



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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St. / 11, rue Laurier
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Québec
K1A 0S5
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**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 Crisis Line Services	
Solicitation No. - N° de l'invitation A0320-163021/A	Date 2016-09-14
Client Reference No. - N° de référence du client A0320-16-3021	
GETS Reference No. - N° de référence de SEAG PW-\$CY-007-71543	
File No. - N° de dossier cy007.A0320-163021	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-10-14	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Westall, Susan	Buyer Id - Id de l'acheteur cy007
Telephone No. - N° de téléphone (613) 949-8350 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: INDIGENOUS AND NORTHERN AFFAIRS CANADA RM 109, 6TH FLOOR 25 EDDY ST GATINEAU Quebec K1A0H4 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

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

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

**REQUEST FOR PROPOSAL
FOR
INDIGENOUS AND NORTHERN AFFAIRS CANADA
(RESOLUTION AND INDIVIDUAL AFFAIRS SECTOR)
CRISIS LINE SERVICES**

SET-ASIDE PROGRAM FOR ABORIGINAL BUSINESS

This procurement has been set aside under the federal government's Set-Aside Program for Aboriginal Business (SPAB). In order to be considered, firms must certify that they qualify as an Aboriginal business as defined in the SPAB and that they will comply with all requirements of the SPAB.

Bidders who fail to complete and return the signed certification form in PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION herein, with their bid at the time of bid closing, will be considered non-responsive.

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information 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 Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, and the Federal Contractors Program for Employment Equity – Certification and any other annexes.

1.2 Summary

- 1.2.1 Public Service and Procurement Canada (PSPC), on behalf of Indigenous and Northern Affairs Canada, Resolution and Individual Affairs Sector (INAC/RIAS) has a requirement for the provision of toll-free 24-hour Crisis Line Services for the Indigenous population. There is an additional future requirement to expand the Crisis Line Services from telephone-only to include multichannel (email, webchat, and text) access, upon request. The period of contract is for two (2) years with two one-year option periods.
- 1.2.2 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 organization security screening or security clauses, 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
- 1.2.3 The requirement is subject to a preference for Canadian goods and/or services
- 1.2.4 This procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business, see Annex 9.4 of the *Supply Manual*
- 1.2.5 This procurement is set aside from the international trade agreements under the provision each has for set asides for small and minority businesses.

1.2.6 Further to Article 1802 of the Agreement on Internal Trade (AIT), AIT does not apply to this procurement.

1.2.7 The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled *Federal Contractors Program for Employment Equity - Certification.*”

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: 60 days
Insert: 200 days

2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.4 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.5 Basis for Canada's Ownership of Intellectual Property

Indigenous and Northern Affairs Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the *Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts*:

Where the Foreground IP consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (4 hard copies) and one soft copy on USB

Section II: Financial Bid (1 hard copies)

Section III: Certifications (1 hard copies)

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

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

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

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

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

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

Section I: Technical Bid

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

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

Solicitation No. - N° de l'invitation

A0320-163021/A

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

A0320-163021

Amd. No. - N° de la modif.

File No. - N° du dossier
cy007.A0320-163021

Buyer ID - Id de l'acheteur

cy007

CCC No./N° CCC - FMS No./N° VME

Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) The evaluation team will determine first if there are two or more bids with a valid Canadian Content certification. In that event, the evaluation process will be limited to the bids with the certification; otherwise, all bids will be evaluated. If some of the bids with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive bids with a valid certification remain, the evaluation will continue among those 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.

4.1.1 Technical Evaluation

The evaluation will be done in four (4) stages as follows:

Stage 1 - Technical Bid Review against Mandatory Requirements

To be considered responsive, a proposal must meet all of the mandatory requirements. Proposals not meeting any of the mandatory requirements will be considered non-responsive and no further evaluation will be done.

Stage 2 - Technical Bid Review against Point-Rated Requirements

To be considered responsive, a proposal must obtain the minimum overall score of 70% (350 points) on the point rated criteria. Proposals not meeting the minimum score will be considered non-responsive and no further evaluation will be done.

Stage 3 - Financial Bid Evaluation

If the bid is considered responsive according to the mandatory and rated requirements, the Contracting Authority will calculate the value of the financial proposal by multiplying the yearly estimated quantities provided in 4.1.5 (below) by each pricing element for the contract period and the optional periods. The total for each will be added to obtain the total evaluated price.

Stage 4 - Calculation of Cost per Point

To determine the value of the Bidders' cost per point, the total evaluated price as calculated under stage 3 will be divided by the points obtained for their technical proposals as described under Stage 2.

4.1.2 Mandatory Technical Criteria

The Mandatory Criteria listed below will be evaluated on a simple Pass/Fail (i.e. responsive/non-responsive or compliant/non-responsive) basis. Bids which fail to meet one of the Mandatory Criteria will be deemed non-responsive and given no further consideration.

Bids must demonstrate compliance with all of the Mandatory Requirements and must provide the necessary documentation to support compliance.

Bidders are advised that experience gained during formal education shall not be considered work experience. All requirements for work experience must have been obtained in a professional work environment as opposed to an educational setting. Co-op terms or field placement terms are considered work experience provided they are related to the required services.

Bidders are advised that the month(s) of individual resource experience listed for a project in which the time frame overlaps that of another referenced project for the same named resource will only be counted once. For example: Project #1 time frame is July 2014 to December 2014; Project #2 time frame is October 2014 to January 2015; the total months of experience for these two project references is seven (7) months.

M1 Project Experience

- M1.1 The Bidder must provide a summary description of two (2) previous projects, in which the Bidder successfully provided crisis line operations services for a minimum of one (1) year on a regional, provincial or national basis;
- M1.2 All project summaries must relate to work performed (but not necessarily completed), for one (1) or more client organizations during the past five (5) years from the closing date of this RFP;
- M1.3 Bidders must use the Project Summary Template (or a reasonable facsimile of the template, which contains all of the requested information) as provided in Table M1-1 (below), for each project summary submitted.

Table M1-1 - Project Summary Template

Using the format outlined below, please provide a description of two (2) relevant projects, of similar scope to the requirements described in the Statement of Work. Please use a separate sheet for each project.

The evaluation team will evaluate the project summaries, as follows:

Project summaries will be evaluated in the order in which they first appear within the Bidder's proposal.

Project summaries will be evaluated against the required project experience, as described in M1, until such time as the Bidder has provided evidence of the required number of compliant projects.

The evaluation team will evaluate up to two (2) additional project summaries, should one (1) or more of the Bidder's proposed project summaries fail to meet the required project experience.

Table M1-1 - Project Summary Template

Project Summary # : _____			
Project Title:			
Client Organization¹:			
Project Start Date²: (mm/yyyy)		Project End Date: (mm/yyyy)	
Dollar Value (\$CAD):			
Type or Role(s) of Resource(s) Utilized:			Number of Resource(s) Utilized:
1. <i>(Add more rows as needed)</i>			
2.			
3.			
Objectives of Project/Mandate:			
Description of Services Provided:			
Client Project Authority Contact Information:			
Name: Address: Telephone Number: Email Address:			

1 Indicate for whom the work was performed.

2 Indicate the Start and End dates of the work (in months and years in the format MM/YYYY), for the purposes of demonstrating the Bidder's experience.

M2 Proposed Project Team

M2.1 For each proposed resource in the Bidder's proposed project team, identified in Resource Type 1 and Resource Type 2 below, the Bidder must provide a detailed Curriculum Vitae (CV) that includes:

- a) The name of the proposed resource;
- b) Their level of security clearance and security clearance ID;
- c) A listing of the proposed resource's education and academic attainments. All formal education and training must include the title or degree obtained, and the name of the educational institution;
- d) Descriptions of relevant work experience (including start date(s) and end date(s) of engagement in months and years at minimum);
- e) Confirmation of whether or not the proposed resource is bilingual³; and
- f) A listing of the proposed resource's Indigenous language capabilities (e.g. Cree, Inuktitut, Ojibway), as applicable.

Resource Type 1: Lead Supervisor

M2.2 The Bidder must provide a minimum of four (4) and up to a maximum of six (6) bilingual (English and French) Lead Supervisors, each with the following minimum qualifications:

- a) A minimum of two (2) years' work experience in providing crisis counselling services;
- b) A minimum of two (2) years' work experience that involved working with Indigenous (First Nations, Inuit, or Métis) peoples, organizations, communities and/or issues;
- c) An undergraduate degree in Social Work, Psychology or another relevant discipline; and
- d) Work experience providing training in crisis counselling operations to crisis counselling employees or resources.

The evaluation team will evaluate the proposed resources, as follows:

Proposed resources will be evaluated in the order in which they first appear within the Bidder's proposal.

Proposed resources will be evaluated against the stated minimum qualifications, as described in M2, until such time as the Bidder has provided evidence of the minimum number of qualified resources.

The evaluation team will evaluate up to two (2) additional resources, should one (1) or more of the Bidder's proposed resources fail to meet the minimum qualifications. Any additional resources identified by the bidder, in excess of the maximum of six (6), will not be evaluated.

Note: The evaluation team will evaluate the first four (4) CVs (in the order in which they first appear within the Bidders proposal) of the proposed resources that meet the stated minimum qualifications, as part of point rated technical criteria R2, if the Bid meets all mandatory technical criteria.

³ Bilingual is defined as the ability to communicate effectively (orally and in writing) and provide all required services in both Official Canadian Languages (French and English).

Resource Type 2: Crisis Counsellor

M2.3 The Bidder must provide a minimum of eleven (11) and up to a maximum fifteen (15) Crisis Counsellors, each with the following minimum qualifications:

- a) A minimum of two (2) years' experience providing crisis counselling services **OR** one (1) year experience providing crisis counselling services and an undergraduate degree in Social Work, Psychology or another relevant discipline;
- b) Previous work experience that involved working with Indigenous (First Nations, Inuit, or Métis) peoples, organizations, communities and/or issues; and
- c) The ability to communicate effectively orally and in writing in at least one (1) Official Canadian Language (English or French).

M2.4 A minimum of three (3) Crisis Counsellors, must also be able to communicate effectively orally, in at least one (1) Indigenous language (e.g. Cree, Inuktitut, Ojibway), in addition to meeting the stated minimum qualifications as described in M2.

The evaluation team will evaluate the proposed resources, as follows:

Proposed resources will be evaluated in the order in which they first appear within the Bidder's proposal.

Proposed resources will be evaluated against the stated minimum qualifications, as described in M2, until the Bidder has provided evidence of the minimum number of qualified resources.

The evaluation team will evaluate up to four (4) additional resources, should one (1) or more of the Bidder's proposed resources fail to meet the minimum qualifications. Any additional resources identified by the bidder, in excess of the maximum of fifteen (15), will not be evaluated.

Note: The evaluation team will evaluate the first eleven (11) CVs (in the order in which they first appear within the Bidders proposal) of the proposed resources that meet the stated minimum qualifications, as part of point rated technical criteria R2, if the Bid meets all mandatory technical criteria.

4.1.3 Point Rated Technical Criteria

Bids meeting all mandatory technical criteria will be evaluated against the following point rated technical criteria, using the evaluation factors and weighting indicators specified for each criterion. Bids not meeting the identified minimum point requirements will be deemed non-responsive.

Only those Bids achieving a minimum score of 350/500 (70%) on point rated criteria R1-R5 (inclusive) will be deemed responsive. Bids that fail to meet the minimum required score will be deemed non-responsive and given no further consideration.

R1. Previous Projects(up to 25 points per project; maximum 50 points)

The project summaries submitted by the Bidder in response to mandatory requirement M1 will be evaluated. For each project submitted under M1, the Bidder should describe:

- a) The extent to which the project requirements are similar and relevant to requirements as described in the Statement of Work (10 points);
- b) The scope and complexity of the project requirements (2 points);
- c) The nature and sensitivity of the issues dealt with in the project (2 points);
- d) The similarity of the profile of the callers to that described in the Statement of Work (1 point);
- e) The similarity and relevance of the quality control procedures, performance monitoring, service availability, work assignment, service delivery mechanisms, and customer service requirements to those described in the Statement of Work. (10 points).

Each project submitted will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
a) Similarity or relevance to Statement of Work (max 10 points per project)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Does not clearly demonstrate similarity of the project requirements to requirements as described in the Statement of Work.	Similarity or relevance is demonstrated for most of the requirements described in the Statement of Work.	Similarity or relevance is fully demonstrated for all of the requirements described in the statement of work. Information is complete and clear.
b) Scope, and complexity (max 2 points per project)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Scope, and complexity not clearly described, or did not demonstrate broad scope or complex service requirements (delivery of services to clients in only one region, or to clients with similar needs or issues).	Scope and complexity are described. Demonstrates broad scope or complex service requirements (delivery of services to clients nationally, or to clients with varied and diverse needs or issues).	Scope and complexity are fully described and detailed. Clearly demonstrates broad scope and complex service requirements (delivery of services to clients nationally, and with varied and diverse needs or issues).

c) Nature and sensitivity of the issues dealt with (max 2 point per project)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Does not demonstrate similarity or relevance in the nature and sensitivity of issues.	Demonstrates some similarity or relevance in the nature and sensitivity of issues.	Clearly and fully demonstrates similarity or relevance in the nature and sensitivity of issues.
d) Profile of Callers (max 1 point per project)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Does not demonstrate similarity or relevance in the profile of callers.	Demonstrates some similarity or relevance in the profile of callers.	Clearly and fully demonstrates similarity or relevance in the profile of callers.
e) Quality control, performance monitoring, service availability, work assignment, service delivery mechanisms, and customer service (max 10 points per project)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Few elements described. Does not demonstrate similarity or relevance to those elements described in the Statement of Work.	Most of the elements are described. Demonstrates some similarity or relevance to most of those elements described in the Statement of Work.	All of the elements are fully described and detailed. Clearly demonstrates similarity or relevance to those elements described in the Statement of Work.

R2. Experience and Qualifications of the Proposed Project Team (up to 20 points for each of fifteen (15) resources; maximum 300 points)

The CVs submitted in response to mandatory requirement M2 for each proposed Lead Supervisor and Crisis Counsellor will be evaluated. For each resource, the Bidder should describe the proposed resource's experience, education and qualifications related to the requirements described in the Statement of Work. This should include a description of:

- a) The breadth and depth of the proposed resource's previous experience working with Indigenous (First Nations, Inuit, or Métis) peoples, organizations, and communities, with specific emphasis on issues surrounding the legacy of residential schools in Canada and health and mental wellness (5 points);
- b) The relevance of the proposed resource's educational qualifications including any membership(s) with provincial or territorial colleges or associations; registration with a regulatory body from the disciplines of clinical psychology or clinical social work within the province or territory where the work will be performed; and training in trauma-informed care (5 points); and
- c) The breadth and depth of the proposed resource's previous experience working in a complex crisis counselling environment, including having multiple language requirements, scripts for call transfers, and referral databases for subject matter of a sensitive nature. (10 points)

A. Lead Supervisor resources will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
a) Work experience (max 5 points per resource)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Demonstrates very little experience working with Indigenous peoples, organizations, and communities. Little or no experience with issues surrounding the legacy of residential schools in Canada and/or health and mental wellness.	Demonstrates experience (minimum 2 years) working with Indigenous peoples, organizations, and communities. Some experience (minimum 6 months) with issues surrounding the legacy of residential schools in Canada and health and mental wellness.	Demonstrates experience (minimum 2 years) working with Indigenous peoples, organizations and communities. Experience (one year or more) with issues surrounding the legacy of residential schools in Canada and health and mental wellness.
b) Educational qualifications (max 5 points per resource)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Does not clearly demonstrate relevant education, memberships, or registrations.	Education is relevant to this requirement (at least undergraduate degree in related discipline). Demonstrates at least one relevant membership and/or registration.	Education is relevant to this requirement (at least undergraduate degree in related discipline). Demonstrates more than one relevant membership and/or registration. Demonstrates knowledge of trauma-informed care.
c) Experience working in a complex crisis counselling environment (max 10 points per resource)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Demonstrates limited experience working in a complex crisis counselling environment (less than two years).	Demonstrates experience (minimum two years) working in a complex crisis counselling environment.	Demonstrates experience (minimum two years) working in a complex crisis counselling environment which includes multiple language requirements, scripts for call transfers, and referral databases for subject matter of a sensitive nature.

B. Crisis Counsellor resources will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
a) Work Experience (max 5 points per resource)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Demonstrates very little experience (less than 1 year) working with Indigenous peoples, organizations and communities. Little or no experience with issues surrounding the legacy of residential schools in Canada and/or health and mental wellness.	Demonstrates experience (minimum 1 year) working with Indigenous peoples, organizations, and communities. Some experience (minimum 6 months) with issues surrounding the legacy of residential schools in Canada and health and mental wellness.	Demonstrates experience (minimum 1 year) working with Indigenous peoples, organizations, and communities. Experience (minimum 1 year) with issues surrounding the legacy of residential schools in Canada and health and mental wellness.
b) Educational qualifications (max 5 points per resource)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Does not clearly demonstrate relevant education, work experience, memberships or registrations.	Work experience or education is relevant to this requirement (at least two years' experience in crisis counselling OR one year experience in providing crisis counselling and undergraduate degree in related discipline). Demonstrates at least one relevant membership and/or registration.	Work experience or education is relevant to this requirement (at least two years' experience in crisis counselling OR one year experience in providing crisis counselling and undergraduate degree in related discipline). Demonstrates more than one relevant memberships and/or registrations. Demonstrates knowledge of trauma-informed care.
c) Experience working in a complex crisis counselling environment (max 10 points per resource)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Demonstrates limited experience working in a complex crisis counselling environment (less than two years).	Demonstrates experience (at least two years) working in a complex crisis counselling environment.	Demonstrates experience (more than two years) working in a complex crisis counselling environment which includes multiple language requirements, scripts for call transfers, and referral databases for subject matter of a sensitive nature.

R3 Human Resources Approach (maximum 50 points)

The Bidder should provide a description of their human resources approach for providing Crisis Line Services to INAC, including their capacity to provide the required number of qualified resources to perform the necessary services.

R3.1 The Bidder's human resources approach should provide a description of their recruitment and training strategy, that includes the following factors:

- a) The Bidder's resource qualification standards for staffing to ensure resources meet or exceed INAC's minimum resource qualifications as listed in M3 (10 points);
- b) The Bidder's approach to recruitment, training, and retention (10 points); and
- c) The Bidder's approach to ensuring resource availability, including the availability of trained back-up resources to accommodate increased workloads and/or replacement of resources on short notice i.e., one week (10 points).

R3.2 The Bidder's human resources approach should also address their capacity and ability to increase the number of required resources (Lead Supervisors or Crisis Counsellors) and associated infrastructure (e.g. office space, equipment, phones, computer hardware, computer software, etc.) within one week, should the need arise, according to the following factors:

- a) The Bidder's capacity to increase the required number of qualified resources by 20% within one week (10 points); and
- b) The Bidder's ability to increase the required infrastructure to ensure additional resources can deliver the required services, within one week (10 points).

R3 will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
3.1 a) Level of qualified resources: standards and staffing (max 10 points)	The information provided was unsuitable, insufficient, or not present.	Limited information and/or unclear. Does not clearly demonstrate qualification standards sufficient to ensure quality resources.	Lacking some detail but demonstrates basic qualification standards are in place to ensure quality of resources.	Information is detailed, complete and clear. Demonstrates extensive qualification standards for staffing to ensure quality resources. Demonstrates how standards to ensure qualified recruits are consistent with required service quality.

<p>3.1 b) Level of qualified resources: approach to recruitment, training and retention (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Limited information and/or unclear. Approach does not clearly demonstrate the ability to retain required level of qualified resources.</p>	<p>Approach demonstrates the ability to retain the required level of qualified resources. Some recruitment mechanisms. Relies on the same method of training for all requirements. Recruitment strategy demonstrates some benefits, incentives, and programs in place for retention (less than 3).</p>	<p>Broad range of recruitment mechanisms. Recruitment strategy demonstrates extensive benefits, incentives, and programs in place for retention (3 or more). Includes different methods of training; detailed and complete. Approach demonstrates the ability to retain the required level of qualified resources, with the ability to increase that level as needed.</p>
<p>3.1 c) Level of qualified resources: approach to ensuring resource availability (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Limited information and/or unclear. Approach does not clearly demonstrate ability to ensure the availability of required resources.</p>	<p>Approach demonstrates ability to ensure availability of required resources and availability of backup resources.</p>	<p>Detailed and complete. Approach fully demonstrates ability to ensure availability of required resources, with the ability to increase that level as needed. Demonstrates availability of trained backup resources that can be available on short notice.</p>
<p>3.2 a) Capacity to increase resources (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Limited information and/or unclear. Does not clearly demonstrate capacity to increase resources by 20% within one week.</p>	<p>Describes capacity to increase resources by 20% within one week. Not fully demonstrated. Some details lacking.</p>	<p>Demonstrates capacity to increase resources by 20% within one week. Detailed and complete plans demonstrated.</p>
<p>3.2 b) Capacity to increase infrastructure (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Limited information and/or unclear. Does not clearly demonstrate capacity to increase infrastructure.</p>	<p>Describes capacity to increase infrastructure within one week to accommodate additional resources. Not fully demonstrated. Some details lacking.</p>	<p>Demonstrates capacity to increase infrastructure within one week to accommodate additional resources. Detailed and completely demonstrated.</p>

R4 Approach and Methodology and Quality Assurance (maximum 80 points)

The Bidder should provide a written description of its proposed approach and quality assurance methodologies for Phase One - Preliminary Project Plan - Implementation and Set-up, and Phase Two - Preliminary Project Plan - Operations.

R4.1 Phase 1 - Preliminary Project Plan - Implementation and Set-up (maximum 20 points)

The Bidder should describe its preliminary project plan detailing the proposed approach and quality assurance methodologies for the provision of services to commence full operations by January 1, 2017. This should include proposed timelines that are feasible, rigorous, and mitigate operational risk, in the following areas:

- a) Provision of a dedicated, secure crisis line facility (4 points);
- b) Acquisition and set-up of the required telephone equipment, computer hardware and software, etc. (3 points);
- c) Set-up the toll-free telephone lines as supplied by INAC/RIAS and Health Canada (3 points); and
- d) The Bidder's capacity to provide qualified resources, above and beyond the minimum resource requirements detailed in Section 6.1 of the Statement of Work (10 points).

The evidence within CVs for the Bidder's proposed resources, submitted in response to Mandatory Requirement M2, will be evaluated to determine resource qualifications for R4.1d.

R4.1 will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
Phase 1 – Preliminary Project Plan: a) – Secure facility (max 4 points)	The information provided was unsuitable, insufficient, or not present.	Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to provide a secure crisis line facility within the required timelines and/or how operational risk will be mitigated. Elements are missing.	Demonstrates ability to provide a secure crisis line facility within the required timelines.	Demonstrates ability to provide a secure crisis line facility within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete, and clear.
Phase 1 – Preliminary Project Plan: b) – Acquisition and setup of equipment and software (max 3 points)	The information provided was unsuitable, insufficient, or not present.	Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to acquire and set up the required telephone equipment, computer hardware and software, etc., within the required timelines and/or how operational risk will be mitigated. Elements are missing.	Demonstrates ability to acquire and set-up the required telephone equipment, computer hardware and software, etc., within the required timelines.	Demonstrates ability to acquire and set up the required telephone equipment, computer hardware and software, etc., within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete, and clear.

Phase 1 – Preliminary Project Plan: c) – Setup of toll free telephone line (max 3 points)	The information provided was unsuitable, insufficient, or not present.	Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to set up the toll-free telephone line as supplied by INAC/RIAS within the required timelines, and/or how operational risk will be mitigated. Elements are missing.	Demonstrates ability to set up the toll-free telephone line as supplied by INAC/RIAS within the required timelines.	Demonstrates ability to set up the toll-free telephone as supplied by INAC/RIAS within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete, and clear.
Phase 1 – Preliminary Project Plan: d) – Resource Capacity (max 10 points)	Points will be allocated as follows for the provision of qualified resources above and beyond the minimum resource requirements: Sixteen qualified resources provided: 5 points Eighteen qualified resources provided: 7 points Nineteen or more qualified resources provided: 10 points			

R4.2 Phase 2 - Preliminary Project Plan - Operations (maximum 60 points)

The Bidder should describe its proposed approach and quality assurance methodologies for the provision of services for the duration of the contract period. This should include:

- a) Project Management and Control: The extent to which the proposed work approach addresses service availability, work assignment, service delivery mechanisms, and customer relations (10 points);
- b) Quality Assurance: The extent to which the proposed series of quality assurance methodologies supports high quality, accurate recording of nature of calls, and reliable and effective services (10 points);
- c) Data Recording Reporting Methodology⁴: Describe the methodology to record and report data, including call type, gender of caller, age of caller, call distribution over shifts, types of counselling provided, categories of suicide risk calls (low/medium/high risk), referrals provided, location of caller, and language distribution (10 points);
- d) Communication: Effective approach to communication and reporting, including proposed reporting templates and proposed metrics and means of measuring performance (10 points);
- e) Work Planning and Management: Effective approach to work planning and management of the project, including the proposed approach to scheduling and shifting of resources, and handling service during peak periods and increases in the volume of calls received (10 points); and
- f) Challenges: Identify any anticipated problems or challenges and how these will be addressed using examples of typical problems encountered in the other crisis line projects provided in M1. Include how the problems were solved and the rationale behind the solution(s) (10 points).

⁴ Note: The Contractor will not be required to collect or use any personal information of the callers. Data recording and reporting requirements are for statistical purposes only.

R4.2 will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
a) Project Management and Control (max 10 points)	The information provided was unsuitable, insufficient, or not present	Limited and/or unclear information. Approach and methodology do not clearly demonstrate effective project management and control activities to respond to the service availability, work assignment, service delivery mechanisms, and customer relations requirements.	Approach and methodology could be more detailed, but demonstrates effective project management and control activities to respond to service availability, work assignment, service delivery mechanisms, and customer relations requirements.	Approach and methodology clearly demonstrates effective project management and control activities to respond to the service availability, work assignment, service delivery mechanisms and customer relations requirements. Information is detailed, complete and clear. Demonstrates flexibility to adjust for any unusual circumstances encountered.
b) Quality Assurance (max 10 points)	The information provided was unsuitable, insufficient, or not present	Limited and/or unclear information. Approach and methodology do not clearly demonstrate effective quality assurance activities to respond to the high quality, accurate recording of calls, reliable and effective service requirements.	Approach and methodology could be more detailed, but demonstrates effective quality assurance activities to support high quality, accurate recording of calls, and reliable and effective services.	Approach and methodology clearly demonstrates effective quality assurance activities to respond to the high quality, accurate recording of calls, reliable and effective service requirements. Information is detailed, complete and clear. Demonstrates flexibility to adjust for any unusual circumstances encountered.

<p>c) Data Recording and Reporting (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present</p>	<p>Limited and/or unclear information. Approach and methodology does not clearly demonstrate effective data recording and reporting. Suggested metrics not included.</p>	<p>Approach and methodology could be more detailed but demonstrates effective data recording and reporting. Suggested metrics included.</p>	<p>Approach and methodology clearly demonstrates effective data recording and reporting. Information is detailed, complete, and clear. Demonstrates flexibility to adjust for any unusual circumstances encountered (e.g. spikes in demand). Suggested metrics included and additional metrics suggested.</p>
<p>d) Communications (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present</p>	<p>Limited and/or unclear information. Approach and methodology do not clearly demonstrate effective communications and reporting. Proposed metrics are insufficient to meet requirements. Limited and/or ineffective means of measuring performance. Limited information provided in proposed reporting template(s).</p>	<p>Approach and methodology could be more detailed, but demonstrates effective communications and reporting. Proposed metrics are sufficient to meet requirements. Effective means of measuring performance is proposed. Proposed reporting template(s) provides sufficient information to monitor performance.</p>	<p>Approach and methodology clearly demonstrates effective communications and reporting. Proposed metrics are sufficient to meet and exceed requirements and demonstrate flexibility to adjust for any unusual circumstances encountered (e.g. spikes in demand). Effective means of measuring performance is proposed and includes strategies for correcting ineffective performance. Proposed reporting templates provide detailed information to monitor performance. Information is detailed, complete and clear.</p>

<p>e) Work Planning and Management (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present</p>	<p>Limited and/or unclear information. Approach and methodology do not clearly demonstrate effective work planning and management. Does not clearly describe an approach to scheduling and shifting of resources that meets requirements. Does not clearly demonstrate methodology for meeting service requirements during peak periods.</p>	<p>Approach and methodology could be more detailed, but demonstrates effective work planning and management. Approach to scheduling and shifting of resources is described and meets resource requirements. Demonstrates methodology for meeting service requirements during peak periods.</p>	<p>Approach and methodology clearly demonstrates effective work planning and management. Approach to scheduling and shifting of resources is clearly described and meets resource requirements. Demonstrates methodology for meeting service requirements during peak periods and demonstrates flexibility to adjust for any unusual circumstances encountered. Information is detailed, complete and clear.</p>
<p>f) Challenges (max 10 points)</p>	<p>The information provided was unsuitable, insufficient, or not present</p>	<p>Limited and/or unclear information. Fewer than three (3) anticipated challenges identified, and/or provides minimum information on anticipated challenges, and/or challenges are identified but mitigation strategies are not discussed. No examples provided for typical problems encountered in other crisis line projects and/or how they were solved is not described and/or the rationale is not described.</p>	<p>A minimum of three (3) anticipated challenges are identified. Demonstrates how they will be effectively addressed. A minimum of two examples provided for typical problems encountered in other crisis line projects, and how they were solved is described with effective rationale. Information could be more detailed but is sufficient.</p>	<p>More than three (3) anticipated challenges are identified. Demonstrates how they will be effectively addressed. Examples provided (3 or more) for typical problems encountered in other crisis line projects, and how they were solved is described with effective rationale. Information is detailed, complete, and clear.</p>

R5 Multichannel Implementation and Set-Up (maximum 20 points)

The Bidder should provide a written description of its proposed approach and ability to implement the future requirement for multichannel service delivery, upon direction. The Bidder should provide a project plan detailing the proposed approach and methodologies for the provision of multichannel services within 6 months of the request from the Project Authority. This should include proposed channels to be used (eg. webchat, text, email, etc.); proposed timelines that are feasible, rigorous, and mitigate operational risk; and how the Bidder will achieve the following:

- a) Provision of the necessary dedicated IT infrastructure (4 points);
- b) Acquisition and set-up of the required equipment, computer hardware and software (4 points);
- c) Set up of the multichannel configuration (4 points);
- d) Training strategy to orient resources to multichannel technologies (4 points); and,
- e) Complete deletion of data of sensitive nature (i.e. that includes identifying client information, or that describes conversations between clients and counsellors) (4 points).

R5 will be evaluated as follows:

Criteria	Not acceptable (0%)	Limited (50%)	Acceptable (70%)	Fully met (100%)
a) Dedicated IT infrastructure (max 4 points)	The information provided was unsuitable, insufficient, or not present.	Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to provide necessary IT infrastructure within the required timelines and/or how operational risk will be mitigated. Elements are missing.	Demonstrates ability to provide the necessary IT infrastructure within the required timelines.	Demonstrates ability to provide the necessary IT infrastructure within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete, and clear.
b) Acquisition and setup of equipment (max 4 points)	The information provided was unsuitable, insufficient, or not present.	Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to acquire and set up the required equipment, computer hardware and software, etc. within the required timelines and/or how operational risk will be mitigated. Elements are missing.	Demonstrates ability to acquire and set up the required equipment, computer hardware and software, etc., within the required timelines.	Demonstrates ability to acquire and set up the required equipment, computer hardware and software, etc., within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete, and clear.

<p>c) Setup of chat, text, email (etc.) technology (max 4 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to set up chat, text and email capability within the required timelines and/or how operational risk will be mitigated. Elements are missing.</p>	<p>Demonstrates ability to set up chat, text and email capability within the required timelines.</p>	<p>Demonstrates ability to set up chat, text and email capability within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete and clear.</p>
<p>d) Training Strategy (max 4 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Training strategy provides limited and/or unclear information. Does not clearly demonstrate ability to train and orient resources to multichannel technologies within the required timelines and/or how operational risk will be mitigated. Elements are missing.</p>	<p>Training strategy demonstrates ability to train and orient resources to multichannel technologies within the required timelines.</p>	<p>Training strategy demonstrates ability to train and orient resources to multichannel technologies within the required timelines. Identifies operational risks and how they will be mitigated. Information is detailed, complete and clear.</p>
<p>e) Complete deletion of data of sensitive nature (max 4 points)</p>	<p>The information provided was unsuitable, insufficient, or not present.</p>	<p>Project plan provides limited and/or unclear information. Does not clearly demonstrate ability to securely dispose of sensitive data. Elements are missing.</p>	<p>Demonstrates effective strategy to securely dispose of sensitive data.</p>	<p>Demonstrates effective strategy to securely dispose of sensitive data. Identifies operational risks and mitigation strategies. Information is detailed, complete, and clear.</p>

4.1.4 Financial Evaluation

4.1.4.1 Mandatory Financial Criteria

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price

4.1.5 Calculation of the Total Evaluated Price

FOR EVALUATION PURPOSES ONLY: Based on the firm rates provided by the Bidder in Annex B - Basis of Payment, the scenario below will be used to calculate the total evaluated cost of the financial proposal. This scenario is for evaluation purposes only and nothing shall be construed as an indicator of actual volumes of work requirements or cost to INAC/RIAS:

Category								
Phase 1 Set-up		(Firm price for Phase 1 - Implementation and set-up)						\$
Sub-Total							\$	
Resource Category	Period of Contract	Firm Per Diem Rate		Number of Resources		Number of Days		
Crisis Counsellor	Year 1	\$ _____	x	11	x	365	= \$	
	Year 2	\$ _____	x	11	x	365	= \$	
	Year 3	\$ _____	x	11	x	365	= \$	
	Year 4	\$ _____	x	11	x	365	= \$	
Sub-Total							\$	
Team Supervisor	Year 1	\$ _____	x	4	x	365	= \$	
	Year 2	\$ _____	x	4	x	365	= \$	
	Year 3	\$ _____	x	4	x	365	= \$	
	Year 4	\$ _____	x	4	x	365	= \$	
Sub-Total							\$	
Additional Crisis Counsellor set-up rate	Period of Contract	Firm Set-up Rate		Number of Resources		Number of Set-ups		
Crisis Counsellor	Year 1	\$ _____	x	1	x	1	= \$	
	Year 2	\$ _____	x	1	x	1	= \$	
	Year 3	\$ _____	x	1	x	1	= \$	
	Year 4	\$ _____	x	1	x	1	= \$	
Sub-Total							\$	
TOTAL EVALUATED COST							\$	

4.2 Basis of Selection

4.2.1 Lowest Price Per Point

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 350 points (70%) overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 500 points.

Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract. In the event of a tie for the lowest cost per point, the Bidder with the lowest evaluated financial cost will be recommended for award of contract.

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. Unless specified otherwise, 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 the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide with its bid the required documentation, as applicable, to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Bid

5.1.2.1 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

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.

Failure to provide this certification completed with the bid will result in the service offered being treated as a non-Canadian service.

The Bidder certifies that:

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

Signature: _____ Date: _____

5.1.2.1.1 SACC Manual clause A3050T (2014-11-27) Canadian Content Definition

5.1.2.2 Set-aside for Aboriginal Business

Set-aside for Aboriginal Business

1. This procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business, see [Annex 9.4](#), Supply Manual.
2. The Bidder:
 - i. certifies that it meets, and will continue to meet throughout the duration of any resulting contract, the requirements described in the above-mentioned annex;
 - ii. agrees that any subcontractor it engages under any resulting contract must satisfy the requirements described in the above-mentioned annex; and
 - iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. **The Bidder must check the applicable box below:**
 - i. The Bidder is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.
OR
 - ii. The Bidder is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.
4. **The Bidder must check the applicable box below:**
 - i. The Aboriginal business has fewer than six full-time employees.

OR
 - ii. The Aboriginal business has six or more full-time employees.
5. The Bidder must, upon request by Canada, provide all information and evidence supporting this certification. The Bidder must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Bidder must provide all reasonably required facilities for any audits.
6. By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete

Signature: _____

Date: _____

Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Contracting Authority, the Bidder must provide the following certification for each owner and employee who is Aboriginal:

1. I am _____ (*insert "an owner" and/or "a full-time employee"*) of _____ (*insert name of business*), and an Aboriginal person, as defined in Annex 9.4 of the *Supply Manual* entitled "Requirements for the Set-aside Program for Aboriginal Business".
2. I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date

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 specified will render the bid non-responsive.

5.2.1 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed).

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

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

The Bidder must provide the Contracting Authority with a completed annex 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.

5.2.2 Additional Certifications Precedent to Contract Award

5.2.2.1 Status and Availability of Resources

5.2.2.1.1 SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

5.2.2.2 Education and Experience

5.2.2.2.1 SACC Manual clause A3010T (2010-08-16) Education and Experience

5.2.2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, 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.

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:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the 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.

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 FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

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.

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. 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.

Signature: _____ Date: _____

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. 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.

6.2 Financial Capability

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

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

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

7.2 Standard Clauses and Conditions

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

7.2.1 General Conditions

2035 (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Security Requirements

7.3.1 The following security requirements apply and form part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the CISD/PWGSC.
3. The Contractor MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC
5. The Contractor must comply with the provisions of the:
 - a. Security Requirements Check List and security guide, attached at Annex "C";
 - b. Industrial Security Manual (Latest Edition)

7.3.2 The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individuals hold a valid security clearance at the required level.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the Contract is from date of award for the period of two years.

7.4.3 Option to Extend the Contract

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

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Susan Westall (or authorized representative)
Senior Supply Specialist
Public Services and Procurement Canada
Acquisitions Branch
Communications Procurement Directorate
360 Albert Street, 12th floor
Ottawa, ON K1R 7X7

Telephone: 613-949-8350
E-mail address: susan.westall@pwgsc.gc.ca

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

7.5.2 Project Authority

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-_____
Facsimile: ____-____-_____
E-mail address: _____

In its absence, the Project Authority is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-____
Facsimile: ____-____-____
E-mail address: _____

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

7.5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-____
Facsimile: ____-____-____
E-mail address: _____

7.6 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 websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority.

The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.3 Monthly Payment

SACC Manual Clause H1008C (2008-05-12) Monthly Payment

7.7.4 T1204 – Direct Request by Customer Department

SACC Manual Clause A9117C (2007-11-30) T1204 - Direct Request by Customer Department

7.7.5 Time Verification

SACC Manual Clause C0711C (2008-05-12) Time Verification

7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
 - b. a copy of the release document and any other documents as specified in the Contract;
 - c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:
- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

SACC Manual Clause A3000C (2014-11-27) Aboriginal Business Certification

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

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

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

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

7.9.3 SACC Manual Clauses

SACC Manual Clause A0072C (2008-12-12) Termination on Thirty Days' Notice

7.10 Applicable Laws

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

7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2035 (2016-04-04);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Contractors Standard Metrics;
- (g) the Contractor's bid dated _____.

7.12 Foreign Nationals (Canadian Contractor)

SACC Manual clause [A2000C](#) (2006-06-16) Foreign Nationals (Canadian Contractor)

7.13 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance - No Specific Requirement

7.14 Project Schedule– Contract

1. The Contractor must provide a detailed project schedule to the Contracting Authority and the Project Authority two weeks after award of Contract. This schedule must highlight the specific dates for the events listed below and all items listed in Annex A.
2. The Contractor's schedule must include target dates for each of the following significant events:
 - a. Initial meeting with INAC/RIAS Project Authority;
 - b. Set-up of secure and dedicated Crisis Line facility;
 - c. Identification and recruitment of qualified Resources;
 - d. Development of Final Operations Work Plan;
 - e. Crisis Line operational.

7.15 Transition Period

1. The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of 60 days under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.
2. The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

7.16 Handling of Personal Information

A9113C (2014-11-27) Handling of Personal Information

ANNEX "A"

STATEMENT OF WORK

1.0 BACKGROUND

Indian Residential Schools Settlement Agreement Crisis Line

The Canadian government was involved in the Indian residential schools (IRS) system throughout the last century. The Government has since embarked on a path of healing and reconciliation in order to resolve the legacy left behind by the IRS system, including a historical formal Statement of Apology offered June 11, 2008.

In November 2003 the Canadian Government launched the National Resolution Framework which included a litigation strategy, a Commemoration Program, an Alternative Dispute Resolution (ADR) process, and health support services that former IRS students and their families can access to assist them in safely resolving their claims. The Crisis Line service is one of these health supports.

On May 10, 2006, the final Indian Residential Schools Settlement Agreement (IRSSA) was approved. The settlement provides for a Common Experience Payment (CEP), which is a lump sum payment to former students who lived at one of the listed residential schools, as well as an Independent Assessment Process (IAP) for compensation of sexual or serious physical abuse, or other abuses that caused serious psychological effects. The IRSSA also included collective measures including a Truth and Reconciliation Commission and a Commemoration initiative that acknowledge IRS experiences, impacts and consequences, and provide a holistic, culturally appropriate and safe setting for former students, their families and communities.

While activities under the CEP program, Truth and Reconciliation Commission (TRC), and Commemoration initiative have been completed and the majority of IAP claims have been resolved, there remains a portion of IAP claims still active within the process, the last of which are expected to be resolved by March 31, 2020. INAC/RIAS has a requirement for a qualified Indigenous firm to provide toll-free 24-hour Crisis Line Services, accessible to former IRS students and their families and/or individuals affected by the IRSSA who might require such services. Canada's obligations under the IRSSA will have been completed once all IAP claims will have been resolved.

Missing and Murdered Indigenous Women and Girls (MMIWG) Crisis Line

On December 8, 2015, the Government of Canada announced the launch of an inquiry to seek recommendations on concrete actions to address and prevent violence against Indigenous women and girls. In order to support survivors, families, and loved ones, as well as anyone affected by the issue, to safely participate in the pre-Inquiry and Inquiry processes, INAC established a second toll-free number within their Crisis Line service.

First Nations and Inuit (FNI) Crisis Line

On June 13, 2016, in light of some Indigenous communities facing mental health and suicide crises, the Government of Canada announced a number of immediate and targeted mental wellness supports for Indigenous communities, including a national, toll-free Crisis Line for First Nations and Inuit. The line will have a particular focus on the needs of young people, especially those living in remote and isolated communities. NOTE: This line may not be required for the entire period of the contract. It is expected that the requirement for the line will be for up to two years while engagement on an Indigenous strategy for crisis line services takes place.

2.0 OBJECTIVE

INAC/RIAS's objective is to establish a competitively awarded Contract with one (1) qualified Indigenous firm capable of providing INAC/RIAS with Crisis Line services.

INAC/RIAS's requirement for service has been divided into two (2) project phases, with a possible third phase, as further detailed within in section 2, Definition and Scope of Work herein.

Phase 1 - Implementation Setup; and

Phase 2 – Operations

Phase 3 – Possible future expansion to include multichannel access

The Contractor must be fully operational to begin Phase Two by an estimated date of January 01, 2017.

3.0 DEFINITIONS AND APPLICABLE DOCUMENTS

The list of terms, acronyms and definitions below is not exhaustive. They are intended to ensure clarity of understanding of critical terms. It is therefore imperative that questions of interpretation be directed to the INAC/RIAS Project Authority.

Term/Acronym	Definition
ADR	Alternative Dispute Resolution
Bilingual	The ability to communicate effectively (orally and in writing) and provide all required services in both Official Canadian Languages (French and English).
CEP	Common Experience Payment
Constraint	A Constraint is an operating reality within INAC/RIAS's environment that may impede the Contractor's ability to complete the work described in this Statement of Work. Constraints may require effort or ingenuity on the part of the Contractor to ensure the satisfactory completion of its work under this Contract.
Contracting Authority	The Contracting Authority will be the sole authority on behalf of Canada for the administration and management of this Contract. Any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor is not to perform work in excess of or outside the scope of the Contract based on written requests from any government personnel other than the Contracting Authority.
Contract	The agreement between INAC/RIAS and the Contractor, for the provision of Crisis Line Services for Government of Canada Indigenous programs and initiatives, as detailed in the Statement of Work (SOW).
Contractor	A Bidder selected pursuant to the competitive selection process resulting in this Contract.
Deliverable	A Deliverable is defined as a tangible, measurable output of the work related to the Contract that must be delivered by the Contractor to the Project Authority, in accordance with the terms of the Contract, and that must be satisfactorily acceptable to the Project Authority in order to satisfy the Contractor's obligations under the Contract.
E-communications	Communications through email, text, and chat functions
GST	Goods and Services Tax
IAP	Independent Assessment Process
INAC/RIAS	Indigenous and Northern Affairs Canada, Resolution and Individual Affairs Sector
IRSSA	Indian Residential Schools Settlement Agreement
Multi-channel services	Crisis Services provided via email, text, and chat functions.
NCR	National Capital Region

NCTR	National Centre for Truth and Reconciliation
POI/AP	Persons of Interest/Alleged Perpetrators
Project Authority	A person, occupying a specific position within the department or agency for whom the Work under this Contract is being performed, or fulfilling a specific organizational function, who is responsible for monitoring the Contractor's execution of the work under the Contract.
QST	Québec Service Tax
Risk	A Risk is an unusual, exceptional and specific event which may result in, but is not limited to, legal, financial or physical consequences for the Contractor as a result of its work under this Contract. Generally, risks can be insured or mitigated through the application of specific measures on the part of the Contractor.
SOW	Statement of Work
TRC	Truth and Reconciliation Commission

4.0 APPLICABLE DOCUMENTS

In addition to any provisions contained within the Contract, the following documents provide guidance for the provision of Crisis Line Services for INAC/RIAS. The Contractor must conform to and maintain working knowledge of the following and all amendments thereto:

Access to Information Act:

<http://laws-lois.justice.gc.ca/eng/acts/A-1/>

The Privacy Act:

<http://laws-lois.justice.gc.ca/eng/acts/P-21/>

Indian Residential School Settlement Agreement - Official Court Website:

<http://www.residentialschoolsettlement.ca/>

Indian Residential Schools Resolution Health Support Program:

<http://www.hc-sc.gc.ca/fniah-spnia/services/indiresident/irs-pi-eng.php>

Procurement Strategy for Aboriginal Business:

<http://www.aadnc-aandc.gc.ca/eng/1100100032802/1100100032803>

5.0 BUSINESS AND TECHNICAL ENVIRONMENT

5.1 Business Environment

INAC/RIAS's regular working hours are Monday to Friday, from 8:00 a.m. to 5:00 p.m. EST.

The Contractor must provide Crisis Line Services on a 24 hour, 7 day per week basis (including statutory holidays), for the period of the Contract.

A 24 hour day is divided into three (3) eight (8) hour shifts, as follows:

Shift 1: 7:00 a.m. – 3:00 p.m. (EST);

Shift 2: 3:00 p.m. – 11:00 p.m. (EST); and

Shift 3: 11:00 p.m. – 7:00 a.m. (EST).

Peak hours are defined as Shift 1 and Shift 2.

5.2 Technical Environment

The Contractor must ensure that all deliverables and services provided are in conformance with INAC/RIAS's standard office operating software, Microsoft Office 2010.

The Contractor must provide all facilities as well as all required computer hardware and telephone equipment.

The Contractor must adapt the output of its work to ensure compatibility with the technology within INAC/RIAS.

An initial introductory orientation session on INAC/RIAS procedures will be provided by INAC/RIAS (location to be determined). Training will also be provided on INAC/RIAS communication and operational issues. Subsequently, the Contractor must ensure that any additional resources are properly trained and equipped to work with INAC/RIAS's technology and procedures at the Contractor's cost.

6.0 DESCRIPTION AND SCOPE OF WORK

The work to be undertaken by the Contractor must be completed in accordance with the defined Phases below:

6.1 Phase One – Implementation Set-up

The Phase One - Implementation Set-up includes:

1. An initial meeting with INAC/RIAS Project Authority to review and update, as required, the preliminary work plan provided by the Contractor in its Proposal and, in preparation for the start date of Operations, the Contractor and INAC/RIAS will confirm the dates, duration and location of the training, including the number of attendees;
2. Set-up of the Contractor's secure facility, including all required telephone equipment and computer hardware;
3. Set-up of the three toll-free telephone numbers provided by INAC/RIAS and HC, one for the Indian Residential Schools (IRS) Crisis Line, one for the Missing and Murdered Indigenous Women and Girls (MMIWG) Crisis Line, and one for the First Nations and Inuit (FNI) Crisis Line. The IRS and MMIWG toll-free telephone numbers will remain the property of INAC/RIAS at the end of the contract and the FNI toll-free number will remain the property of HC. All three toll-free lines may not be required for the duration of the contract. The Project Authority will provide 30 days' notice to the Contractor should there no longer be a requirement for one or more of the lines;
4. Identification and recruitment by the Contractor of the minimum number of qualified resources, (12 plus 3 back-ups) to be available to work as required to meet demand;
5. Completion of basic training given by INAC/RIAS and HC at the Contractor's Facilities (tentatively planned for within one (1) month of the start date of the Contract) on:
 - i. Operational and communication issues
 - ii. The profile of potential callers
 - a. IRS Crisis Line: eligible former IRS students and their families, as well as callers seeking information on any component of the IRS Settlement Agreement
 - b. MMIWG Crisis Line: survivors, families, loved ones, and others affected by violence against Indigenous women and girls

- c. FNI Crisis Line: all First Nations and Inuit people, although special attention will be given to promoting the line to children and youth as well as individuals living in remote and isolated communities
 - iii. Scenarios, scripts, and processes (e.g., counselling, referrals, including warm referrals, and program information)
6. At a minimum, for the basic training provided by INAC/RIAS, the Contractor must ensure that two (2) Lead Supervisor Resources and at least four (4) additional resources are available to undertake the training. The Contractor is responsible for training any resources from the initial resources proposed that were not available to take training from INAC/RIAS.
7. Review of scripts and procedures with the Project Authority or designate;
8. Development of final Operations Work Plan, including any further training requirements (e.g., Trauma Informed Care) identified by the Project Authority;
9. Provision of a fully operational Crisis Line facility by estimated implementation date of January 01, 2017, that draws on a bank of three (3) fully trained Lead Supervisors and nine (9) fully trained Crisis Counsellors to staff three (3) shifts in order to offer 24/7 services. The number of resources working any given shift would depend on demand and would be increased mid-shift if required; and
10. In addition, the Contractor must ensure that, at a minimum, one (1) additional Lead Supervisor and two (2) additional Crisis Counsellors are fully trained as 'back-up' resources who can be called upon on short notice (within 24 hours). This would ensure appropriate surge capacity in the event of community-wide crises or other emergency situations.

6.2 Phase 2 – Operations

Phase 2 - Operations consists of the commencement and continuation of services at the dedicated fully functional Crisis Line. Operations tasks must include:

1. Providing callers in distress with an immediate, professional crisis counselling service, in the Official Language of choice of the caller;
2. Ensuring that Cree, Inuktitut, and Ojibway speaking in-crisis callers are connected with a Cree, Inuktitut, and Ojibway speaking Crisis Counsellor during peak operating hours (specific language requirements may be adjusted to reflect client needs);
3. Ensuring that Cree, Inuktitut, and Ojibway speaking in-crisis callers who call outside of peak operating hours are connected with a Cree, Inuktitut, and Ojibway speaking Crisis Counsellor on a same-day basis (within a 24 hour period) (specific language requirements may be adjusted to reflect client needs);
4. Ensuring that Indigenous or non-Indigenous in-crisis callers are given the option to choose the gender of the Crisis Counsellor with whom they are connected, and to speak with an Indigenous or non-Indigenous Crisis Counsellor, according to their preference, on a same-day basis (within a 24 hour period);
5. Ensuring, as required, that follow-up calls and referral actions are taken with in-crisis callers on a same day basis;
6. Ensuring, as required, that callers receive appropriate information and/or referral to locally available programs and services;
7. Performing and facilitating, when required, warm transfer (uninterrupted transfer) of callers to third-party support resources;

8. In addition, for eligible callers to the IRS Crisis Line: providing information on all components of the IRSSA, including the IRS Resolution Health Support Program (RHSP), and making referrals to dedicated Health Canada regional IRS RHSP staff for follow-up services;
9. In addition, for the MMIWG Crisis Line: providing information on Health Canada's IRS RHSP, the Non-Insured Health Benefits Program, and on provincial/territorial Victim Support Services, including eligibility criteria and how to access services; providing information on all components of the MMIWG Inquiry;
10. Developing and maintaining a mental health referral database of national, regional, and local helplines, including existing Nation-based and other Indigenous-led helplines, regionally relevant agencies, mental wellness teams, community supports and outreach services that could provide support services or help callers find locally available services. The information will become the property of INAC/RIAS;
11. Providing information and referral services to callers using the mental health referral database;
12. Referring interested callers to the IRS Help Desk or other resource for information relating to the Settlement Agreement, the MMIWG inquiry, or other information that does not pertain to the caller's immediate mental health support needs;
13. Ensuring that all responses and information provided with regard to the ADR, IAP, CEP, TRC, and health supports are consistent with the information resources as provided and updated by INAC/RIAS and Health Canada;
14. Ensuring quality control in each of the key areas (Performance Standards and Quality Assurance);
15. Respecting privacy issues at all times, except as required by law;
16. Tracking and reporting on volume of calls, time of calls, length and nature of calls, and nature of service/information provided to callers; tracking and reporting on other e-communication volumes and nature of communications, and nature of service/information provided to clients.
17. While respecting caller anonymity and privacy, tracking basic demographic information, including age, gender, and location, and using this information to monitor for emerging community crises (protocols to be established for who to notify for follow-up);
18. Preparing regular status reports. In addition to the regular performance reports, reports are required on the number of calls/e-communications, nature of calls/e-communications and any outstanding issues that need to be addressed with the INAC/RIAS Project Authority, including a summary of current issues or concerns of the callers not directly related to the Crisis Line mandate, and complaints/commendations or other indications of satisfaction/dissatisfaction;
19. Responding to complaints/commendations according to requirements of the Project Authority (procedure to be established) ;
20. Attending meetings or training as directed and/or required by INAC/RIAS/HC Project Authority or their designate. (Upon conclusion of Phase One, INAC/RIAS has the right to refuse to pay for further training except if there is an agreement between INAC/RIAS and the contractor);
21. Performing other activities directly related to the scope of work as specified by the INAC/RIAS Project Authority or their designate; and,
22. Ensuring that no collect long distance calls are accepted, nor authorizing payment of any long distance calls. All services must be toll free.

6.3 Phase 3 – Possible future expansion to include multichannel access

During the period of the contract, there may be a requirement to add multichannel access (webchat, email, text). The multichannel services must be operational within 6 months of the request from the Project Authority.

The work to be undertaken by the Contractor must be completed in accordance with the defined Phase 2 – Operations (above) but for multichannel.

7.0 DELIVERABLES

In accordance with the Scope of Work above, the Contractor must complete the following deliverables to the satisfaction of the INAC/RIAS Project Authority:

PHASE One - Implementation Setup

Deliverables - Implementation	Schedule (from Contract Award)
i) Initial meeting with INAC/RIAS Project Authority	TBD
ii) Set-up of secure and dedicated Crisis Line facility	TBD
iii) Identification and recruitment of qualified Resources	TBD
iv) Development of Final Operations Work Plan	TBD
v) Delivery of Initial Training by INAC/RIAS	TBD

PHASE Two - Operations

Deliverables	Schedule
i) Crisis Line Operational	January 01, 2017 (estimated)
iii) Daily reporting to INAC/RIAS Project Authority	Daily
iii) Progress reports as described herein	Weekly and Monthly
iv) Project Management Meeting with the INAC/RIAS Project Authority	Monthly or as required
v) Ad-hoc report if specific requirement is identified by the Project Authority	On demand

PHASE Three – Possible future expansion to include multichannel

Deliverables	Schedule
i) Multichannel options (webchat, email, text) Operational	Within 6 months of the request of the Project Authority
iii) Daily reporting to INAC/RIAS Project Authority	Daily
iii) Progress reports as described herein	Weekly and Monthly
iv) Project Management Meeting with the INAC/RIAS Project Authority	Monthly or as required
v) Ad-hoc report if specific requirement is identified by the Project Authority	On demand

All work must be completed in conformity with the Procedures provided by the INAC/RIAS Project Authority, the Contractor's Proposal, and in accordance with the Performance Standards herein.

INAC/RIAS reserves the right to verify completion of any/all work prior to authorizing payment. Should any deliverable or service rendered not be to the satisfaction of the INAC/RIAS Project Authority, as submitted, the INAC/RIAS Project Authority will have the right to reject it and request correction at the Contractor's expense.

8.0 CONTRACTOR RESOURCE REQUIREMENTS

The Contractor must provide the services of qualified Resources. At a minimum, the contractor's resources must meet or exceed the minimum qualifications required for the resource category in which they are providing Crisis Line Services to INAC/RIAS (as identified in 8.3 below).

8.1 Phase 1 – Implementation Setup

The Contractor must ensure that, at minimum, three (3) Lead Supervisors and nine (9) Crisis Counsellors are fully trained and ready to commence operations for the estimated implementation date of January 01, 2017.

At a minimum, for the training provided by INAC/RIAS, the Contractor must ensure that at least one (1) Lead Supervisor resource and at least one (1) additional resource are available to undertake the training. The Contractor must provide INAC/RIAS approved training for any number of resources from the initial six (6) other resources required that were not available to receive training directly from INAC/RIAS;

8.2 Phase 2 – Operations

Since the initial volume of incoming and outbound calls is uncertain, the Contractor must maintain a minimum number of Resources on-site within the Crisis Line facility for each shift required to cover the twenty-four (24) hour period for which the Crisis Line must be open, for at least the first six (6) weeks of operations, unless directed to reduce the number of resources by the Project Authority. The Contractor must have the ability to support each shift with at least one bilingual (French and English) Crisis Counsellor.

This must include:

Shift 1: 7 a.m. to 3 p.m. Eastern Standard Time:

- One (1) Lead Supervisor;
- One (1) Bilingual (French and English) Crisis Counsellor; and
- One (1) Crisis Counsellor

Shift 2: 3:00 p.m. to 11:00 p.m. Eastern Standard Time:

- One (1) Lead Supervisor;
- One (1) Bilingual (French and English) Crisis Counsellor; and
- One (1) Crisis Counsellor

Shift 3: 11:00 p.m. to 7:00 a.m. Eastern Standard Time:

- One (1) On-call Lead Supervisor;
- One (1) Bilingual (French and English) Crisis Counsellor; and
- One (1) Crisis Counsellor

8.3 Phase 3 - Multichannel

Additional resources may be required depending on the anticipated scale of use of multichannel access options. The addition or the removal of resources could also be influenced by the addition or removal of Indigenous programs or initiatives for which a crisis line would be appropriate and identified by the Project Authority.

8.3 Right to Adjust Contractor Resource Levels

INAC/RIAS reserves the right to increase or reduce the number of resources deployed on-site by the Contractor, based on Departmental requirements. The addition or the removal of resources could also be influenced by the addition or removal of Indigenous programs or initiatives for which a crisis line would be appropriate and identified by the Project Authority.

On special events, INAC/RIAS reserves the right to increase the number of resources deployed on-site by the Contractor, based on the anticipated volume of calls.

Advance written notice of special events will be provided by the Project Authority. The Project Authority will make every attempt to provide two weeks' notice.

The Contractor must, within one (1) week following receipt of INAC/RIAS's requirement, increase or reduce the number of trained resources deployed on-site to the number required by INAC/RIAS.

For the duration of the initial Contract period, INAC/RIAS's requirements will not fall below minimum resource requirements for each shift unless directed to do so by the Project Authority.

The Contractor must ensure the recruitment of qualified human resources for the Crisis Line to provide and train appropriate people to maintain high quality performance in the provision of Crisis Line Services in order to treat each call equally and in a professional manner.

The Contractor must ensure an appropriate balance of resources on-site for each shift to provide services to Applicants in English, French, and an appropriate combination of Indigenous languages. The Contractor must ensure that any requirement to replace, increase, or reduce the number of resources deployed also maintains this balance.

Since the required number of Crisis Counsellors is based on the workload requirements, the Contractor must ensure built-in flexibility to adjust to staffing as required.

The following table identifies the Resource Categories and their required minimum experience and qualifications.

Resource Category	Minimum Qualifications	Minimum Number Required
Crisis Counsellors	<ul style="list-style-type: none"> Two (2) years' experience providing crisis counselling <u>or</u> one (1) year experience providing crisis counselling and an undergraduate degree in Social Work, Psychology or a related discipline; Experience working with Indigenous peoples, organizations, communities, and/or issues; Excellent customer service skills and sensitivity to handle stressful calls; and The ability to effectively communicate orally and write in English or French or Indigenous languages 	Eleven (11)
Lead Supervisors	<ul style="list-style-type: none"> Two (2) years' experience providing crisis counselling; Two (2) years' experience working with Indigenous peoples, organizations, communities, and/or issues; An undergraduate degree in Social Work, Psychology 	Four (4)

	<p>or a related discipline;</p> <ul style="list-style-type: none">• Experience as trainer in call centre operations;• Excellent customer service skills and sensitivity to handle stressful calls;• Bilingual (French and English); and• Experience in dealing with sensitive issues.	
--	--	--

8.4 Resource Replacement

Resource replacement for Crisis Counsellors and Lead Supervisors will be undertaken by the Contractor, as required. All replacement resources must be security cleared and trained prior to replacement (at the initial training during Phase I or trained by the Contractor prior to commencement of the replacement work), and must meet the mandatory minimum requirements for their position, as defined above.

The Contractor must also provide the services of one (1) Contractor Representative, as accepted by INAC/RIAS. In the event the Contractor is unable to provide the services of this named resource due to reasons beyond the Contractor's control, the Contractor Representative may be replaced by another qualified resource but only with the prior written approval of the Project Authority. Any cost associated with the Contractor Representative function must be entirely at the Contractor's expense.

Any cost associated with the replacement of resources must be entirely at the Contractor's expense.

INAC/RIAS requires that effective and continuous control be maintained throughout the contract period. If the Contractor is required to provide replacement resources, the Contractor must provide the required support to ensure a smooth transition from one resource to another.

Any costs associated with adding more Crisis Counsellors (i.e.: exceeding identified requirements) must be entirely at the Contractor's expense.

9.0 APPROACH AND METHODOLOGY

The Contractor must employ an approach and methodology in accordance with the Contractor's proposal with respect to the following:

- Project management and control methodology;
- Quality Assurance methodology;
- Data recording, monitoring, and reporting methodology;
- Communication and reporting methodology;
- Human Resource Approach and Methodology; and
- Work planning and management methodology.

The Contractor must ensure built-in flexibility to adjust standards if any unusual or unforeseen circumstances are encountered and willingness to go back and change previous work if a new standard is agreed to between the Contractor and INAC/RIAS.

In addition to, but not withstanding the above, the Contractor must employ all standards, techniques, methods and approaches required to fulfill the requirements of this Statement of Work and Performance Standards and Quality Assurance herein.

The Contractor must ensure that all resources are properly trained and qualified to fulfill their responsibilities. In addition, the Contractor must ensure that all of its deployed resources are operating at all times in accordance with all applicable legislation, regulations, codes and policies.

9.1 Electronic Files Standards

The Contractor must ensure that all electronic files, such as recording templates submitted to INAC/RIAS are in the file format as specified within the procedures and training provided by INAC/RIAS, or where no specification is made, a format readable by INAC/RIAS.

9.2 Components Return

Following acceptance of the Contractor's deliverables by the INAC/RIAS Project Authority, all original material supplied by INAC/RIAS (e.g. hard copy documents), and all materials created during the Contract must be returned to INAC/RIAS within thirty (30) days following completion of Contract. INAC/RIAS reserves the right to withhold payment on any outstanding Contractor invoices until such time as components are returned to INAC/RIAS.

9.3 Phase-Out Transition Period

INAC/RIAS reserves the right to request a Phase-Out transition period from the Contractor at end of the Contract, starting three (3) months prior to the end date of the Contract, in order to provide transfer of knowledge to INAC/RIAS of current activities and processes. The Contractor must respond to INAC/RIAS queries regarding Phase-Out activities and any work in progress to ensure a smooth transition with INAC/RIAS and to ensure uninterrupted service delivery to INAC/RIAS stakeholders.

INAC/RIAS will be responsible for verifying the completion of all contractual requirements and for reviewing all data and documentation returned by the Contractor. INAC/RIAS will also advise the Contractor of where and when data and documentation is to be returned.

10.0 PERFORMANCE STANDARDS AND QUALITY ASSURANCE

10.1 Performance Standards

The Contractor must, at a minimum, conform to the following Performance Standards:

The Contractor must conduct itself and ensure the performance of its deployed resource(s) in accordance with the terms and conditions of the Contract, and in the spirit of the Values and Ethics Code for the Public Service. The Contractor is responsible for the quality, accuracy, and completeness of all deliverables submitted and services rendered to INAC/RIAS.

All deliveries are subject to inspection by INAC/RIAS within a reasonable period of time after delivery.

The Contractor is responsible for meeting the following performance standards:

10.1.1 Timeliness

Crisis Counsellors must respond to enquiries rapidly without compromising the accuracy and/or appropriate level of detail required to answer the enquiry. Performance indicators for Timeliness include:

- Service level of Average Speed of Answer (ASA);
- Volume; and
- Efficiency: Crisis Counsellor utilization (time spent doing productive work divided by paid hours)

10.1.2 Voicemail

Calls not answered will go to voicemail after waiting 120 seconds and be replied to as quickly as possible or within one call shift of 8 hours.

10.1.3 Accessibility

The Contractor must ensure that Crisis Line Services are easily accessible by clients. Performance indicators for Accessibility include:

- Call Blocking: A maximum of 5% of attempts to reach the service during the hours of operation can receive a busy signal;
- Service Level: 95% of all calls that reach the Crisis Line will be answered within one hundred and twenty (120) seconds;
- Hold Times: Callers will not be kept on hold longer than 120 seconds following first point of contact/prior to transfer of call, and will not be kept on hold longer than 120 seconds following transfer of call; and,
- Electronic Communication: 95% of all emails/texts/chat requests that reach the Crisis Line will be answered within 120 seconds.

10.1.4 Responsiveness

In the event that an answer or appropriate referral cannot be immediately provided to satisfy the client's enquiry or health support need, every effort must be made to meet the client's needs in a timely manner. This performance standard must be achieved through the monitoring of call-back (including telephone, text, and chat responses) referral actions taken. Performance indicators for responsiveness include:

- Call backs and referrals achieved on a same-day basis;
- Call backlog; and
- Volume.

There must be no maximum length of time per communication.

10.2 Quality Assurance

In addition to the requirement for Contractor Performance, there is an inherent Quality Assurance Standard. The Contractor must apply a rigorous Quality Assurance methodology to ensure the accuracy, quality and completeness of all deliverables and services provided.

The Contractor must ensure that its resources respond to clients with the highest degree of courtesy, professionalism, and proper etiquette. Proper and appropriate counselling skills and techniques must also be constantly demonstrated. These service standards are to be achieved through one-on-one coaching of Crisis Counsellors by the Lead Supervisors, attendance at required training, and regular monitoring of communications by the Lead Supervisors. The Contractor must provide regular feedback to Crisis Counsellors based on results of communication monitoring.

Should the services or deliverables or any portions thereof not be to the satisfaction of the INAC/RIAS Project Authority, and found not to be in accordance with the performance and quality standards reasonably expected and specified herein, the INAC/RIAS Project Authority will have the right to reject it, in part or in its entirety, and to require correction and/or modifications, or to request that resources be replaced, before payment will be authorized.

11.0 REPORTING AND COMMUNICATIONS REQUIREMENTS

11.1 Reporting Requirements

The Contractor must comply with INAC/RIAS's Reporting Requirements, including, but not limited to the following:

1. Daily reporting to the INAC/RIAS Project Authority (weekends and statutory holidays excluded);
2. Weekly written reports outlining the Contractor's adherence to the Performance Standards defined in 10.0 above (Timeliness, Accessibility and Responsiveness), with specific emphasis on the performance indicators contained within each of these three (3) Performance Standards;
3. Detailed reporting will include categories such as, but not limited to region, age, gender, languages, risk, referrals, intergenerational and POI/AP. INAC/RIAS reserves the right to request addition or deletion of report categories. The contractor will respond to such requests within a 10-day period.
4. Monthly Meeting with the INAC/RIAS Project Authority to discuss:
 - i. The number of calls received to be recorded on a template (template to be provided by the Contractor at the time of Proposal submission);
 - ii. Review Resource requirements, including any requirement to increase or decrease resources based on call volumes;
 - iii. Compliance with Standards for Contractor performance;
 - iv. Escalated issues; and
 - v. Other related project management issues.
5. Teleconference calls and/or meetings with INAC/RIAS, as required; and
6. Other reporting as needed.

11.2 Daily Timesheet Reporting

The Contractor must ensure that its Resources complete and sign individual timesheets indicating the total number of hours worked per day. The Contractor must review and certify the individual timesheets and retain the originals for submission to the INAC/RIAS Project Authority on a monthly basis. Incomplete timesheets will be returned to the Contractor before processing.

11.3 Communications Requirements

The Contractor must facilitate and maintain regular communication with INAC/RIAS. Communication may include phone calls, electronic mail, faxes, mailings, and meetings. In addition, the Contractor must immediately notify the INAC/RIAS Project Authority of any issues, problems, or areas of concern in relation to any work completed, as they arise.

12.0 RISKS AND CONSTRAINTS

INAC/RIAS has identified the following constraints that may impede the Contractor's ability to complete the work described herein, and which may require effort or ingenuity on the part of the Contractor to ensure the satisfactory completion of its work:

The Contractor's Crisis Counsellor Resources may encounter a variety of individuals over the telephone, under a varying degree of distress.

If the language of the client is difficult to comprehend and/or assess, the call must be readdressed to the Lead Supervisor for resolution or appropriate escalation.

If the Contractor is unable to answer or deal with the enquiry, the Contractor must re-direct the call or communication to a pre-defined list of contacts or must take a detailed message, as specified in the Procedures to be provided by INAC/RIAS.

13.0 CONTRACTOR RESPONSIBILITIES

In fulfilling the terms and conditions of the Contract, the Contractor must:

1. Provide a single point of contact, as the Contractor Representative, who has excellent customer service skills and has the ability to communicate effectively, both orally and in writing, in either Official Canadian Languages (English or French).
2. Work in conjunction and close contact with INAC/RIAS personnel in: implementing procedures and adjusting guidelines and telephone scripts for Crisis Counsellors; and developing, implementing and adjusting procedures and processes for call management and recording templates.
3. Be in possession of all the required software and tools required to complete the work, as required;
4. Complete assigned work according to pre-defined schedules and standards, as outlined in the Contractor's proposal as accepted by INAC/RIAS and the Procedures to be provided by INAC/RIAS;
5. Provide Quality Assurance monitoring on all deliverables and services rendered;
6. Be available for the completion of the entire Contract;
7. Be capable of commencing work immediately following Award.

14.0 DEPARTMENTAL SUPPORTS

The INAC/RIAS Project Authority is named herein. An alternative representative will be made available in the event that the named INAC/RIAS Project Authority is unavailable.

As required, for the completion of the work under this Contract, INAC/RIAS will provide:

1. Three toll-free numbers for the Contractor to use for the duration of the contract. Two of these numbers will remain the property of INAC/RIAS and the third will remain the property of Health Canada;
2. In Phase 1, a one or two day training session to Crisis Counsellors and Lead Supervisors at a location to be determined, including:
 - a) Scripts for Crisis Counsellors involving different scenarios;
 - b) Procedures and Guidelines on how to escalate issues; and
 - c) Procedures for call management.

3. Debrief of the Contractor's Representative on a daily basis for at least the first six (6) weeks of the project (excluding weekends and statutory holidays), and then as required;
4. Access to the INAC/RIAS Project Authority and/or INAC/RIAS personnel as required for the successful provision of service;
5. Access to relevant documentation and reference materials to which the Contractor would not otherwise have access;
6. Comments and revisions on the Contractor's deliverable submissions (if applicable) within a reasonable time period following their submission to INAC/RIAS;
7. Work with the Contractor to evaluate the volume and nature of calls, on a monthly basis or as required, to ensure appropriate resource levels; and
8. Other assistance and support as appropriate.

15.0 LOCATION OF WORK AND TRAVEL

The primary location of work under this Contract must be at the Contractor's Facility, which must be in one (1) physical location only.

The Contractor is responsible for all costs related to its own personal expenses as well as all expenses involving travel to and from the NCR from its permanent work-site location, if applicable, as required for meetings with the INAC/RIAS Project Authority.

Specific to any requirement for the Contractor to travel to INAC/RIAS facilities or another location for the conduct of initial training activities, as authorized by the INAC/RIAS Project Authority, should travel be required, all appropriate costs will be reimbursed in accordance with Appendices B, C and D of the National Joint Council Travel Directive. All Contractor travel must be authorized in advance by the INAC/RIAS Project Authority, and in accordance with the Travel and Living Expenses terms and conditions of the Contract.

16.0 LANGUAGE OF WORK

INAC/RIAS is under the obligation to respect the spirit and letter of the *Official Languages Act*. Any Contractor who carries out work on behalf of INAC in a location where the Department is required to provide services or communications to the public in both official languages (English and French), must also do so in both official languages. It is therefore imperative that the Contractor must ensure that service delivery, oral and written communication is in the preferred language of the Applicant.

INAC/RIAS anticipates that a proportion of calls will be a mix of languages including English, French, and Indigenous Languages, with Cree, Inuktitut, and Ojibway being the three predominant Indigenous languages. The Contractor must also ensure an appropriate balance of resources is on-site at all times to be able to handle all Language profiles.

ANNEX "B"

BASIS OF PAYMENT

1. FIRM UNIT PRICES

The Bidder must provide firm, all-inclusive unit prices as detailed below, F.O.B. plant price, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, if applicable.

2. TRAVEL AND LIVING EXPENSES

The Contractor will be paid its 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 allowances specified in Appendices B, C and D of the Treasury Board Travel Directive (<http://www.tbs-sct.gc.ca/hr-rh/gtla-vgcl/>), and with the other provisions of the directive referring to travelers, rather than those referring to employees.

All payments are subject to government audit.

All travel must have prior authorization of the Project Authority.

TABLE 1 - Phase 1 - Implementation and Set-up

Phase 1	All-inclusive firm price (\$CAD)
Fixed Price	\$ _____

Payment for the completion of work under Phase One will be made following the satisfactory inspection and acceptance of the Contractor's Facilities by the INAC/RIAS Project Authority.

TABLE 2 - Phase 2 – Operations

Resource Category	Firm per diem rate (\$CAD)			
	Year 1	Year 2	Year 3 (Option Period)	Year 4 (Option Period)
Crisis Counsellor	\$ _____	\$ _____	\$ _____	\$ _____
Lead Supervisor	\$ _____	\$ _____	\$ _____	\$ _____

Payment for the completion of work under Phase Two will be made upon receipt of a monthly invoice and signed individual timesheets, following the month(s) in which the Contractor has rendered the services, as accepted by the INAC/RIAS Project Authority.

TABLE 3 - Set-up Rate for Additional Crisis Counsellors

Resource Category	Firm set-up rate (\$CAD) for each additional Crisis Counsellor			
	Year 1	Year 2	Year 3 (Option Period)	Year 4 (Option Period)
Set-up rate for Crisis Counsellor	\$ _____	\$ _____	\$ _____	\$ _____

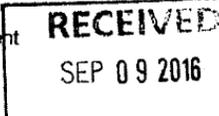
TABLE 4 - Phase 3 – Multichannel (optional)

Set-up and Implementation	All-inclusive firm price (\$CAD)
Fixed Price	\$ _____

ANNEX "C" – SECURITY REQUIREMENTS CHECK LIST



Gouvernement du Canada



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**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 Aboriginal Affairs and Northern Development Canada	2. Branch or Directorate / Direction générale ou Direction Security	
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 INAC Crisis Line Services- PWGSC Competitive Tender		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non <input type="checkbox"/> Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non <input type="checkbox"/> Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
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"/>	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 type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" 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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PART A (continued) / PARTIE A (suite)

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

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

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

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

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

<input 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 Yes
 Non Oui
 If Yes, will unscreened personnel be escorted?
 Dans l'affirmative, le personnel en question sera-t-il escorté? No Yes
 Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

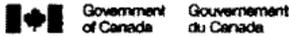
Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL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

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

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

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

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



Contract Number / Numéro du contrat
 Security Classification / Classification de sécurité

9200 PF

13. Organization Project Authority / Chargé de projet de l'organisme Name (print) - Nom (en lettres moulées) Denis Bouthillette Title - Titre Acting Senior Resolution Manager Signature <i>[Signature]</i>			
Telephone No. - N° de téléphone 613-894-2823	Facsimile No. - N° de télécopieur 819-934-1186	E-mail address - Adresse courriel Denis.Bouthillette@bandc- aadnc.gc.ca	Date September 7, 2016
14. Organization Security Authority / Responsable de la sécurité de l'organisme Name (print) - Nom (en lettres moulées) Guilbault, Lucie Title - Titre Signature <i>[Signature]</i>			
Telephone No. - N° de téléphone Office: (819) 963-8730 Fax: (819) 964-6774	Facsimile No. - N° de télécopieur (819) 964-6774	E-mail address - Adresse courriel Contractor and Addressee	Date SEP 09 2016
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? <input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes / <input type="checkbox"/> Out			
16. Procurement Officer / Agent d'approvisionnement Name (print) - Nom (en lettres moulées) Susan Westall Title - Titre PWGSC SR. Supply Specialist Signature <i>[Signature]</i>			
Telephone No. - N° de téléphone 613-949-8350	Facsimile No. - N° de télécopieur 613-941-5870	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité Name (print) - Nom (en lettres moulées) Maria Mendoza Title - Titre Signature <i>[Signature]</i>			
Telephone No. - N° de téléphone Contract Security Officer, Contract Security Division Maria.Mendoza@tpsgc-pwgsc.gc.ca Tel/Tel - 613-948-1618 / Fax/Téléc - 613-954-4171	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date Sept. 12, 2016

Security Classification / Classification de sécurité



Solicitation No. - N° de l'invitation
A0320-163021/A
Client Ref. No. - N° de réf. du client
A0320-163021

Amd. No. - N° de la modif.
File No. - N° du dossier
cy007.A0320-163021

Buyer ID - Id de l'acheteur
cy007
CCC No./N° CCC - FMS No./N° VME

ANNEX "D"

CONTRACTORS STANDARD METRICS

APPENDIX "A" to PART 5 OF THE 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 Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's 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 permanent full-time and/or permanent part-time employees.

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)

Signature: _____ Date: _____