Subcontractor with the equivalent security classification utilized by the supplier's country and in accordance with the National Policies of the supplier's country.
8. The Foreign recipient Contractor / Offeror / Subcontractor shall, at all times during the performance of this Contract / Standing Offer / Subcontract, ensure the transfer of CANADA PROTECTED information /assets be facilitated through the Canadian DSA.
9. Upon completion of the Work, the Foreign recipient Contractor / Offeror / Subcontractor shall return to the Government of Canada, all CANADA PROTECTED information/assets furnished or produced pursuant to this Contract / Standing Offer / Subcontract, including all CANADA PROTECTED information/assets released to and/or produced by its subcontractors.
10. The Foreign recipient Contractor / Offeror / Subcontractor must identify an authorized Contract Security Officer (CSO) to be responsible for the overseeing of the security requirements, as defined in this Contract. This individual will be appointed by the proponent Foreign recipient Contractor's Chief Executive officer or Designated Key Senior Official, defined as an owner, officer, director, executive, and or partner who occupy a position which would enable them to adversely affect the organization's policies or practices in the performance of the contract.
11. The Foreign recipient Contractor / Offeror / Subcontractor shall not permit access to Canadian restricted sites (or grant access to CANADA PROTECTED A information), except to its personnel subject to the following conditions:
 - a. Personnel have a need-to-know for the performance of the Contract / Subcontract;
 - b. Personnel have been subject to a criminal record check, with favourable results, from a recognized Governmental agency in the United States of America as well as a background

verification. The approved verifications for the required criminal record check and background verification are listed at Appendix A.

c. The Foreign Contractor / Offeror / Subcontractor will ensure that its Chief Executive Officer (CEO) or Senior Official of the company will appoint a Contract Security Officer (CSO) and/or an Alternate Contract Security Officer (ACSO) in order to ensure compliance with all contracting security requirements.

d. The Foreign recipient Contractor / Offeror / Subcontractor shall ensure that personnel provide consent to share results of the Criminal record Background Check with the Canadian DSA and other Canadian Government Officials, if requested;

e. The Government of Canada reserves the right to deny access to Canadian Protected information and/ or assets to a Foreign Contractor / Offeror / Subcontractor for cause.

12. CANADA PROTECTED information/assets provided or generated pursuant to this Contract / Standing Offer / Subcontract shall not be further provided to a third party Foreign recipient Subcontractor unless:

a. Written assurance is obtained from the Canadian DSA to the effect that the third-party Foreign recipient Subcontractor has been approved for access to CANADA PROTECTED information by the Canadian DSA; and

b. Written consent is obtained from the Canadian DSA, if the third-party Foreign recipient Subcontractor is located in a third country.

13. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the Canadian DSA.

14. The Foreign recipient Contractor / Offeror / Subcontractor MUST NOT utilize its Information Technology systems to electronically process, produce, or store on a computer system any CANADA PROTECTED information until the Canadian DSA has granted approval to do so. After approval has been granted in writing to the Foreign recipient Contractor / Offeror / Subcontractor, these tasks may be performed up to the level of CANADA PROTECTED A.

15. The Foreign recipient Contractor / Offeror / Subcontractor shall not use the CANADA PROTECTED information/assets for any purpose other than for the performance of the Contract / Standing Offer / Subcontract without the prior written approval of the Government of Canada. This approval must be obtained by contacting the Canadian DSA.

16. The Foreign recipient Contractor / Offeror / Subcontractor visiting Canadian Government or industrial facilities, under this contract, will submit a Request for Visit form to the Canadian DSA.

17. The Foreign recipient Contractor / Offeror / Subcontractor shall immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that CANADA PROTECTED information / assets pursuant to this Contract / Standing Offer / Subcontract has been compromised.

18. The Foreign recipient Contractor / Offeror / Subcontractor shall immediately report to the Canadian DSA all cases in which it is known or there is reason to suspect that CANADA PROTECTED information/assets accessed by the Foreign recipient Contractor / Offeror / Subcontractor, pursuant this Contract / Standing Offer / Subcontract, have been lost or disclosed to unauthorized persons.

19. The Foreign recipient Contractor / Offeror / Subcontractor shall not disclose the CANADA PROTECTED information to a third party government, person, firm or representative thereof, without the prior written consent of the Government of Canada. Such consent shall be sought through the Canadian DSA.

20. In the event that a Foreign recipient Contractor / Offeror / Subcontractor is chosen as a supplier for this Contract, subsequent Country-Specific Foreign security requirement clauses shall be generated and promulgated by the Canadian DSA, and provided to the Government of Canada Contracting Authority, to ensure compliance with the security provisions, as defined by the Canadian DSA, in relation to equivalencies.

21. The Foreign recipient Contractor / Offeror / Subcontractor must comply with the provisions of the Security Requirements Check List attached at Annex C.

22. The Foreign Recipient Contractor / Offeror / Subcontractor must perform a security screening of all its personnel who will need access to CANADA Protected information and/or to Canadian restricted sites:

a) Identity check

i. Copies of two of valid original pieces of government issued identity documentation, one of which must include a photo

ii. Surname (last name)

iii. Full given names (first name) – underline or circle usual name used

iv. Family name at birth

v. All other names used (aliases)

vi. Name changes

1. Must include the name they changed from and the name they changed to, the place of change and the institution changed through

vii. Sex

viii. Date of birth

ix. Place of birth (city, province/state/region, and country)

x. Citizenship(s)

xi. Marital status/common-law partnership

1. Current Status (married, common-law, separated, widowed, divorced, single)

2. All current spouses (if applicable)

a. Surname (last name)

b. Full given names (first name) – underline or circle usual name used

c. Date and duration of marriage/common-law partnership

d. Date of birth

e. Family name at birth

f. Place of birth (city, province/state/region, and country)

g. Citizenship

b) Residency check

- i. The last 5 years of residency history starting from most recent with no gaps in time.
 - 1. Apartment number, street number, street name, city, province or state, postal code or zip code, country, from-to dates
- c) Educational check
 - i. The educational establishments attended and the corresponding dates.
- d) Employment history check
 - i. The last 5 years of employment history starting from most recent with no gaps in time.
 - ii. 3 employment reference checks from the last 5 years.
- e) Criminal records check:
 - i. report(s) containing all criminal convictions for the last 5 years in and outside of the candidate's country of residence.

7.7 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 Contact 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.

If for any reason, during the first 6 months after Contract award, if Canada determines, at its sole discretion, that the Contractor will not deliver as stated in the Contractor's Implementation Plan, Canada can terminate the Contract for default.

- (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 extends the Contract in accordance with subsection 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 prior to written notification by the Contracting Authority to commence the services received by 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 extends the Contract in accordance with subsection 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 18 months 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.

7.8 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-pwpsc.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: _____

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Title - Sujet
W6369-150002/A		Relocation Assistance - CAF

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: _____

7.9 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 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 of Annex B and the Schedule for Payment defined in 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 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

7.11 Invoicing Instructions

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

The Contractor must submit electronic invoices 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 paid 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 an original invoice to the Technical Authority.
- (g) On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

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 shall 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 (2008-12-12);
- (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 _____.

7.16 Aboriginal Involvement

- (a) As service delivery locations are unknown at this time but could be in any areas subject to Comprehensive Land Claims Agreements (CLCAs), all CLCAs apply to this procurement.
- (b) The Contractor is required to make every effort to include CLCA beneficiary firms as sub-contractors whenever possible for services provided in CLCA settlement areas. An annual report must be submitted to the Contracting Authority one month after the last day of the calendar year providing statistical data on the Third-Party Service Providers used in the previous calendar year that are CLCA beneficiary firms.
- (c) For a list of Inuit businesses for the James Bay and Northern Quebec Agreement and for the Nunavik Inuit Land Claims Agreement, consult the Nunavik Regional and Private Business Directory (<http://www.krg.ca/pdf/forms/NunavikBusDirectory2007.pdf>).
- (d) For a list of Cree businesses for the James Bay and Northern Quebec Agreement, consult the Grand Council of the Crees telephone directory (<http://www.gcc.ca/teldir.php>).
- (e) For a list of Inuvialuit businesses in the Inuvialuit Settlement Region, consult the Inuvialuit Business List (<http://www.irc.inuvialuit.com/corporate/ibl/>).
- (f) For a list of Gwich'in businesses in the Gwich'in Settlement Area, consult the Gwich'in Business Directory (<http://www.gwichin.nt.ca/GwichinBiz>).
- (g) For a list of Inuit businesses in the Nunavut Settlement Area, consult the Inuit Firm Registry (<http://www.inuitfirm.com/public/index.html>).
- (h) For a list of Sahtu Dene and Metis businesses in the Sahtu Settlement Area, consult the Sahtu Business List (<http://www.sahtu.ca/sahtubusiness.html>).
- (i) For information on Tlicho businesses, consult the Tlicho website (<http://www.tlicho.ca/businesses/index.htm>).
- (j) For a list of Inuit businesses in the Labrador Inuit Settlement Area, consult the Nunatsiavut Government's Inuit Business Directory (<http://www.nunatsiavut.com/en/businessdirectory.php>).

7.17 Defence Contract

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

7.18 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*

7.19 Foreign Nationals (Foreign Contractor)

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

7.20 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.

7.21 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.

7.22 Disclosure of Information

- (a) The Contractor agrees to the disclosure of its Third-Party Service Providers (TPSP) prices by Canada, as required to meet its administrative and operational requirements, and further agrees that it will have no right to claim against Canada, the CAF, their employees, agents or servants, members of Canada's Armed Forces, 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 CAF, their employees, agents or servants, members of Canada's armed forces, or any of them, in relation to such disclosure.

7.23 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.

7.24 Ownership of Data

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

7.25 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.

7.26 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.*

7.27 Training

- (a) The Contractor must provide training as described in Subsection 4.2.12 of Annex A – Statement of Requirements.

7.28 Replacement of Specific Individuals

- (a) With respect to General Conditions 2035, Subsection 8 is deleted and replaced with the following: 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.

7.29 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.

7.30 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.

7.31 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

FOR

THE ADMINISTRATION OF THE

CANADIAN ARMED FORCES RELOCATION PROGRAM

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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 the RFP Evaluation Spreadsheets. 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 CAF 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 3.

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
- 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
- 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 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
- 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 its 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 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 dedicated Program Delivery Manager (PDM) responsible for leading the Contractor Team which must provide all the required services identified in the SOR for the CAF.

The PDM must have at least 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 In-Service Delivery 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 information 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 1, the Contractor must ensure that all members of its Management Team (and particularly the PDM) are available to meet frequently with the CAF 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.

At least one meeting per month will be face-to-face in the National Capital Region with the option for Video/Teleconference for the remaining.

Appropriate Contractor personnel must be determined by the Contractor in accordance with 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 the CAF member is not required to accept any Contractor or subcontractor license terms and conditions 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 2 of this document;
- d. Generate pre-formatted administrative and financial type reports on-demand allowing for user-defined reports as detailed in Appendix 1;
- 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 1, 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 5.1.15 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: real estate agents; 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 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 4) 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.

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 which 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. Real Estate Agents must hold a licence to practice real estate in applicable province;
 - iv. Lawyers must be members in good standing of the provincial bar association;
 - v. Notaries must be members in good standing of their provincial organization (e.g. Ordre professionnel des notaires du Quebec, Society of Notaries Public or British Columbia);
 - 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 10 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 meet provincial regulations and have a minimum of 2 years' experience in rental search;
 - ix. Meet the privacy, security and data requirements as defined in this SOR;
 - x. Agree 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. Agree to return CAF member calls or emails within 8 business hours;
 - xii. Comply with the maximum rates/fees established by the Contractor; and
 - xiii. Prepare and send invoices 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 1, Deliverable #2.

The Contractor must develop an Implementation Plan. The TA must approve any proposed amendment to the Plan in advance, and in writing. 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 PO will coordinate and facilitate discussions between the Contractor and the outgoing Contractor, as appropriate.

4.2.2 Performance Measurement Plan (PMP)

Refer to Appendix 1, 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 1, 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 1, 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 1, 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 1, 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 1, 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 1, Deliverable #9.

The Contractor must develop and deliver a PrMP 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 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.

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:

- 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).

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.

4.2.10 Notification of the Creation of IMETS User Accounts

Refer to Appendix 1, Deliverable #10.

Notification that the IMETS accounts described in Section 4.1.3, above, have been created must be provided to the CA and the TA in writing.

4.2.11 IMETS Design Manual

Refer to Appendix 1, 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. The approved manual must be available on the secure website with access restrictions so that only the TA and its 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 1, Deliverable #12.

The Contractor must develop remote type training sessions (eg. Webex) including “how-to” instruction on the web site to facilitate the use of IMETS by the CAF representatives. These sessions must be presented in English and French to accommodate the language preferences of the CAF representatives.

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, format, delivery model, and the training package are subject to prior review and approval in writing by the TA. Additional remote 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 1, 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 in writing of the TA. The TA and its 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 is 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 1, 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 1, 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 1, 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 1, 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 1, 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 1, Deliverable #19.

The Contractor must develop a TPSP Directory in both English and French, subject to the written approval of 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 its 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 1, 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 which 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 1, 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 to be provided during this Phase.

5.1 Tasks to be Performed

5.1.1 Performance Review Meetings (PRM)

The Contractor must participate in quarterly face-to-face PRMs with the CA, TA and, on occasion, delegated representatives in the National Capital Region. 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 of 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 member's 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 CAF 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 member's 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 member's 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. Keeping 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 the CAF member's geographical relocation. The NSDP must be uploaded to the CAF member's 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 by uploading the corresponding forms to the CAF member's folder, and assist the CAF member with the completion of the following forms for furtherance by the CAF member:

- a. The movement of a Private Motor Vehicle (PMV);
- b. The movement of Household Goods and Effects; and

The Contractor must direct the CAF member to the Housing Agency website for completion of the Married Quarters /Crown Owned Housing application and other related occupancy application requests.

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 member's folder upon initial contact. The PRA must:

- a. Be signed and dated by the CAF member, and uploaded to the CAF member's 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 administrative 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 referenced in Subsection 1.6 I.

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 written 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 the 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 an electronic TAN Register. The TAN allotment will be provided by 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 the CAF member's 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 be placed on the file, based on the calculation of the applicable envelopes in accordance with each CAF member's 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's 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 a 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 2 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 a TPSP, as defined in the Contract, unless registered in the Contractor's Directory.

The Contractor must ensure that prior to reconciling 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 the funds 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 by the CAF member. 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 Canada 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 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 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 the CAF member's electronic folder;
 - v. A monthly report of all registered letters sent must be included in the Overpayment Recovery Report as outlined in Section 5.2.6; and
 - vi. If 30 days after receipt 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 1, 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. The claim is supported by all relevant 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 related to relocation;
- 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 the CAF member's move number.

5.2 Deliverables to be provided

5.2.1 Progress Review Meeting Agendas

Refer to Appendix 1, Deliverable #5. Deliverable defined at Section 4.2.5, above.

5.2.2 Progress Review Meeting Minutes

Refer to Appendix 1, Deliverable #6. Deliverable defined at Section 4.2.5, above.

5.2.3 Performance Measures Report (PMR)

Refer to Appendix 1, 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 1, 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 1, 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 1, 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 1, 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. Name of CAF Approver ;
- 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 1, 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 1, Deliverable #28.

The Contractor must provide, on demand, a summary of all flow-through cost transactions within a user-determined timeframe. Its purpose is to summarize the flow-through cost expenditures in a format that allows the totals to be observed. This report also allows the TA to see all of the totals related to the 15 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:

Totals Of Program Expenditures
• Total costs for a specified period
• Total Expended to date
• Total Credited to date
• Actual total by FY
• Number of days
• Number of travellers
• Number of files affected

Expense Categories
• 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
• Foreign 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 1, 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 2. 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 2), and be searchable against the CAF Move Authorization Number.

5.2.11 Authorizations Report

Refer to Appendix 1, Deliverable #30.

The Contractor must provide a summary report of all files opened by the Contractor within a user-specified timeframe. 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 1, 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 2) 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 1, 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 1, 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 1, 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 1, 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 1, 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 to be 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 is 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.

At least one meeting per month will be face-to-face in the National Capital Region with the option for Video/ Teleconference for the remaining.

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 1, 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 the 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 the 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 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 the Service Effective Date (SED) of the subsequent contract; and
- q. Any other recommended activities required to ensure a smooth transition.

6.2.2 PRMs Agendas

Refer to Appendix 1, Deliverable #5. Deliverable defined at Section 4.2.4, above.

6.2.3 PRMs Minutes

Refer to Appendix 1, Deliverable #6. Deliverable defined at Section 4.2.6, above.

6.2.4 Status Report on all Files

Refer to Appendix 1, Deliverable #38.

- a. The Contractor must provide the TA with an electronic status report of the files for which it

is 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 1, Deliverable #39

The Contractor must deliver electronic copies of the TPSP Directory.

6.2.6 OGTP Query Report

Refer to Appendix 1, 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 1 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 1 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 1.

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 at its own cost.

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 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, it is financially responsible for erroneous advice 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 constitute a debt due to Canada 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 Canada 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.

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APPENDIX 1 – DELIVERABLES TABLE BY SEQUENCE IN SOR

Legend	
A = Approval required	I = Information Only
ACA = After Contract Award	MACA = Months After Contract Award
E = Electronic Format	P = Paper Format
All reports in the table below are to be in English unless flagged Bilingual in the Deliverable column.	

Serial #	SOR Reference	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
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	PRM Agendas	I	TA	E	2 business days prior to any PRM
6.	4.2.5 5.2.2	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 Analysis	Ris 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	A	TA	E	2 MACA
12.	4.2.12	IMETS User Training and Support Package (Bilingual format)	A	TA	E	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 Security 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 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
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 2 – EXPENSE CATEGORIES

Table 1 Expense Categories

Expense Categories	Expense Category Subtypes
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 3 – 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

ACRONYM	DEFINITION
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
PDM	Program Delivery Manager
PMBOK	Project Management Body of Knowledge
PMP	Performance Measurement Plan
PMR	Performance Measurement Report
PMV	Private Motor Vehicle
PO	Procurement Officer
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

ACRONYM	DEFINITION
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 as defined in the CAF Relocation Directive, 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.
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.
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.

TERM	DEFINITION
Imposed Restriction (IR)	A CAF approved delay in moving Dependents, 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.
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.
On Demand Reports	It is the intent that such reports be accessible through IMETS on line in order for CAF representatives to access the information and create customized reports.
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.

TERM	DEFINITION
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 Officer (PO)	The Procurement Officer (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 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.
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: real estate agents; 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.

TERM	DEFINITION
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.

APPENDIX 4 – TPSP TABLE BY TYPE AND LOCATION

TPSP	Province												
Category	AB	BC	MB	NB	NL	NS	NT	ON	PE	QC	SK	YT	Total
Appraisers	119	168	27	29	14	55		210	11	101	37	2	773
Real Estate Agents	923	1025	470	299	132	722	14	2831	51	919	351	12	7749
Home Inspectors	116	128	22	38	16	48	2	270	7	118	30		795
Lawyers/Notary's	200	309	132	149	59	239		575	34	388	105		2190
Rental Search Agents	18	20	9	10	2	32	1	177	1	12	5	1	288
Total	1376	1650	660	525	223	1096	17	4063	104	1538	528	15	11795

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	Contract Period	Contract Period	Contract Period	Contract Period	Contract Period	Option 1	Option 2
	1-Dec-16 to 30-Nov-17 See Note 1	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
Relocations	\$	\$	\$	\$	\$	See Note 2	\$	\$

Note 1: The Contract will commence June 1, 2016 however, 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 Fee 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.

Table 2 – Schedule for Payment		
File Type	File Age (from authorization date)	Percentage of Firm All-Inclusive Administration 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 Member) 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 Third-Party Service Provider will be reimbursed by the Member, 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	%	%	%	%	%	%	%	%
Ontario	%	%	%	%	%	%	%	%
Prince Edward Island	%	%	%	%	%	%	%	%
Québec	%	%	%	%	%	%	%	%
Saskatchewan	%	%	%	%	%	%	%	%
Yukon	%	%	%	%	%	%	%	%

Table 3B - Legal/Notary Fee (Excludes Disbursements) at Origin (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	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

Note 1: In Québec, 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	\$	\$	\$	\$	\$	\$	\$	\$
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	\$	\$	\$	\$	\$	\$	\$	\$
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	\$	\$	\$	\$	\$	\$	\$	\$
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	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$

Table 3G - Rental Search Fee (Per Diem rate) (see Note 1 below)

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	\$	\$	\$	\$	\$	\$	\$	\$
Ontario	\$	\$	\$	\$	\$	\$	\$	\$
Prince Edward Island	\$	\$	\$	\$	\$	\$	\$	\$
Québec	\$	\$	\$	\$	\$	\$	\$	\$
Saskatchewan	\$	\$	\$	\$	\$	\$	\$	\$
Yukon	\$	\$	\$	\$	\$	\$	\$	\$
Out of Canada	\$	\$	\$	\$	\$	\$	\$	\$

Note 1: Definition of a Day/Proration - for the purposes of the Rental Search Fee, a day is defined as 7.5 hours exclusive of meal breaks. Payment will be for hours actually worked. Time worked which is more or less than a day will be prorated to reflect actual time worked in accordance with the following formula: (hours worked × applicable firm per diem rate) ÷ 7.5 hours

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Title - Sujet
W6369-150002/A		Relocation Assistance - CAF

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 5 below.

4.2 Any disbursements, will be reimbursed at cost with no allowance thereon for overhead and/or profit, as indicated under Article 2 – Schedule for Payment and Article 3 - Elements Subject to a Ceiling Fee – Third-Party Service Providers (TPSP) Invoices 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 (AWR) 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), 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



Government of Canada / Gouvernement du Canada

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Contract Number / Numéro du contrat
W6369-15-002
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UNCLASS

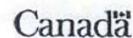
SECURITY REQUIREMENTS CHECK LIST (SRCL)

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 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? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
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 checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité
UNCLASS





REVISED NEW # W6369-15-002

Contract Number / Numéro du contrat 14062-14087
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?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: No / Non Yes / Oui

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?
Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document: No / Non Yes / Oui

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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JAN 15. 2016
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Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat W6369-15-002
Security Classification / Classification de sécurité UNCLAS

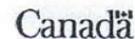
SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

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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? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? / Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? / Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) / (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? / No access to PROTECTED and/or CLASSIFIED information or assets is permitted. / Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? / S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	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
UNCLAS





REVISED NEW # W6369-15-002

Contract Number / Numéro du contrat 14062-14087
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?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité: No / Non Yes / Oui

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?
Short Title(s) of material / Titre(s) abrégé(s) du matériel:
Document Number / Numéro du document: No / Non Yes / Oui

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



REVISED NAW # W6369-15-002

Contract Number / Numéro du contrat 24062-160087
Security Classification / Classification de sécurité

SM

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

ANNEX 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

Form 1

Form 1 - BID SUBMISSION FORM													
<p>Bidder's full legal name</p> <p><i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i></p>													
<p>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</p>	<table border="1"> <tr> <td>Name:</td> <td></td> </tr> <tr> <td>Title:</td> <td></td> </tr> <tr> <td>Address:</td> <td></td> </tr> <tr> <td>Telephone #:</td> <td></td> </tr> <tr> <td>Fax #:</td> <td></td> </tr> <tr> <td>Email:</td> <td></td> </tr> </table>	Name:		Title:		Address:		Telephone #:		Fax #:		Email:	
Name:													
Title:													
Address:													
Telephone #:													
Fax #:													
Email:													
<p>Bidder's Procurement Business Number (PBN)</p> <p><i>[see the Standard Instructions 2003]</i></p> <p><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></p>													
<p>Jurisdiction of Contract:</p> <p>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)</p>													
<p>Former Public Servants</p> <p>See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".</p>	<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

	<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>								
	<table border="1"> <tr> <td data-bbox="821 646 1279 688"></td> <td data-bbox="1279 646 1403 688"></td> </tr> <tr> <td data-bbox="821 688 1279 730"></td> <td data-bbox="1279 688 1403 730"></td> </tr> </table>								
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<p>Security Clearance Level of Bidder</p> <p>[include both the level and the date it was granted]</p> <p><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>									
<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"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 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. 									
<p>Signature of Authorized Representative of Bidder</p>	<p>_____</p>								

**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 sealed envelope labelled "Protected" 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.	
Complete Legal Name of Company:	
Company's address:	
Company's Procurement Business Number (PBN):	
Bid Number:	
Date of Bid: (YY-MM-DD)	

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 ¹ :			
	Yes	No	Comments
Financial Administration Act 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"/>	
Criminal Code 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"/>	
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 ¹ :			
Criminal Code 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"/>	
Competition Act 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"/>	

¹ for which no pardon or equivalent has been received.

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

Form 5**Canadian Content Certification**

In accordance with Part 5, Subarticle 5.1 (b) – Canadian Content certification, as applicable, Bidders are to complete the Form below.

Canadian Content Certification

This procurement is conditionally limited to Canadian services.

- (A) Subject to the evaluation procedures contained in the bid solicitation, bidders acknowledge that only bids with a certification that the service offered is a Canadian service, as defined in clause A3050T, may be considered.
- (B) Failure to provide this certification completed with the bid will result in the service offered being treated as a non-Canadian service.
- (C) The Bidder certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause A3050T.