



REQUEST FOR PROPOSAL – COVER SHEET

TITLE: Mental health-related tools and resources for employees and managers of the Canadian Food Inspection Agency (CFIA)
DATE OF RFP: September 9, 2016

Contracting Officer:
Aimée Legault

Telephone: 613-773-7672

EMAIL ADDRESS FOR BID DELIVERY ONLY:
BidReceipt-ReceptiondeSoumission@inspection.gc.ca

****Please clearly indicate the Request for Proposal (RFP) reference number in the Subject line of your email**

**Solicitation closes at: 3:00 pm hours local time (Ottawa, Ontario)
On: October 19, 2016**

The Canadian Food Inspection Agency (CFIA) is requesting proposals for services as detailed in Section 3. This is a Request For Proposal (RFP) as distinguished from an Invitation to Tender (ITT). The proposal must set out the means by which the technical, performance, time and other goals and objectives will be met, having regard to any stated requirements. The CFIA will consider entering into a contract with the supplier submitting the most acceptable proposal as determined by the evaluation factors set out in this RFP.

Neither the qualifying proposal which scores the highest points nor the one which contains the lowest cost will necessarily be accepted. The CFIA reserves the right to accept any proposal, as submitted without prior negotiations.

This Request For Proposal consists of the following:

- i. This cover page;
- ii. Section: 1 RFP Terms and Conditions;
- iii. Section: 2 Selection Methodology;
- iv. Section: 3 Statement of Work
- v. Section: 4 Financial Proposal;
- vi. Section: 5 Contract Terms and Conditions;
- vii. Annex A National Standard Of Canada – Psychological Health And Safety In The Workplace;
- viii. Annex B Assembling the Pieces – An Implementation Guide to The National Standard For Psychological Health And Safety In The Workplace.

Contracting Authority:

Aimée Legault

Signature

September 8, 2016

Date

Name and address of the Bidder:

Telephone number:

Fax number:

Bidder's Signature: The Bidder's signature indicates acceptance of the terms and conditions governing this Request for Proposal and certifies the content of the attached bidder's proposal. It also constitutes acknowledgement of receipt and acceptance of all documents listed above. The Bidder also recognizes having read and understood every and all terms and conditions in this RFP contained in the documents or incorporated by reference.

Signature

Date



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Section 1
RFP TERMS AND CONDITIONS

1.0 PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

The purpose of this RFP is to seek proposals for services related to: mental health-related tools and resources for employees and managers of the Canadian Food Inspection Agency (CFIA).

2.0 REVISION OF THE DEPARTMENTAL NAME

In this RFP all references to her Majesty, to the minister of Public Works and Government Services Canada (PWGSC), TO THE Crown, to Canada or to PWGSC shall be interpreted as a reference to the Canadian Food Inspection Agency (CFIA).

3.0 PROPOSALS DELIVERY INSTRUCTIONS

Proposals must be submitted to the Bid Receiving email address (BidReceipt-ReceptiondeSoumission@inspection.gc.ca) **by the time and date indicated** on the cover.

The Bidder has the sole responsibility for the timely receipt of a proposal by CFIA. Late bids will not be accepted. Please clearly indicate the RFP reference number in the Subject line of your email.

4.0 BID FORMAT

Proposals submitted in response to this RFP must be accompanied with a signed original of the bid solicitation cover page, duly completed, in accordance with paragraph 10, Proposal Preparation Instructions.

5.0 LOWEST BID

The lowest or any bid will not necessarily be accepted. In the case of error in the extension of prices, the unit price will govern.

6.0 VALIDITY OF BID

Bids will remain open for acceptance for a period of not less than **120 days** from the closing date of the bid solicitation, unless otherwise indicated by CFIA in such bid solicitation.

7.0 LANGUAGE

Bid documents and supporting information may be submitted in either English or French.

8.0 APPLICABLE LAW

The Contract shall be interpreted and governed, and the relations between the Parties determined, by the laws in force in the Province where the Contract will be performed.

9.0 BIDS RECEIVED ON OR BEFORE THE CLOSING DATE AND TIME

Bids received on or before the stipulated bid solicitation closing date and time will become the property of CFIA and will not be returned. All bids will be treated as CONFIDENTIAL.

10.0 PROPOSAL PREPARATION INSTRUCTIONS

It is essential that the elements contained in a proposal be stated in a clear and concise manner. It is the responsibility of the Bidder to obtain clarification of the requirements if necessary, prior to submitting a proposal. Failure to provide complete information as requested will be to the Bidder's disadvantage. Bidders are requested to send their proposal in three (3) separate sections as follows:

Technical Proposal	(1 soft copy) "<u>with no reference to price</u>"
Financial Proposal	(1 soft copy)
Certifications	(1 soft copy)



10.1 **PREPARATION OF TECHNICAL PROPOSAL**
Proposals must be in accordance with the instructions detailed in this document. All Technical Proposals will be evaluated individually based on the selection methodology in section 3.

10.2 **PREPARATION OF FINANCIAL PROPOSAL**
Costs shall not appear in any other area of the proposal except in the Financial Proposal section.

This section of the proposal shall include a cost summary of the services required as detailed in section 4. The total estimated amount of GST or PST is to be shown separately if applicable.

11.0 ENQUIRIES – SOLICITATION STAGE

To ensure the integrity of the competitive bid process, enquiries and other communications regarding this procurement, from the issue date of the solicitation up to the closing date, are to be directed ONLY to the Contracting Authority named herein. Enquiries and other communications are not to be directed to any other government official(s). Failure to comply with this clause will result in disqualification of your proposal.

All enquiries must be in writing, directed to the Contracting Authority named herein.

Enquiries must be received prior to 15:00 hours, Ottawa time, **2 days** prior to the bid closing date to allow sufficient time to provide a response. Enquiries received after this date will not be answered.

12.0 CONTRACTING AUTHORITY

The CFIA contracting authority is:

Canadian Food Inspection Agency
Procurement and Contracting Service Centre
59 Camelot Drive
Ottawa, Ontario K1A 0Y9

Attention: Aimée Legault
Telephone: 613-773-7672
Fax: (613) 773-7615
E-Mail: aimee.legault@inspection.gc.ca

13.0 PROPOSAL AND PRE-AWARD COST

No payment shall be made for costs incurred in the preparation and submission of a proposal in response to this RFP.

No cost incurred before receipt of a signed contract or specified written authorization from the Contracting Authority can be charged to any resulting contract.

14.0 PROCUREMENT BUSINESS NUMBER

For procurement purposes, the Government of Canada uses a unique Procurement Business Number (PBN) to identify a company and its branches, divisions, or offices, where appropriate. The PBN is created using the entity's Canada revenue Agency Business Number.

All Canadian suppliers are required to have a PBN prior to contract award in order to receive a CFIA contract. In exceptional circumstances, CFIA may decide to award, at its own discretion, a contract to a supplier without a PBN. Non-Canadian companies are strongly encouraged to obtain a PBN.



Suppliers may register for a PBN in the Supplier Registration Information (SRI) service online at the Buy and Sell internet site at: <https://buyandsell.gc.ca>. In order for suppliers to be sourced by government buyers, they must complete the registration process and activate their account in the SRI service.

For non-Internet registration, contact the Contracts Canada Info Line at 1-800-811-1148 or (819) 956-3440 in the National Capital Area, to obtain the telephone number of the nearest Supplier Registration Agent.

15.0 PRICE SUPPORT

The CFIA reserves the right to obtain price support in conjunction with the offer. Acceptable price support is one or more of the following, as determined by CFIA at the time of the request:

- a) Current published price list;
- b) paid invoices for like items (like quality and quantity) sold to other customers;
- c) price breakdown showing, if applicable, the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, profit, etc.

16.0 RIGHTS OF THE CFIA-ACIA

16.1 THE CFIA RESERVES THE RIGHT (AT THEIR DISCRETION) TO:

- a) Without any cost to CFIA, submit questions or conduct interviews to seek clarification or verify any or all information provided by the Bidder with respect to the RFP. The CFIA will provide 48 hours to allow Bidders to respond.
- b) Reject any or all proposals received in response to this RFP;
- c) Enter into negotiations with one or more Bidders or any or all aspects of its proposal;
- d) Accept any proposal in whole or in part without prior negotiation;
- e) Cancel and/or re-issue this RFP at any time;
- f) Award one or more contracts, if applicable;
- g) Retain all proposals submitted in response to this RFP;
- h) Not accept any deviations from the stated terms and conditions;
- i) Incorporate all or any portion of the Statement of Work, request for Proposal and the successful proposal in any resulting contract;
- j) Not award a contract further to this RFP.

16.2 THE CFIA MAY REJECT A PROPOSAL WHERE ANY OF THE FOLLOWING RECOURSE IS PRESENT:

- a) The Bidder, or any employee or subcontractor included as part of the proposal has been convicted under section 121 ("Frauds on the government & "Contractor subscribing to election fund"), 124 ("Selling or purchasing office") or 418 ("Selling defective stores to her Majesty") of the Criminal Code;
- b) With respect to current or prior transactions with the Government of Canada:
 - i. The Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for any extended period.
 - ii. Evidence, satisfactory to Canada, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner or discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of its proposal;
 - iii. The CFIA has exercised its contractual remedies of suspension or termination for default with respect to a Contract with the Bidder, any of its employees or subcontractor included as part of its proposal or



- iv. The CFIA determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder executed the work in accordance with contractual terms and conditions is sufficiently poor to jeopardize the successful completion of the requirement being bid on.
- c) Where the CFIA intends to reject a proposal pursuant to a provision of 16.2 the Contracting Authority will soon inform the Bidder and provide the Bidder three (3) days within which to make representations, prior to making a final decision on the proposal rejection.

17.0 FINANCIAL STATEMENTS

In order to confirm a Bidder's financial capability to perform the subject requirement, the CFIA reserves the right to have access, during the bid evaluation phase, to current Bidder financial information. If requested, the financial information to be provided shall include, but not be limited to, the Bidder's most recent audited financial statements or financial statements certified by the Bidder's chief financial officer.

Should the Bidder provide the requested information to the CFIA in confidence while indicating that the disclosed information is confidential, then the CFIA will treat the information in a confidential manner as provided in the Access to Information Act.

In the event that a bid is found to be non-compliant on the basis that the Bidder is considered not to be financially capable of performing the subject requirement, official notification shall be provided to the Bidder.

18.0 AMENDMENT

No amendments to this RFP shall be deemed valid unless effected by a written amendment issued by the CFIA.

19.0 AVAILABILITY OF PERSONNEL

The Bidder certifies that, should it be authorized to provide services under any contract resulting from this solicitation, the persons proposed in its bid will be available to commence performance of the work within a reasonable time from contract award, or within the time specified herein, and will remain available to perform the work to the fulfillment of this requirement.

If the Bidder has proposed any person in fulfillment of this requirement who is not an employee of the Bidder, the Bidder hereby certifies that written permission has been obtained from said person (or the employer of said person) to propose the services of said person in relation to the work to be performed in fulfillment of this requirement and to submit said person's resume to the Contracting Authority.

19.1 WORK FORCE REDUCTION PROGRAMS

As a result of the implementation of various programs to reduce the public service, Bidders must provide information regarding their status as former public servants in receipt of either a lump sum payment or a pension, or both, pursuant to the terms of early Departure Incentive (EDI) Program, the Early Retirement Incentive (ERI) Program, the Forces Reduction Program, the Executive Employment Program and any other current and future similar programs implemented by the Treasury Board.

Therefore Bidders must make available the following details:

- a) Date and amount of lump sum payment incentives;
- b) Terms and conditions of the lump sum payment incentive (including termination date);
- c) Rate of pay on which the lump sum payment was based;
- d) Whether or not the \$5,000 exemption has been reached.



In the event that a contract is awarded to a former public servant during the period covered by the lump sum payment, the contract fee must be abated (reduced by an amount corresponding to the number of weeks remaining in the Contractor's lump sum payment period after beginning the contract.

This reduction is subject to an exemption of a maximum of \$5,000 (including Goods and Services Tax and of Harmonized Sales Tax, as appropriate) applicable to one or more contracts during the period covered by the lump sum payment.

For the purpose of this solicitation, former public servants are defined as:

- a) An individual
- b) An individual who is incorporated
- c) A partnership made up of former public servants, or
- d) A sole proprietorship or entity where the affected individual has a major interest in the entity.

20.0 STATUS OF PERSONNEL

If the Bidder has proposed any person in fulfillment of this requirement who is not an employee of the Bidder, the Bidder hereby certifies that written permission has been obtained from such person (or the employer of such person) to propose the services of said person in relation to the work to be performed in fulfillment of this requirement and to submit said person's resume to the Contracting Authority.

During the bid evaluation, the Bidder MUST upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees proposed. The Bidder agrees that failure to comply with such a request may lead to disqualification of the Bidder's proposal for further consideration.

20.1 FORMER FEDERAL PUBLIC SERVANTS

The Bidder must identify all individuals, officers and employees assigned to the bid/proposal that are former federal public servants in receipt of a pension of any department or agency of the Public Service of Canada.

21.0 CERTIFICATION OF EDUCATION AND EXPERIENCE

The Bidder hereby certifies that all statements made with respect to education and experience are true and that any person proposed by the Bidder to perform the Work or part of the Work is either an employee of the Bidder or under a written agreement to provide services to the Bidder.

The Bidder hereby certifies that all of the information provided in the resumes and supporting material submitted with the proposal, particularly as this information pertains to education achievements, experience and work history, has been verified by the Bidder to be accurate.

Furthermore, the Bidder warrants that the individuals proposed by the Bidder for the requirement are capable of satisfactorily performing the Work described therein.

Should a verification by CFIA disclose untrue statements, the CFIA shall have the right to treat any contract resulting from RFP as being in default and terminate it accordingly.

22.0 INDEPENDENT SERVICES

It is understood and agreed that the personnel which will be provided to perform the services set forth in the proposal are and will remain the Bidder's employees or resources providing independent services to the Agency and nothing in this RFP shall be read or construed as constituting such personnel as employees or servants of the Agency.

23.0 SUBSTANTIATION OF ALLEGATIONS

The CFIA reserves the right to ask the Bidder to substantiate any claims made in the proposal.



The CFIA reserves the right to verify any allegations or substantiations and to declare the bid non-responsive for any of the following reasons:

- a) Unverifiable or untrue statements;
- b) Unavailability of any person(s) proposed on whose statement of education and experience the CFIA relied upon in determining the successful bidder.

24.0 SECURITY REQUIREMENTS

This Security Clearance is must be provided at Bid closing – See cover page for the closing date.

Security Clearance:

Reliability:	Confidential:	Secret:	Top Secret:	Other: Designated Organization Screening (DOS)- Level Protected B (or higher)
File number, name and date of birth:				

All resources used under any resulting contract must possess a valid Federal Government security clearance at the level Protected B (or higher).

An electronic version of a Security Clearance application is available at the following Treasury Board Secretariat website: http://www.tbs-sct.gc.ca/tbsf-fsct/tbsf-fsct_e.asp#security

For Reliability clearance please fill in the “Personnel Screening, Consent and Authorization Form” (TBS/SCT 330-23e). For all other clearances, please fill in the “Personnel Screening, Consent and Authorization Form” (TBS/SCT 330-23e) and “Security Clearance Form” (TBS/SCT 330-60e)

25.0 FEDERAL CONTRACTORS PROGRAM for EMPLOYMENT EQUITY

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity “FCP Limited Eligibility to Bid” list (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website (http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/index.shtml)

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



Section 2
SELECTION METHODOLOGY
TECHNICAL EVALUATION

1.0 TECHNICAL PROPOSAL

The technical proposal shall address all mandatory and point rated evaluation criteria specified herein.

1.1 MANDATORY EVALUATION CRITERIA:

Proposals will be evaluated in accordance with the mandatory evaluation criteria as detailed herein. Bidders are advised to address each requirement in sufficient depth to permit a complete requisite analysis and assessment by the evaluation team. Proposals failing to adequately respond to the mandatory evaluation criteria will be excluded from further consideration. Only proposals found to meet the mandatory evaluation criteria will be evaluated in accordance with the evaluation criteria subject to point rating.

1.2 POINT RATED EVALUATION CRITERIA:

The proposal will be evaluated and scored in accordance with specific evaluation criteria as detailed herein. It is imperative that these criteria be addressed in sufficient depth in the proposal to fully describe the bidder's response.

Bidders are advised that only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirements will not be considered "demonstrated" for the purpose of this evaluation. The bidder should provide complete details as to where, when (months and years) and how (through which activities/responsibilities) the stated qualifications/experience were obtained.

1.3 CERTIFICATIONS:

Bidders must submit the certifications specified in Section 1, of this RFP with their proposal or within two calendar days of a request by the CFIA. Demonstration of compliance with all items in Section 1 is mandatory prior to the issuance of any resulting contract. If the bidder does not provide any required information within the time limit requested, their proposal will be considered non-responsive and will receive no further consideration.

Compliance with the certifications the Bidder provides to Canada is subject to verification by CFIA during the proposal evaluation period (prior to contract awarded) and after contract award. The Contracting Authority shall have the right to ask for additional information to verify the Bidder's compliance to the applicable certification made knowingly, or any failure to comply with certifications or comply with request of the Contracting Authority for additional information will render the proposal non-responsive.

1.4 BIDDER CLARIFICATIONS:

The Bidder warrants that clarifications shall be made available upon request within two calendar days of a request by the CFIA. If the bidder does not provide any required information within the time limit requested, its proposal will be considered non-responsive and will receive no further consideration.

2.0 EVALUATION CRITERIA

Bidders should use the main headings below under the Mandatory Evaluation Criteria and Point Rated Evaluation Criteria. Bidders are encouraged to make cross-references between sections, so as to limit the number of pages in the offer.



3.0 MANDATORY EVALUATION CRITERIA

The mandatory evaluation criteria of this RFP are:

Evaluation Number	Mandatory Criteria	Required Supporting Information	Compliant YES/NO
M1	The proposed resource MUST hold a current, valid security screening for a Designated Organization Screening (DOS) at Level Protected B (or higher) granted by the Contract Security Program (CSP) of PWGSC at the date and time of bid closing.	The file number and expiration date must be included in the proposal. If the required resource's clearance is not held by the Contractor, the Contractor must ensure that a valid DUPLICATE security clearance for the proposed resource is obtained.	
M2	The Bidder must demonstrate that they have tools and resources that are available for use by program champions, managers and employees-	The Bidder must provide samples of all tools and resources that are available to CFIA program champion, managers and employees.	
M3	The Bidder must demonstrate a minimum of two years' experience in administering the provision of mental health support tools and services to clients in the private and/or public sector.	The Bidder must provide a list of clients in both the public and private sectors with the month and year that the contracts were signed.	

4.0 POINT RATED EVALUATION CRITERIA

Proposals will be evaluated and scored in accordance with specific evaluation criteria as detailed in this section.

The point rated evaluation criteria of the RFP are:

Evaluation Number	Point Rated Evaluation Criteria	Required Supporting Information	Max Points	Candidate Score
PR1	The bidder shall propose a strategy for how to introduce their mental health-related products and services to CFIA employees and managers. 5 points per element up to a maximum of 20 points.	Please provide a detailed plan for the launch of your products and services to CFIA employees that includes sample communications to employees and managers Elements of strategy to include: sample correspondence, posters, videos and presentations.	20	
PR2	The bidder shall demonstrate if they have a mechanism(s) for evaluating and reporting to Program Champions on the use and impact of their products and services. 5 points per method/analysis up to a maximum of 15 points	Please provide examples of your established methods for data collection and analysis (i.e. surveys, trend analysis, web stats,)	15	



<p>PR3</p>	<p>The bidder shall demonstrate that their products and services align with the 14 factors that contribute to a psychologically safe and healthy workplace outlined in section 4.3.4.2 of the National Standard of Canada - Psychological Health and Safety in the Workplace (see Annex A). Additional information regarding the 14 factors can be found on pg. 51-52 of the Assembling the Pieces - An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace (see Annex B).</p> <p>1 point per factor outlined in the National Standard of Canada - Psychological Health and Safety in the Workplace up to a maximum of 14 points.</p> <p>Please refer to Annex A and B.</p>	<p>Please provide examples that demonstrate how access to your products and services will add value and enable the CFIA to implement the National Standard for Psychological Health and Safety in the Workplace</p>	<p>14</p>	
Total			<p>49</p>	

5.0 BASIS OF SELECTION

To be considered responsive, a proposal must:

- a) Meet all the mandatory evaluation criteria of this RFP;

Selection of the successful bidder for each position shall be determined on the ratio of technical merit 60% and cost 40% to determine the best value.

The highest technically scored proposal is allocated the maximum points of 60 and the other technical proposals are prorated accordingly. The lowest priced technically responsive proposal is allocated the maximum points of 40 and the other technically responsive proposals are prorated accordingly. The Bidder with the most point (technical merit and cost) is considered as the proposal representing the best value.

6.0 REFERENCE PAGE - EXAMPLE

The bidder must provide the page number for all criteria, example as follows:

MANDATORY CRITERIA

-
-
-
-
-

Page number in proposal

POINT RATED CRITERIA

-
-
-
-
-
-
-
-
-
-

Page number in proposal



Section 3 **STATEMENT OF WORK**

1.0 TITLE

Mental health-related tools and resources for employees and managers of the Canadian Food Inspection Agency (CFIA).

2.0 BACKGROUND

2.1 Introduction

The CFIA employs approx. 7,000 persons with expertise in a variety of different subject areas. The CFIA workforce is comprised of veterinarians, inspectors, systems specialists, support staff, financial officers, research scientists and laboratory technicians. CFIA staff work in four main areas: field offices, which include, regional offices, offices in non-government establishments (such as processing facilities) and laboratories and research facilities.

CFIA personnel are required to respond to food safety related emergencies wherein they could be exposed to situational stress which taxes one's emotional and physical well-being.

The CFIA recognizes the importance of employees' health and wellness as well as the need to promote, foster and maintain the health and well-being of its employees. It is for this reason that the CFIA provides confidential help to employees who are in need of assistance to resolve personal problems through an Employee and Family Assistance Program (EFAP).

In June 2015, the Canadian Food Inspection Agency (CFIA) launched the Mental Health Peer Support Program (PSP) which employees whom had had lived experience with mental health challenges and have found a path to recovery, are helping other employees through non-clinical support. We currently have 33 Peer Supporters available for employees to reach out to throughout the country.

In 2015, the Government of Canada established the Joint Task Force on Mental Health in the Workplace to determine how to improve how the government addresses psychological health and safety in the workplace. The committee's work included studying how the government can best align with the Mental Health Commission of Canada's National Standard of Canada for Psychological Health and Safety in the Workplace. This standard is recognized as an effective framework for guiding employers' efforts to promote psychological health and safety in the workplace.

In 2016, the Government of Canada adopted the Federal Public Service Workplace Mental Health Strategy. This strategy is an important first step in the Federal Government's efforts to build a healthy, respectful, and supportive work environment that strengthens the public service.

The Strategy focuses on three strategic goals:

1. changing culture to be more respectful toward mental health issues
2. building capacity with tools and resources for employees at all levels
3. measuring and reporting on actions

The CFIA is committed to recognizing the Joint Task Force's vision for the improvement of the Federal Government workplace. In order to build our capacity, we acknowledge our obligation to provide the right training, tools and other resources to staff and managers to



promote mental health, enhance resiliency, prevent harm, and address incidents and concerns.

The CFIA is looking to supplement the PSP and EFAP by including a third party organization to provide employees and managers with tools and resources that will help maintain their own mental health, support those faced with mental health issues, and foster a positive work environment free of stigma related to mental health. Additionally, the CFIA looks to obtain promotional materials, tools and digital resources for continued employee engagement activities (ie. promotional materials for mental health-related events, posters that foster awareness, webinars, sample communications, etc).

2.2 Legislation

- 2.2.1 Canadian Food Inspection Agency Act
- 2.2.2 Access to Information Act
- 2.2.3 Privacy Act
- 2.2.4 Official Languages Act
- 2.2.5 Canadian Human Rights Act
- 2.2.6 Canada Labour Code, Part II

2.3 References

- 2.3.1 Treasury Board Secretariat Policy - Employee Assistance Program
- 2.3.2 Access to Information Act and the Privacy Act assented to 7.07.82.
- 2.3.3 Mental Health Peer Support Program Policy

2.4 Program Responsibilities of CFIA

- 2.4.1 The CFIA's HOPE Peer Support Program (PSP) complements EFAP which makes part of our Wellness Program. The Agency's Wellness Program combines three aspects of wellness; Workplace Wellness Services: Health Work Environment, and Work/Life Balance.

A Mental Health PSP Policy was developed in consultation with the PSP Steering Committee, unions and stakeholders to support and empower employees coping with mental health challenges and to champion mental health peer support in the workplace.

An EAP Policy was developed in consultation with stakeholders with the objective to foster and maintain the well-being and productivity and to assist employees who may be experiencing personal, health, behavioural or work-related problems.

2.5 Principles

- 2.5.1 The workplace can be efficiently utilized to identify employees having health or behavioural problems, and motivate them to seek the appropriate help.
- 2.5.2 The CFIA promotes the concepts of prevention and early identification of problems.
- 2.5.3 Help is offered, never imposed. This means that an employee with a work performance problem will be offered access to professional or non-clinical



resources and confidential help both informally and formally but will always have the final decision in terms of accepting or refusing it.

- 2.5.4 The employee receiving help is not relieved from his/her obligations towards the employer, nor protected against the consequences of previous actions.
- 2.5.5 To supplement the programs already in place, the CFIA would like to provide employees and managers with tools and resources to help initiate and sustain meaningful discussions regarding mental health. Management tools are also required to help them better understand how to communicate and work with an employee suffering with mental health challenges. The goal is to raise awareness on mental health issues, and combat stigma regarding mental health.

2.6 Roles and Responsibilities

2.6.1 The PSP Lead and Manager of Mental Health Program

The PSP Lead and Manager will be the CFIA individuals responsible to oversee the delivery and administration of the mental health-related tools and resources nationally as well as monitoring the work of the Mental Health Provider.

2.6.2 The Mental Health Provider

The Mental Health Provider to deliver the following:

- a) Guidance documents for managers and employees on how to promote and sustain a healthy work environment and best support those faced with a mental health challenge
- b) Webinars and training material to help both employees and managers better understand how to communicate with and see signs of mental health issues in their staff and colleagues;
- c) Self-help material aimed at both managers and employees to maintain their mental health; and
- d) Giveaways for employees during mental health-related events.

2.6.3 The Employee

- a) Voluntarily seeks help from the available resources available to them; and
- b) Is accountable for his/her work performance at all times.

2.0 OBJECTIVE

The objective is to obtain mental health-related goods and services from a Service Provider. This includes the provision of a variety of mental health-related tools that will be accessible to CFIA employees and managers from a wide range of workplace environments. Examples of tools and resources sought include on-line access to webinars and self-help/educational activities that are aimed at reducing stigma, fostering a safe and supportive workplace, and promoting a better understanding and awareness of mental health. Also, promotional materials are required to promote the availability of the Service Provider's services throughout the CFIA, and to assist Wellness Program staff in raising awareness (i.e. sample communications, posters, event giveaways). CFIA requirements are further described under scope of work 3.0.

3.0 SCOPE OF WORK

"CFIA Request for Proposal"



The Contractor shall provide mental health services to CFIA's culturally diverse workforce.

The Contractor shall provide the following services:

- 3.1 Digital Access to Tools and Resources for Employees and Managers**
- 3.2 Digital Access to Tools and Resources for CFIA's Program Champions**
- 3.3 Printed Materials**
- 3.4 Support Services**

3.1 Digital Access to Tools and Resources for Employees and Managers

- a) The Service Provider shall be responsible for providing access for employees to a variety of engaging online tools and resources on mental health-related topics (ie. quizzes, helpful tips, myth busters, etc.);
- b) The Service Provider shall be responsible for providing access for managers to a variety of engaging online tools and resources on mental health-related topics (ie. conversation starters, sample communications, guides, generic online presentations, facts and resources, etc); and
- c) The Service Provider shall be responsible for providing access for employees and managers to online webinars on a variety of mental health-related topics, to be delivered and/or developed by mental health subject matter experts.

3.2 Digital Access to Tools and Resources for CFIA's Program Champions

- a) The Service Provider shall be responsible for providing printed materials to the CFIA's program champion as requested.
- b) The Service Provider shall be responsible for providing access to digital materials to the CFIA's program champion as requested.

3.3 Printed Materials

- a) The Service Provider shall be responsible for providing printed samples of what's available to employees, managers and Program Champions;
- b) The Service Provider must provide mental health-related printed materials, as requested by the Program Champion, for use by CFIA Managers (i.e. promotional materials, employee engagement activity tools, people management guides, etc.); and
- c) The Service Provider must provide all tools, resources and services in both official languages.

3.4 Support Services

- a) The Service Provider must provide support to CFIA's Program Champions by responding to questions and providing information when requested (i.e. attend meetings or conference calls as required; discuss progress, issues and concerns related to the program).
- b) The Service Provider shall provide the CFIA program champions with any data collected or analysis performed relating to the use and impact of their products and



services by employees and managers (i.e. web statistics, questionnaires/surveys results, etc.).

4.0 DELIVERABLES/MILESTONES

- 4.1. All materials must be subject to acceptance by CFIA prior to the payment of invoices.
- 4.2. All printed materials must be delivered to the CFIA upon issuance of the contract.
Throughout the period of the contract, the CFIA reserves the right to purchase additional physical materials at the prices outlined in the proposal.
- 4.3. All digital access tools must be accessible to CFIA employees, managers and program champions upon issuance of the contract.

5.0 SECURITY REQUIREMENTS

The proposed supplier must have a valid Federal Government security clearance for a Designated Organization Screening (DOS) at level Protected B (or higher) at the time of bid closing.



Section 4
FINANCIAL PROPOSAL

1.0 TERMS OF PAYMENT

The Contractor will be paid in accordance with the terms and conditions stated in paragraph 7, Contract Amount & Terms of Payment, CFIA Service Contract Articles of Agreement.

The total estimated amount of GST and HST is to be shown separately. Proposals will be assessed on an FOB destination basis.

2.0 BASIS OF PAYMENT

For this RFP, the Bidder must submit a fixed lump sum amount to perform the work described herein, plus applicable taxes.

Initial Period

Amount	Taxes	Total all-inclusive price

Option1

Amount	Taxes	Total all-inclusive price

Option 2

Amount	Taxes	Total all-inclusive price

Option 3

Amount	Taxes	Total all-inclusive price

Additional Printed Materials

Item Description	Amount	Taxes	Total all-inclusive price

Note: Additional Printed Materials will not be considered for financial evaluation.

2.1 FINANCIAL CRITERIA

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work as determined in accordance with the Basis of Payment to a limitation of expenditure of **\$17,000.00**. Customs duties are excluded and Applicable Taxes are extra.

3.0 METHOD OF PAYMENT

CFIA shall make payments according to the following:

One (1) lump sum payment on completion of the work;



4.0 DIRECT DEPOSIT

The Contractor agrees to receive payment through direct deposit to a financial institution. The appropriate form will be provided prior to contract award. You can also obtain the form from the Receiver General's website at http://www.inspection.gc.ca/DAM/DAM-aboutcfia-sujetacia/STAGING/text-texte/c5692_re_1385730987670_eng.pdf

Government of Canada considers privacy and security of utmost importance in the issuance of payments. Any information you provide to the Government of Canada in support of Direct Deposit is protected under the Government of Canada *Privacy Act and Access to Information Act (R.S.C., 1985, c. A-1)*.

Additional information is available at:
www.tpsgc-pwgsc.gc.ca/recgen/txt/depot-deposit-eng.html



Section 5
CFIA CONTRACT TERMS AND CONDITIONS
*****EXAMPLE CONTRACT ONLY*****

The Service Contract agreement between the CFIA and the selected bidder will be subject to the following terms and conditions.

1. DEFINITIONS

1.1 For the sole purpose of this Service Contract the parties agree that:

“General Conditions” shall mean Public Works and Government Services Canada (PWGSC) 2035- General Conditions - Services, set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by the Department of Public Works and Government Services.

2. AGREEMENT

2.1 The following documents and any amendments in writing and approved by the Parties, and relating thereto form the Service Contract between the CFIA and the Contractor:

- 2.1.1 These Articles of Agreement;
- 2.1.2 The General Conditions as defined in section 1.1 above and incorporated by reference in section 2.3;
- 2.1.3 Supplemental Conditions, 4006 – Contractor to own Intellectual Property rights in Foreground Information
- 2.1.4 The document attached hereto as Appendix “A” and entitled “Statement of Work”;
- 2.1.5 The request for proposal, where applicable; and
- 2.1.6 The Contractor’s Proposal dated <date> and attached hereto as Appendix “B”.

2.2 In the event of any discrepancies, inconsistencies or ambiguities between or among the wording of the documents, and brought to the attention of one or the other Party in writing, set out in section 2.1, the wording of the document that appears first on the list set out in section 2.1 shall prevail over the wording of a document appearing subsequently on the list set out in section 2.1.

2.3 The General Conditions as defined in section 1.1 are hereby incorporated by reference into and form part of this Service Contract. The version of the SACC Manual applicable to this Service Contract is the one in effect on the date of the last signature of this Service Contract. The SACC Manual may be viewed on the Department of Public Works and Government Services Canada web site, Internet address: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

2.4 In the General Conditions, all references to the Minister of PWGSC, to the Crown, to Her Majesty, to Canada, to the Government or to the PWGSC shall be interpreted as a reference to Her Majesty in Right of Canada, as represented by the CFIA, where applicable.

2.5 All appendices and attachments referred to in this Service Contract and/or annexed hereto shall form part of this Service Contract.

3. CFIA REPRESENTATIVES

“CFIA Request for Proposal”



- 3.1 The representative of the CFIA for the purpose of any issue related to the administration of this Service Contract (Contracting Authority) shall be:

Aimée Legault 613-773-7672

or such other person as may be designated by the CFIA.

- 3.2 The representative of the CFIA for the purpose of any issue related to the Work or any technical aspect of the Work set out in Appendix "A" of this Service Contract (Technical or Project Authority) shall be:

TBD at contract award

or such other person as may be designated by the CFIA.

4. CONTRACTOR REPRESENTATIVES (TBD at contract award)

For the purposes of this Service Contract, the Contractor shall have the work under this Service Contract carried out by <name of person to carry out the Statement of Work> under the direction and control of <if applicable>

5. LEGAL JURISDICTION

This Service Contract shall be governed by and interpreted in accordance with the laws in force in the Province of Ontario, Canada

6. TERM OF THE SERVICE CONTRACT AND DURATION OF THE WORK

- 6.1 This Service Contract shall come into effect on the date of the last signature to this Service Contract and shall terminate, except where expressly stated otherwise, on the last day for completion of the Work as set out in section 6.2. The parties hereto agree that irrespective of the effective date of the Service Contract, the terms and conditions of this Service Contract shall apply to any Work or part thereof commenced on the (*TBD at contract award*).

- 6.2 The Work shall be completed with care, skill, diligence and efficiency and in accordance with all the terms and conditions of this Service Contract no later than the <day> day of <month>, 200<year>.

7. CONTRACT AMOUNT AND TERMS OF PAYMENT

7.1 Basis of Payment - Time and Material

Subject to the terms and conditions of this Service Contract and in consideration for the Satisfactory performance of the Work, the CFIA shall pay the Contractor a sum not in any circumstances to exceed \$17,000.00 plus applicable taxes. The CFIA shall pay the following unit prices not to exceed the quantities specified only for the items stated. Daily fees, if applicable, are based on 7.5 hours. For work performed for a duration of more or less than 7.5 hours a day, the time charges will be protected to cover the actual time worked. There is no allowance for overtime. Fees are inclusive of costs related to administrative and clerical support, supplies, equipment and administrative expenses necessary to accomplish the work.

Travel and other expenses if applicable shall be paid in accordance with Treasury Board Guidelines and Directives, certified by the Contractor as the accuracy of such claim.

7.2 Method of Payment

Payment by CFIA shall be made as follows:

"CFIA Request for Proposal"



1. Invoicing to be paid in One (1) lump sum payment on completion of the work.
2. Additional printed materials and additional "as and when required" training sessions to be paid by outside of the contract.

7.3 **Direct Deposit**

The Contractor agrees to receive payment through direct deposit to a financial institution. The appropriate form will be provided prior to contract award. You can also obtain the form from the Receiver General's website at http://www.inspection.gc.ca/DAM/DAM-aboutcfia-sujetacia/STAGING/text-texte/c5692_re_1385730987670_eng.pdf

Government of Canada considers privacy and security of utmost importance in the issuance of payments. Any information you provide to the Government of Canada in support of Direct Deposit is protected under the Government of Canada *Privacy Act and Access to Information Act (R.S.C., 1985, c. A-1)*.

Additional information is available at:
www.tpsgc-pwgsc.gc.ca/recgen/txt/depot-deposit-eng.html

7.4 **Invoicing Instructions**

The Contractor shall submit invoices on its own forms and shall include therein the date, name and address set out below, a clear description of the Work performed and for which payment is being requested by the invoice, the item number and quantity, reference numbers and the contract file number <**contract file number**>. The Contractor must submit, along with said invoices, all substantiating documentation. Invoices shall be submitted to the CFIA to the following address. Failure to comply with the terms and conditions of this section may delay payment by the CFIA of any amount due and payable under this Service Contract.

CFIA
<Address>

Attention of: *(TBD at contract award)*

7.5 **Income Tax Act**

Pursuant to paragraph 221(1)(d) of the Income Tax Act in force on the effective date of this Service Contract, payments made by the CFIA under this Service Contract must be reported on a T4A supplementary slip. Contractors are, therefore, required to provide on each invoice submitted to the CFIA, the following information:

- 7.5.1 the legal name of the Contractor; that is, the name associated with the Social Insurance Number or Business Number of the Contractor, as well as the appropriate address and postal
- 7.5.2 the legal status of the Contractor; that is, without limiting the following, individual, unincorporated business or corporation, limited company .;
- 7.5.3 for Contractors who are an individual or unincorporated business, the Contractor's Social Insurance Number or, if applicable, the Contractor's



Business Number or, if applicable, the Contractor's Goods and Services Tax (GST)/Harmonized Sales Tax (HST) number;

7.5.4 for Contractors who are corporations, the Contractor's Business Number or, if the Business Number is not available, the GST/HST number. If the Contractor has no Business Number or GST/HST number, the T2 Corporation Tax Number must be provided.

7.6 Acceptance of the Work

All Work is subject to the approval and acceptance of the CFIA and said approval and acceptance is at the sole and unfettered discretion of the CFIA but shall not be unreasonably withheld. The CFIA shall not make any payment and no amount is due to the Contractor until the Work is approved and accepted by the CFIA.

7.7 Payment Due Date

Payment by the CFIA to the Contractor shall be made within thirty (30) calendar days following the date on which the Work is completed and approved by the CFIA or on which a claim for payment and all substantiating documentation are received by the CFIA under the Service Contract, whichever date is later.

7.8 Financial Administration Act

In accordance with the Financial Administration Act in force on the effective date of this Service Contract, any payment under this Service Contract is subject to there being an appropriation for the Work hereunder for the fiscal year in which any commitment to pay becomes effective. In the event no such appropriation is made, this Service Contract shall terminate immediately and without any repercussion to either party.

7.9 GST/HST

The Goods and Services Tax (GST) and/or the Harmonized Sales Tax (HST) as applicable shall be considered an applicable tax for the purposes of this Service Contract and shall be disclosed and identified as separate items on any invoice or accounting document.

Unless otherwise required by law, the Contractor shall not invoice or collect any ad valorem sales tax levied by the Province in which the taxable goods and/or services required under this Service Contract are delivered to the CFIA. Existing Reciprocal Taxation Agreements, exempting payment of provincial sales tax (PST) shall be superseded by HST legislation.

7.10 CFIA's Liability

This Service Contract does not oblige the CFIA to authorize or order any goods or services whatsoever or to spend the estimated expenditure or any money whatsoever except as expressly required herein. Furthermore, the CFIA's liability under this Service Contract shall be limited to the amount set out in section 7.1.

7.11 Price Certification

The price charged for the performance of the Work under this Service Contract shall not exceed the lowest price charged any other third party by the Contractor, including the Contractor's most favoured customer or client for like quality and/or quantity of the services and/or goods and the price so charged may be verified by audit by the CFIA before or following any payment by the CFIA under this Service Contract.

7.11.1 Any overpayment by the CFIA made as a result of the Contractor's breach of the condition set out herein, shall be immediately due and owing to the CFIA, shall



be immediately repaid to the CFIA and until so repaid shall be deemed a debt due to the Crown.

7.11.2 In the event that the CFIA has not made a payment, then any amount resulting from the Contractor's breach of the condition set out herein shall be deducted from any payment owed by the CFIA to the Contractor.

8. DISPUTE RESOLUTION

- (a) The parties shall first attempt to resolve disputes arising under the terms of this Contract through direct negotiation between their representatives who have authority to settle such disputes within thirty (30) working days of receipt of a written invitation to negotiate. The parties may agree to an extension of the thirty (30) working day period in writing.
- (b) In the event that the parties are unable to resolve the dispute through negotiation as outlined in section 9(a), the parties can agree to submit the dispute to mediation or any such third party assistance process as may be appropriate and agreed upon. Such a process shall be undertaken within twenty (20) working days from the day of initiation. The parties may agree to an extension of the twenty (20) working-day period in writing. The parties agree to share the cost of mediation equally.
- (c) The parties can agree to submit any outstanding issues remaining from direct negotiation, mediation or any other dispute resolution to binding arbitration pursuant to the Canadian Commercial Arbitration Act, R.S.C. 1996, c. 55.
- (d) The parties shall agree on a single arbitrator within thirty (30) calendar days of the decision to proceed to binding arbitration. In the event that the parties cannot agree on an arbitrator, the parties shall apply to a Justice of the Ontario Court (General Division) in Ottawa to have an arbitrator appointed. The arbitration shall take place in Ottawa.
- (e) The Parties agree to share the cost of arbitration equally. Notwithstanding, the arbitrator shall be authorized to require any party to pay the whole or part of the cost. In such case, payments shall be made in accordance with the award and the award shall be final and shall not be subject to appeal.
- (f) As an alternative to the above standard alternative dispute resolution process mentioned at paragraphs a),b),c),d),e), the parties have the option of raising issues or concerns with this solicitation with the Office of the Procurement Ombudsman.
- (g) The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will review a complaint filed by the Contractor respecting administration of this Contract if the requirements of Subsection 22.2(1) of the Department of Public Works and Government Services Act and Section 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at boa.opo@boa.opo.gc.ca.
- (h) The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will, on request or consent of the parties, participate in an alternative dispute resolution



process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by email at boa.opo@boa.opo.gc.ca.

9. HEALTH AND SAFETY

The Contractor shall contact the CFIA's Health and Safety officer or designate at the work site prior to the commencement of the Work under the contract, in order to obtain a copy of CFIA's Occupational Safety & Health Policy, and to determine all specific occupational health and safety policies that apply to the work site. The CFIA's Health and Safety officer shall advise the Contractor of all CFIA's work site specific occupational health and safety policies and procedures that apply prior to the commencement of the Work. The Contractor shall ensure that all of its officer and employees carry out the Work in accordance with all laws for occupational health and safety, the CFIA's Occupational safety & health Policy, and all CFIA work site specific occupational health and safety policies and procedures. In the event that the Contractor, its officers or employees do not comply with the laws, policies and procedures, as required by this condition, the CFIA shall have the exclusive right to terminate this contract.

10. SECURITY

The Contractor personnel and subcontractors requiring access to CFIA or federal government information, assets or facilities must EACH hold a valid security clearance granted or approved by the CFIA or the Canadian and International Industrial Security Directorate (CIISD), Public Works and Government Services Canada (PWGSC). The Contractor must submit to the Agency representative a signed copy of form TBS330-47 (Security Screening Certificate and Briefing Form) for each resource or subcontractor. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CFIA. For this contract, the Contractor's personnel must have a security clearance at the level of:

- Reliability
- Confidential
- Secret
- Top Secret
- Designated Organization Screening (DOS) – Level
- Other: Protected B (or higher)



Annex A
**National Standard of Canada – Psychological Health and Safety In The
Workplace**



Annex B
**Assembling the Pieces – An Implementation Guide to the National Standard for
Psychological Health and Safety in the Workplace.**