



RETURN BIDS TO:

Jamie Leech
Procurement and Vendor Relations
Shared Services Canada
180 Kent Street, 13-152,
P.O. Box 9808 STS CSC
Ottawa, Ontario K1P 0B6

RETOURNER LES SOUMISSIONS À:

Jamie Leech
Acquisitions et relations avec les fournisseurs
Services partagés Canada
180, rue Kent, 13-152
P.O. Box 9808 STS CSC
Ottawa, Ontario K1P 0B6

REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

1

Proposal To: Shared 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 thereof.

Proposition aux: Services partagés 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-annexées, au(x) prix indiqué(s)

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Title – Sujet PBX ATTENDANT SERVICES	
Solicitation No. – N° de l'invitation 16-42551-0	Date October 7, 2016
Solicitation Closes – L'invitation prend fin at – à 2 :00PM on – le 2016-11-16	Time Zone Fuseau horaire Eastern Standard Time (EST) / Heure Normale de l'Est (HNE)
DDP - RDA Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: Jamie Leech	
Telephone No. – N° de téléphone : 613-410-4790	FAX No. – N° de FAX Not applicable
Delivery required - Livraison exigée See Herein	Delivered Offered – Livraison proposée
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction : See Herein	
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur Facsimile No. – N° de télécopieur Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm (type or print)- Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie) Signature Date _____	

Issuing Office – Bureau de distribution

SSC | SPC
Procurement and Vendors Relationships | Achats et relations avec les fournisseurs
EO Division | Division EO
11 Laurier Street | 11, rue Laurier
Place du Portage, Phase III, 5C2
Gatineau, Quebec K1A 0S5



**BID SOLICITATION
PBX ATTENDANT SERVICES
FOR
SHARED SERVICES CANADA**

TABLE OF CONTENTS

PART 1	GENERAL INFORMATION	4
1.1	Introduction	4
1.2	Summary	4
1.3	Debriefings.....	5
PART 2	BIDDER INSTRUCTIONS	6
2.1	Standard Instructions, Clauses and Conditions.....	6
2.3	Submission of Bids.....	6
2.5	Enquiries - Bid Solicitation	6
2.6	Applicable Laws	7
PART 3	BID PREPARATION INSTRUCTIONS.....	8
3.1	Bid Preparation Instructions.....	8
3.2	Section I: Technical Bid.....	9
3.3	Section II: Financial Bid.....	9
3.4	Section III: Certifications	9
PART 4	EVALUATION PROCEDURES AND BASIS OF SELECTION	10
4.1	Evaluation Procedures	10
4.2	Technical Evaluation	9
4.3	Financial Evaluation	10
4.4	Basis of Selection	9
PART 5	CERTIFICATIONS.....	12
5.1	Mandatory Certifications Required Precedent to Contract Award	11
5.2	Additional Certifications Precedent to Contract Award.....	13
PART 6	SECURITY, FINANCIAL AND OTHER REQUIREMENTS	15
6.1	Security Requirement	15
PART 7	RESULTING CONTRACT CLAUSES	16
7.1	Requirement	16
7.2	Standard Clauses and Conditions	16
7.3	Security Requirement	16
7.4	Contract Period	17
7.5	Authorities	17



7.6	Payment	18
7.7	Invoicing Instructions	19
7.8	Certifications	19
7.9	Applicable Laws	19
7.10	Priority of Documents	19
7.11	Foreign Nationals (Canadian Contractor)	20
7.12	Foreign Nationals (Foreign Contractor)	20
7.13	Joint Venture Contractor	20

List of Annexes to the Resulting Contract:

Annex A	Statement of Work
Annex B	Basis of Payment
Annex C	Security Requirements Check List

List of Attachments:

Attachment 1 – Technical Requirements
Attachment 2 – Financial Bid
Attachment 3 – Bidder Form



BID SOLICITATION FOR PBX ATTENDANT SERVICES FOR SHARED SERVICES CANADA

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, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work and any other annexes.

1.2 Summary

The Privy Council Office (PCO) requires a Contractor to provide Attendant Services for the operation of the consoles associated with the MERIDIAN 1 System that serves the Prime Minister's Office (PMO)/Privy Council Office complex as described in Annex A, Statement of Work. Services will be required from January 1, 2017 up to and including December 31, 2020 with an option to extend the contract up to two (2) additional one (1) year periods.

This bid solicitation is being issued by Shared Services Canada (SSC). The resulting contract will be used by SSC to provide shared services to our client, the PCO/PMO. It is intended to result in the award of a contract for four years, plus 2 one-year irrevocable options allowing Canada to extend the term of the contract. This bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.

There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.pwgsc.gc.ca/acquisitions/text/plain/plain-e.html#top>) Website.

The requirement is subject to the provisions of the *World Trade Organization Agreement on Government Procurement* (WTO-AGP), the *North American Free Trade Agreement* (NAFTA), the *Canada-Chile Free Trade Agreement* (CCFTA), the *Canada-Peru Free Trade Agreement* (CPFTA), the *Canada-Colombia*



Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA), and the Agreement on Internal Trade (AIT).

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 of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.



PART 2 BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- c) The 2003 (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference-- into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails. All references to PWGSC contained within the Standard Instructions will be interpreted as a reference to SSC, except for section 5(2)(d).
- d) Section 3 of the Standard Instructions – Goods and Services – Competitive Requirements 2003 is amended as follows: delete “Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16”
- e) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - Delete: sixty (60) days
 - Insert: one-hundred twenty (120) days

2.2 Submission of Bids

- a) Bids must be addressed to the Contracting Authority and the location indicated on page 1 of the bid solicitation. A cancellation date stamp, a courier bill of lading or a date stamped label from a Delivery Company must indicate that the Bid was received on or before the closing date and time. Delivery Company means an incorporated courier company, Canada Post Corporation or a national equivalent of a foreign country. The Contractor Authority will have the right ask for information from the Bidder or the Delivery Company to verify that the response was received by the Delivery Company on or before the closing date and time. Failure to comply with this request will render the response non-responsive.
- b) Postage meter imprints, whether imprinted by the Bid or the Delivery Company are not acceptable as proof of timely mailing.
- c) Due to the nature of the bid solicitation, bids transmitted by facsimile to Shared Services Canada will not be accepted.
- d) Suppliers are requested to send an email notification to jamie.leeche@canada.ca prior to the closing date indicating their intention to submit a bid.

2.3 Enquiries - Bid Solicitation

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



can be answered with copies 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.

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



PART 3 BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- a) Copies of Bid:** Canada requests that bidders provide their bid in separately bound sections as follows:
- Section I: Technical Bid (2 hard copies and 2 soft copies on USB or CD);
 - Section II: Financial Bid (1 hard copy and 1 soft copy on USB or CD);
 - Section III: Certifications (1 hard copy and 1 soft copy on USB or CD);
 - If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy;
 - Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- b) Format for Bid:** Canada requests that bidders follow the format instructions described below in the preparation of their bid:
- use 8.5 x 11 inch (216 mm x 279 mm) paper;
 - use a numbering system that corresponds to the bid solicitation;
 - include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
 - include a table of contents.
- c) Canada's Policy on Green Procurement:** In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. To assist Canada in reaching its objectives, bidders should:
- use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and
 - use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.
- d) Submission of Only One Bid from a Bidding Group:**
- The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation. If members of a bidding group participate in more than one bid, Canada will choose in its discretion which bid to consider.
 - For the purposes of this article, "bidding group" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "related" for the purposes of this bid solicitation if:
 - they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
 - they are "related persons" or "affiliated persons" according to the Canada Income Tax Act;
 - the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or



- the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

e) Joint Venture Experience:

- Except where expressly provided otherwise, at least one member of a joint venture Bidder must meet any given mandatory requirement of this bid solicitation. Joint venture members cannot pool their abilities to satisfy any single mandatory requirement of this bid solicitation. Wherever substantiation of a mandatory requirement is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the solicitation period.
- Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totalling 3 years. Such a response would be declared non-responsive.

3.2 Section I: Technical Bid

- In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work. The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- The technical bid consists of the following:

Bid Submission Form: Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

3.3 Section II: Financial Bid

- Pricing:** Bidders must submit their financial bid in accordance with the Attachment 2 – Financial Bid. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

3.4 Section III: Certifications

Bidders must submit the certifications 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 evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- b) An evaluation team composed of representatives of Canada will evaluate the bids.
- c) In addition to any other time periods established in the bid solicitation:

Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

a) Mandatory Technical Criteria:

- i. Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words “must” or “mandatory” is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- ii. The mandatory requirements are described in Attachment 1 – Technical Requirements.

b) Point-Rated Technical Criteria:

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word “rated” or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated requirements are described in Attachment 1 – Technical Requirements.

4.3 Financial Evaluation

The financial evaluation will be conducted by calculating the Total Bid Price using the pricing tables completed by the bidders that can be found at Attachment 2 – Financial Bid.

4.4 Basis of Selection - Lowest Price Per Point

- a) To be declared responsive, a bid must:
 - i. comply with all the requirements of the bid solicitation;
 - ii. meet all mandatory technical evaluation criteria; and
 - iii. obtain the required minimum points for the technical evaluation criteria which are subject to point rating."
- b) 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. The evaluated price per point of a responsive bid will be determined by dividing its evaluated price by the overall score it obtained for all the point rated technical criteria.

- c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted or funding not available, no contract will be awarded.
- d) If more than one bidder is ranked first because of identical overall scores, then the lowest priced bid will be awarded the contract.



PART 5 CERTIFICATIONS

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

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

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

5.1 Mandatory Certifications Required Precedent to Contract Award

a) Code of Conduct and Certifications – Related documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications – Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

b) Federal Contractors Program for Employment Equity – Bid Certification

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

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.

c) Former Public Servant

5.1.1.1 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 with FPS, bidders must provide the information required below before contract award.

i. 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 FPS 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.



5.2 Additional Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

a) Code of Conduct Certifications – Certifications Required Precedent to Contract Award

Bidders who are incorporated, including those bidding as a joint venture, must provide with their bid (See Form 6 – Criminal Record Verification Form) or promptly thereafter a complete list of names of all individuals who are currently directors of the Bidder. Bidders bidding as sole proprietorship, including those bidding as a joint venture, must provide with their bid or promptly thereafter the name of the owner. Bidders bidding as societies, firms, or partnerships do not need to provide lists of names. If the required names 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 will render the bid non-responsive. Providing the required names is a mandatory requirement for contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (*Consent to a Criminal Record Verification form - PWGSC-TPSGC 229*) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.



PART 6 SECURITY, FINANCIAL AND OTHER REQUIREMENTS

Security Requirement

6.1 Before award of a contract, 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 site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses; and
- c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

6.2 Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

6.3 For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document (<http://tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) on the Departmental Standard Procurement Documents Website.



PART 7 RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- a) _____ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract.
- b) **Client:** Under the Contract, the "**Client**" is Shared Services Canada ("SSC"), an organization with a mandate to provide shared services. This contract will be used by SSC to provide shared services to the PMO/PCO.
- c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

7.2 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 (<http://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada. All references contained within the General Conditions or Supplementary General Conditions to the Minister of Public Works and Government Services will be interpreted as a reference to the minister presiding over Shared Services Canada and all references to the Department of Public Works and Government Services will be interpreted as Shared Services Canada.

For purposes of this contract the PWGSC policies referenced within the Standard Acquisitions Clauses and Conditions Manual are adopted as SSC policies.

a) General Conditions:

2035 (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract. These General Conditions are amended as follows:

Section 2 of the General Conditions is amended as follows: delete "Pursuant to the *Department of Public Works and Government Services Act*, S.C. 1996, c.16"

7.3 Security Requirement

The following security requirement (SCRL and related clauses) applies and forms part of the Contract.

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 Services and Procurement Canada (PSPC).

The contractor and/or its employees must EACH maintain a valid SECRET level security clearance, granted by Canada and approved by Shared Services Canada.

The contractor and/or its employees MUST NOT remove any PROTECTED or CLASSIFIED information or assets from the identified work site(s).



The contractor and/or its employees MUST NOT use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data.

Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of Shared Services Canada.

The contractor and its employees must comply with the provisions of the:

- Justice Canada – Security of Information Act (Latest Edition);
- Industrial Security Manual (Latest Edition).

7.4 Contract Period

a) **Contract Period:** The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

The “**Initial Contract Period**”, which begins on the date the Contract is awarded and ends four year(s) later; and

The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

b) **Option to Extend the Contract:**

- i. 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 terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- ii. 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 3 weeks 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.
- iii. Canada may exercise these options 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

a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name: Jamie Leech
Title: Procurement Team Leader, Shared Services Canada
Address: 180 Kent St, 13th Floor
Ottawa, ON K1G 4A8
Telephone: 613-410-4790
E-mail address: jamie.leech@canada.ca

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

b) **Technical Authority**

The Technical Authority for the Contract is:



Name: _____
Title: _____
Organization: _____
Address: _____
Telephone: _____
Facsimile: _____
E-mail address: _____

The **Technical** Authority is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

c) Contractor's Representative

TBD

7.6 Payment

a) Basis of Payment

The Contractor will be paid in accordance with the Basis of Payment in Annex B, customs duty are included and goods and services tax or harmonized sales tax is extra, if applicable.

b) Limitation of Expenditure

- i. Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included, if applicable. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- ii. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:
 - it is 75 percent committed, or
 - 4 months before the Contract expiry date, or
 - as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
- iii. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

c) Method of Payment - Monthly Payment

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

- an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;



- all such documents have been verified by Canada; and
- the Work performed has been accepted by Canada.

d) SACC Manual Clauses

A9117C (2007-11-30), T1204 – Direct Request by Customer Department

C2000C (2007-11-30), Taxes – Foreign Based Contractor

C2605C (2008-05-12), Canadian Customs Duties and Sales Tax – Foreign-based Contractor

C0711C (2008-05-12), Time Verification

e) No Responsibility to Pay for Work not performed due to Closure of Government Offices

- Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
- If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.7 Invoicing Instructions

- The Contractor must submit invoices in accordance with the information required in the General Conditions.
- The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

7.8 Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.9 Applicable Laws

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

7.10 Priority of Documents

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

- these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;



- general conditions 2035 (2016-04-04), General Conditions - Higher Complexity – Services;
- Annex A, Statement of Work;
- Annex B, Basis of Payment
- Annex C, Security Requirements Check List;
- Annex D, Federal Contractors Program for Employment Equity – Certification (if applicable);
- the Contractor's bid dated _____ (*insert date of bid*), as amended _____ (*insert date(s) of amendment(s) if applicable*)

7.11 Foreign Nationals (Canadian Contractor)

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

7.12 Foreign Nationals (Foreign Contractor)

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

7.13 Joint Venture Contractor

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



ANNEX A - Statement of Work

1.0 Objective

For the provision of PBX Attendant Services; whereas Shared Services Canada is charged with that responsibility for the Privy Council Office in Ottawa.

2.0 Background

Shared Services Canada (SSC) is charged with the responsibility of providing Attendant Services on behalf of the Privy Council Office (PCO) for the operation of the consoles associated with the MERIDIAN 1 PBX System that serves the Prime Minister's Office (PMO)/Privy Council Office (PCO) complex. Attendants are responsible for answering and completing a variety of incoming calls addressed primarily to the Prime Minister's Office. They also manage all calls from the Prime Minister and his staff, such as teleconference calls etc.

3.0 Scope

The PMO/PCO telephone system has an installed capacity of four (4) positions of Attendant consoles. Three (3) positions are operated under normal traffic conditions. The fourth position is used to handle calls during busy periods and under unusual traffic conditions.

The contractor, in consultation with the SSC Telecommunications Analyst responsible for PMO/PCO, must provide Attendants as per established operating hours (see section 3.1 Schedule of Attendants below) to operate efficiently the Attendant equipment provided by SSC at the location of the PMO/PCO Complex in downtown Ottawa.

3.1 Schedule of Attendants:

The system is operated 24 hours daily, 365 days of the year. The Contractor must provide Attendants for console positions according to the normal console attendant schedule as follows:

Monday to Friday:	07:30 – 08:00	1 position
Monday to Friday	08:00 – 09:00	2 positions
Monday to Friday	09:00 – 21:00	3 positions
Monday to Friday	21:00 – 22:00	2 positions
Monday to Friday	22:00 – 07:30	1 position
Saturday & Sunday	07:30 – 09:30	1 position
Saturday & Sunday	09:30 – 16:00	2 positions
Saturday & Sunday	16:00 - 07:30	1 position

3.2 Special Events and Holidays

Special events, state visits, holidays, etc. may necessitate adjustments to the staffing of the consoles. The Contractor must adjust the quantity of Attendants to accommodate PCO's required adjustments to staffing levels if applicable. Should such adjustment be necessary, an advance notice would be given to the contractor, but these changes can occur very rapidly with very short notice. The designated holidays are as follows: New Year's Day, Good Friday, Easter Monday, Sovereign's Birthday (a day fixed by the proclamation of the Governor in Council), Dominion Day (Canada Day), Labour Day, Thanksgiving Day (a day fixed by the proclamation of the Governor in Council), Remembrance Day, Christmas Day, Boxing Day, Provincial Holiday (a day celebrated by the province ex: August Bank Holiday), National Holiday (a day proclaimed by an act of Parliament as a National Holiday).

When a designated holiday falls on a day of rest, the holiday shall be observed on the next working day following the day of rest.



3.3 Human Resources Plan

The Contractor must ensure that the necessary qualified resources are available at all times as per the required number of resources indicated in section 3.1 "Schedule of Attendants". Further, the Contractor must have a minimum of 10 trained Attendants available to provide Attendant services at all times.

4.0 Contractor Responsibilities

One of the Attendants must be designated as Supervisor where in addition of answering calls, she or he will be responsible in completing administration tasks such as timesheets, schedules, conference calls preparation set up etc. during normal working hours from Monday to Friday.

The Attendant Supervisor must be the first contact between the contractor and the SSC Telecommunications Analyst responsible for PMO/PCO. A weekly scheduled meeting is to take place between the Attendant Supervisor and the Project Authority in order to go through the weekly updates and status of events.

The Attendant Operating Practices and Procedures outlined in Appendix A, Part II of this Statement of Work are to be used by the Attendants. In the event of a change in the political office, updates or changes to these operating practices and procedures may occur during the period of the contract.

The Contractor must ensure that only the certified trained (Section 8.0) Attendants supplied by the contractor will operate the Attendant equipment.

The Contractor must ensure that the Attendants are not scheduled to work more than 7.5 hours per day.

4.1 Attendant Services

The contractor must provide the following Attendant Services in both official languages of Canada (English and French) as detailed below for PMO/PCO Call types:

- a) **Main Listed Number (992-4211):** The Attendants must answer and complete a variety of incoming calls addressed primarily to the Prime Minister's Office.
- b) **Prime Minister's Lines:** The Attendants must answer and complete incoming calls from the Prime Minister's and very senior staff that originate on specially designated lines.
- c) **Attendant Assisted Calls:** The Attendants must originate calls for very senior staff on either a local or long distance basis. These requests may require the placing of a number of calls in order to contact the required party.
- d) **Teleconference Calls:** The Attendants must set up teleconference calls (10 to 20 per month) from time to time via PCO's own PBX Integrated Conference Bridge application.
- e) **Internally Originated Calls (0 Operator):** The Attendants must answer and respond to PMO/PCO telephone users' requests for internal telephone numbers, long distance calling information and other such calls of an administrative nature.
- f) **Messaging:** The Attendants must record and enter brief messages such as incident reports into the automated database. Messages are entered into the database by means of a standard keyboard.

5.0 Client Support

PCO will provide the following support to the Contractor:

5.1 Unusual Calls

PMO/PCO will designate specific staff members or locations to whom difficult or unusual calls may be directed by the Attendants.



5.2 Attendant Directory Reference

The SSC Telecommunications Analyst responsible for PMO/PCO maintains an automated directory. Attendants may access this database through the personal computer at each console. The database contains the telephone numbers of all PMO/PCO personnel, Ministers, etc. In addition, supporting data such as home telephone numbers are also provided.

5.3 Attendant Supporting Documentation

Printed material will be provided to the Attendants to supplement the database for special events, travel itineraries and other special information.

5.4 Operating Practices

The Attendant consoles are the standard Nortel M2250 types. SSC provides an on site PBX Maintenance Technician who can answer technical questions on the use of the M2250 consoles should the attendant requires additional instructions. SSC Telecommunications Analyst for PMO/PCO will provide briefings on internal PMO/PCO business methods and operation.

5.5 Attendant Equipment

SSC Telecommunications Analyst responsible for PMO/PCO will be responsible for providing the Attendant equipment and PCO will be responsible to provide supporting facilities. The PMO/PCO telephone system has an installed capacity of four (4) positions of Attendant consoles. Three (3) positions must be operated under normal traffic conditions, as per Section 3.2 "Schedule of Attendants". The fourth position must be used to handle calls during busy periods and under unusual traffic conditions. Each console will be provided with:

- a) One attendant headset. The Contractor must provide any additional headsets;
- b) A personal computer for access to the automated directory and information database;
- c) An emergency transfer arrangement for the main line 992-4211 of the PMO/PCO, should the main operating room be evacuated. In the event of such an emergency, the Contractor must continue to provide Attendant Services from an alternate site to continue seamless operations. The alternate site will be provided by PCO.
- d) Special line lamp signals will be provided on the Prime Minister's special trunks to ensure that these lines receive top priority treatment; and
- e) An independent business telephone line will be provided for the reporting of emergencies if the consoles or the system fails.

5.6 Attendant Space

The Attendant consoles are housed in downtown Ottawa. PCO Administration Division will provide all standard desks, chairs and other items of furniture, such as microwave, fridge etc. The general operating environment relative to lighting, heating, air, noise, meets industry standards.

6.0 Service Objectives

The Contractor must ensure that the Attendants provide the highest standard of service to the public and system users, especially when the Prime Minister is involved, by maintaining at all times their undivided attention and alertness. The Contractor must ensure that the Attendants maintain a courteous and helpful tone of voice and respond to unusual conditions with tactful questioning, patience and good judgement. For service objectives, please refer to Appendix A.



7.0 Bilingual Service

The Contractor must provide bilingual Attendant service in accordance with Part II Section 4 of the Operating Practices and Procedures in Appendix A.

8.0 Training

The initial training of the supplier's prime Attendants will be supplied by the SSC Telecommunications Analyst responsible for PMO/PCO. The training period will not exceed two (2) weeks commencing three (3) weeks prior to the service implementation date.

Training will consist of the following:

- a) Console equipment orientation including the use of the Integrated Conference Bridge tutorial.
- b) Telephone company local and network operations
- c) PMO/PCO operations

The Contractor must be responsible for the training of additional Attendants, for replacement or backup purposes. The replacement or backup Attendant must not fill one of the positions, until a certification of completed training is rendered by the Contractor stating that the replacement or backup Attendant has received a completed training and is ready to operate the console on their own. The replacement or backup Attendant must also have at least 6 months experience using the Meridian 1 PBX system M2250 consoles.



APPENDIX A – PART 1 Performance Standards

1. Standards
 - a) In view of the sensitive nature of the telephone traffic flowing in and out of the PMO/PCO complex, console Attendants must maintain at all times a courteous and helpful tone of voice and are to deal with unusual or difficult callers with tact, patience and good judgement.
 - b) Attendants must display initiative when assisting a caller, particularly with requests from senior staff to locate specific persons.
 - c) PCO Administration Division staff will provide guidelines, on caller priorities which may be of assistance during peak calling periods.
 - d) A bilingual response (both official languages of Canada) must be given to all calls and the operating transaction completed in the official language of the caller's choice.
2. Service Objectives
 - a) Operators must not busy out consoles unnecessarily. Console positions must be available fifty five (55) minutes out of the operating hour.
 - b) Call volumes and traffic loads must be evenly divided between console positions on a general basis.
 - c) A speed of answer objective of 94% of incoming calls being answered within 18 seconds must be the norm during average traffic.
3. Dress and Deportment
 - a) The contractor must ensure that Attendant staff take appropriate care with their grooming, dress and deportment as would be befitting to the environment in which they will work.
 - b) The contractor must ensure that Attendants do not place personal calls from the Attendant consoles.
 - c) The contractor must ensure that Attendants do not place personal long distance calls from the consoles or elsewhere over the commercial network or over the Government Intercity Network.

APPENDIX A – PART II PBX Attendant Practices and Procedures PMO/PCO Complex - Ottawa

Contents

1. Introduction
2. Responding to Calls
 - 2.1 Main Listed Number (992-4211)
 - 2.2 Prime Minister's Special Trunks
 - 2.3 Internally Originated Calls
 - 2.4 Intercept Calls
 - 2.5 Official Languages
3. Information Calls
 - 3.1 Information Calls Received at "0" Level
 - 3.2 Information Calls from Outside
 - 3.3 Messages
4. Government Attendant Bilingual Service
5. Conclusion



PART II

PBX Attendants Practices and Procedures

1. Introduction

This section provides the operating practices and procedures to be used by the contractor in Ottawa as provided for in the General Specifications.

This section also outlines the administrative procedures for such items as, information calls, messages and teleconferencing.

In addition, it clarifies the level of service required and the procedures for the handling of calls received in both official languages of Canada as provided in clause 8 of the General Specifications.

2. Responding to Calls

This section deals with the method used to respond to callers at various input levels to the consoles.

2.1 Main Listed Number (992-4211)

All calls must be answered using the phrase "Prime Minister's Office, Cabinet du Premier ministre".

2.2 Prime Minister's Special Trunks

Attendants must respond as in Item 2.1

2.3 Internally Originated Calls ("0" Operator)

All calls must be answered using the phrase "Operator –Téléphoniste".

2.4 Intercept Calls (Disconnect or vacant numbers)

All calls must be answered using the phrase "What number did you call? / Quel numéro avez-vous composé?"

2.5 Official Languages

Any incoming call to the consoles must be answered in both official languages of Canada; the Attendant being free to choose which language is employed first. The call must be completed in the official language of Canada preferred by the caller.

3. Information Calls

This section deals with the procedures and policies for handling calls of an informational nature.

3.1 Information Calls Received at Level "0"

Commercial Long Distance – Requests for telephone numbers in other cities from very senior staff must be handled by the Attendant if required, by calling 8+411 or using the Canada 411 web site. In the case of other PMO/PCO staff, they must be referred to the commercial service or web site themselves.

3.2 Information Calls from Outside (992-4211)

Calls received from the general public requesting information on Government programs must be referred to Service Canada.



3.3 Messages

Messages may be left by or for senior staff and duty officers at the Attendants' console positions. Messages must be relayed to the parties concerned as directed by the caller.

Messages of an informational nature containing location information and/or contact instructions must be entered into and retrieved from the directory database by the Attendants and SSC Telecommunications Analyst responsible for PMO/PCO.

4. Government Attendant Bilingual Services

As specified in Part I, Section 8 of the General Specifications, Attendants must be capable of dealing with calls from the public and from Government employees in both official languages of Canada (English and French).

The level of bilingualism requires that all Attendants must be able to understand and respond to any caller's request for information or network access, in both official languages of Canada. Likewise, all Attendants must be capable of using both the English and French sections of Government Directories. The Attendant must not attempt to persuade the caller to change his or her official language of preference.

5. Conclusion

These operating procedures are designed to give an overview of the responsibilities of the contractor of Attendant Services to the PMO/PCO complex. Problems encountered with these procedures or recommendations concerning them must be forwarded to the Project Authority.



ANNEX B - BASIS OF PAYMENT

1.0 Contract Period (From January 1, 2017 to December 31, 2020)

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

Labour

The Contractor will be paid all inclusive fixed time rates as follows:

Period	Category	All Inclusive Fixed Hourly Rate
January 1, 2017 to December 31, 2017	Attendant	\$
January 1, 2018 to December 31, 2018	Attendant	\$
January 1, 2019 to December 31, 2019	Attendant	\$
January 1, 2020 to December 31, 2020	Attendant	\$

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the fixed daily rate must be prorated to reflect the actual time worked.

Total Estimated Labour Cost: \$_____ (Insert amount at contract award)

2.0 Option to Extend the Term of the Contract

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

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

a) Extended Contract Period from January 1, 2021 to December 31, 2021

Labour

The Contractor will be paid all inclusive fixed time rates as follows:

Category	All Inclusive Fixed Hourly Rate
----------	---------------------------------

Attendant	\$_____
-----------	---------

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the fixed daily rate must be prorated to reflect the actual time worked.

Total Estimated Labour Cost: \$_____ (Insert amount at contract award)

b) Extended Contract Period From January 1, 2022 to December 31, 2022

Labour

The Contractor will be paid all inclusive fixed time rates as follows:



Category	All Inclusive Fixed Hourly Rate
----------	---------------------------------

Attendant	\$_____
-----------	---------

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the fixed daily rate must be prorated to reflect the actual time worked.

Total Estimated Labour Cost: \$_____ *(Insert amount at contract award)*

3.0 Travel and Living

Canada will not accept any travel and living expenses. These expenses are included in the all inclusive fixed time rates specified above.



ANNEX C - SECURITY REQUIREMENTS CHECK LIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction Operations	
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 Attendant Services for the the operation of the consoles at the PMO Switchboard which is associated to our Meridian 81C PBX system.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
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 B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <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"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

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

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

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

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

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

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" 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



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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 CONFIDENTIEL	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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



ATTACHMENT 1 – TECHNICAL REQUIREMENTS

Mandatory Technical Criteria

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

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

Item	Mandatory Evaluation Criteria	Met/ Not Met
M1.	<p>The bidder must provide detailed descriptions of two (2) projects of one year minimum that clearly demonstrate that it has experience (within the last four years) in providing “Attendant Services” including answering and transferring calls for senior executive officers such as CEOs, Diplomats, or Parliamentarians and placing international calls on their behalf.</p> <p>The following information must be provided as a minimum:</p> <ul style="list-style-type: none"> a. Name of the Client-organization; b. Brief description of the scope and objective of the project; c. Number of resources assigned to the project; d. Start and end dates of the project (from-to dates in month/year); e. Project value - total amount invoiced for the project; f. Description of the bidder's involvement in the project (e.g. central/lead firm, advisory (facilitator) capacity, self-contained tasks (work in isolation on a task). 	
M2.	The Contractor must propose a minimum of 10 resources that have at least six (6) months experience during the past 18 months using the Meridian 1 PBX system M2250 consoles.	
M3.	The Contractor must describe, in its proposal, its approach and plan for ensuring that the necessary qualified resources are available as per the required number of resources indicated in section 3.1 “Schedule of Attendants” in the Statement of Work at Annex A.	

Point Rated Technical Criteria

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

Point Rated Technical Criteria (R)			
	Technical Rated Requirements	Max. Pts	Scoring
R1	The bidder should provide a detailed description for each of its proposed 10 resources' years of experience working on projects where they provided Attendant Services for senior executive officers such as CEOs, Diplomats, or Parliamentarians.	25	<p>Scoring will be assigned to each of the 10 proposed resources as follows:</p> <p>>1-3 years = 5 pts >3-6 years = 10 pts >6-9 years = 15 pts >9-12 years = 20 pts >12 years = 25 pts</p>
Total:		25	

Maximum points per resource = 25

Total maximum points = 250



Attachment 2 – Financial Bid

The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all inclusive hourly rate (in CAD \$) in column A.

PERIOD	QUOTED FIRM ALL- INCLUSIVE HOURLY RATE (in CAD \$)	Level of Services (estimated)	Total (in CAD \$)
	A	B	C= A x B
Period 1 – January 1, 2017 to December 31, 2017			
Attendant		17,000 hours	
Period 2 - January 1, 2018 to December 31, 2018			
Attendant		17,000 hours	
Period 3 - January 1, 2019 to December 31, 2019			
Attendant		17,000 hours	
Period 4 - January 1, 2020 to December 31, 2020			
Attendant		17,000 hours	
Optional Period - January 1, 2021 to December 31, 2021			
Attendant		17,000 hours	
Optional Period 2 - January 1, 2022 to December 31, 2022			
Attendant		17,000 hours	
EVALUATED PRICE (GST/HST excluded): \$ _____ (Total Period 1 + Total Period 2 + Total Period 3 + Total Period 4 + Optional Period 1 + Optional Period 2)			

The period of the Contract is from January 1, 2017 to December 31, 2020 inclusive.



Attachment 3 - BIDDER FORMS

Form 1 - Bid Submission Form for Information

FORM 1 - BID SUBMISSION FORM FOR INFORMATION		
1) Bidder's full legal name		
2) Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name:	
	Title:	
	Address:	
	Telephone number:	
	Facsimile number:	
	Email address:	
3) Bidder's Procurement Business Number (PBN) [See the Standard Instructions and Conditions 2003]		
4) Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
5) Security Clearance Level of Bidder: (include both the level and the date it was granted)		
6)	On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and that: <ol style="list-style-type: none">1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;2. This bid is valid for the period requested in the bid solicitation;3. If the bidder is issued a contract, it will accept all the terms and conditions set out in the Resulting Contract Clauses included as Part 7 of the bid solicitation; and4. The information the bidder has provided is true and complete.	
7) Signature of Authorized Representative of the Bidder	<hr/> Signature	
	<hr/> Name (printed or typed)	



Form 2 – 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 such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [HRSDC-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 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with HRSDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to HRSDC-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 HRSDC-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)