



Return Bids to :
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 Natural Resources Canada – Ressources naturelles Canada
 Bid Receiving Unit – Mailroom
 Unité de réception des soumissions, Salle du courrier
 588 rue Booth Street
 Ottawa, Ontario
 K1A 0E4
Attention: Valerie Holmes

Request for Standing Offer
Demande d’offre à commandes

Canada, as represented by the Minister of Natural Resources Canada, hereby requests a Standing Offer on behalf of the client identified herein.

Le Canada, représenté par le ministre des Ressources naturelles Canada, autorise par la présente, une offre à commandes au nom de client identifié ci-après

Comments – Commentaires

If using a courier service to deliver your bid response, please ensure that the Bid Solicitation Number, closing date and time are identified on the front of the courier envelope

Issuing Office – Bureau de distribution

Finance and Procurement Branch
 Natural Resources Canada
 580 Booth Street, 5th Floor
 Ottawa, Ontario
 K1A 0E4

Title – Sujet Media Relations Training	
Solicitation No. – No de l’invitation NRCan-5000030072	Date 12 May 2017
Client Reference No. - N° de reference du client 5000030072	
Requisition Reference No. - N° de la demande 139232	
Solicitation Closes – L’invitation prend fin at – à 02:00 PM EDT on – le 26 June 2017	
Address Enquiries to: - Adresse toutes questions à: Valerie Holmes Valerie.holmes@canada.ca	Buyer ID – Id de l’acheteur AB4
Telephone No. – No de telephone (343) 292-8371	Fax No. – No. de Fax (613) 947-5477
Security – Sécurité This Standing Offer does not have a security requirement Cette d’offre à commandes n’est pas une exigence de sécurité	
<i>If marked "X" please see the box to the left</i> <input checked="" type="checkbox"/> Acknowledgement copy required <i>S’il ya un "X" ici, s.v.p. voir la boîte à la gauche</i> Accusé de réception requis	
Destination – of Goods, Services and Construction: Destination – des biens, services et construction: Natural Resources Canada 580 Booth Street Ottawa, Ontario K1A 0E4	
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l’entrepreneur Telephone No.:- No. de téléphone: _____ Facsimile No.: - No. de télécopieur: _____ Email : - Courriel : _____	
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



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PART 1 – GENERAL INFORMATION

1. Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information:** provides a general description of the requirement;
- Part 2 Offeror Instructions:** provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions:** provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection:** indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications:** includes the certifications to be provided;
- Part 6 Security, Financial and Insurance Requirements:** includes specific requirements that must be addressed by Offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:**
 - 7A,** includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B,** includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include:

- Annex “A”** - Statement of Work
- Annex “B”** - Basis of Payment
- Annex “C”** – Security Requirement Checklist
- Annex “D”** – Vendor Performance

2. Summary

By means of this RFSO, NRCan is seeking offers from Offerors for training services in media relations (broadcast and print) in order to prepare its spokespersons for their role as communicators of NRCan’s information, initiatives, activities and policies to Canadians through the media, and for public appearances carried out on behalf of the Department. NRCan will acquire the required media relations training for the Minister and senior NRCan officials, scientists, program personnel and communicators through a competitively established Standing Offer (SO) with qualified individuals and/or firms capable of providing NRCan with as-and-when-required media relations training in both official languages (French and English).

The period of the SOs will be for a **one year period** with the option to extend by **four (4)** additional periods of **twelve (12)** months, under the same terms and conditions. NRCan may exercise the option, or any extension thereof, at any time by written notice to the Offeror at least thirty (30) calendar days prior to the SO expiry date.

Note: Bidders are to propose a maximum of three (3) resources.

2.1 Comprehensive Land Claims Agreements

The Request for Standing Offers (RFSO) is to establish Departmental Individual Standing Offers for the delivery of the requirement detailed in the RFSO, to the Identified Users across Canada, **including** areas subject to Comprehensive Land Claims Agreements (CLCAs).



2.2 Applicable Trade Agreements

The requirement is subject to the provisions of the North American Free Trade Agreement (NAFTA), the Canada-Chile Trade Agreement, the Canada-Colombia Trade Agreement, the Canada-Panama Trade Agreement, the Canada-Peru Trade Agreement, the Canada-Honduras Free Trade Agreement, Agreement on Internal Trade (AIT) and the World Trade Organization – Agreement on Government Procurement (WTO-AGP).

3. Security Requirement

There is a security requirement associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses.

4. Debriefings

After issuance of a standing offer, Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.



PART 2 – OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting call-ups issued against the Standing Offer, otherwise known as contract(s).

The 2006 (2016-04-04) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Sub-Section 5.2 - Submission of Offers of 2006 (2016-04-04) Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements, is amended as follows:

DELETE: PWGSC
INSERT: NRCan

Sub-Section 5.4 - Submission of Offers of 2006 (2016-04-04) Standard Instructions – Request for Standing Offers – Goods or Services – Competitive Requirements, is amended as follows:

DELETE: sixty (60) days
INSERT: one hundred and twenty (120) days

Subsection 8.1 – Transmission by Facsimile of 2006 (2016-04-04) Standard Instructions – Request for Standing Offers - Goods or Services – Competitive Requirements, is amended as follows:

DELETE: (819) 997-9776
INSERT: (613) 995-2920

2. Submission of Offers

It is the Bidders responsibility to ensure that proposals are delivered to the following location, by the time and date indicated on page 1 of this RFP document:

Natural Resources Canada
Bid Receiving Unit - Mailroom
588 Booth Street, Room 108
Ottawa, Ontario K1A 0Y7
Attention: Valerie Holmes

It is requested that the Bidder's name, return address, Request for Proposal Number, and Bid Closing Date appear legibly on the outside of the envelope containing the Bidder's proposal. Failure to do so may result in bids being misdirected. **NRCan will not assume responsibility for proposals directed to any other location.**

The onus is on the Bidder to ensure that the proposal is delivered to the location above. Not complying with the above instructions may result in NRCan's inability to ascertain reception date and/or to consider the bid prior to contract award. Therefore, NRCan reserves the right to reject any proposal not complying with these instructions.

NOTE: WHEN SUBMITTING A BID TO THIS REQUIREMENT, BIDDERS MUST ENSURE THAT THE RFSO NUMBER AND CLOSING DATE ARE CLEARLY DETAILED ON ALL ENVELOPES, INCLUDING COURIER ENVELOPES AND/OR BOXES, IN ORDER TO AVOID ANY CONFUSION AT THE BID RECEIPT UNIT WHEN PACKAGES ARE RECEIVED WITHOUT ANY INDICATION AS TO WHAT THEY ARE FOR.



2.1 Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to NRCan will not be accepted.

3. Enquiries – Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than **three (3)** business days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors 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 Offerors do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

To comply with the [Code of Conduct for Procurement](#), bidders are obliged to alert the contracting authority to any factual errors that they discover in bid solicitations.

4. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 Offerors.



PART 3 – OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

Canada requests that Offerors provide their offer in separately bound sections as follows:

In support of the Policy on Green Procurement, it is requested that bidders provide their bid in separately bound sections as follows:

HARD COPY:

Section I: Technical Bid – 4 copies (1 original, 3 copies)

Section II: Financial Bid - 1 copy, **under separate cover**. Prices related to the current solicitation must appear in the financial bid only and are not to be indicated in any other section of the bid; prices referenced in the financial bid should not to be repeated in any other section of the bid.

Section III: Certifications – 1 copy

OR:

ELECTRONIC STORAGE MEDIA (preferred method):

Since NRCan is working towards a greener environment by eliminating all hard copy file folders, we prefer to have all bids on a CD/DVD or USB. If you wish to submit in this format, please provide the following:

Section I: Technical Bid

NOTE: 1 CD/DVD/USB will contain: Original Technical, sole Financial Bid, Certifications and signed first page

Section II: Financial Bid

1 copy (included with original Technical Bid, saved separately please – not as part of Technical Bid).

Section III: Certifications –

1 copy (included with original Technical Bid, saved separately – not part of Technical Bid)

Note: NRCan will accept either Hard copy or Electronic Storage Media submitted bids. However, it is NRCan's preference that you submit via Electronic Storage Media in order to support our Green Initiative.

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

Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) Use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) Use a numbering system that corresponds to that of the Request for Standing Offers.

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, Offerors are encouraged to:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and/or 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 Offer

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II – Financial Offer

Bidders must submit their financial bid in accordance with Annex "B"- Financial Proposal. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

All bids are evaluated in Canadian currency. Therefore, for evaluation purposes, the noon rate quoted by the Bank of Canada as being in effect on date of bid closing will be applied as the initial conversion factor for the specified currency.

Canada will pay the exchange rate adjustment amount in Canadian currency using the prevailing noon rate on the date of payment by Canada.

1.1 Exchange Rate Fluctuation

SACC C3011T (2013-11-06), Exchange Rate Fluctuation

Section III – Certifications

Offerors must submit the certifications required under Part 5.



PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

Item	Mandatory Requirement	Compliant (Yes/No)	Reference to Bidder's Proposal
M1	<p>For each proposed Media Relations Training services resource (maximum of 3 resources) named in the Offeror's offer, the Offeror MUST provide three (3) written project summaries describing in detail their current and previous experience in the provision of media relations training services during the past three (3) years.</p> <p>At least one of the three (3) project summaries cited must describe the provision of media relations training services within a government agency, department or organization. Within each project summary provided, Offerors must indicate:</p> <ol style="list-style-type: none"> 1. the name of the client organization; 2. a brief description of the scope of services provided; 3. the dates and duration of the project; 4. the dollar value of the project (to the Offeror); 5. a description of the training methodology and tools (including video equipment used for simulations of TV interviews), templates and products employed in the delivery of media relations training services; 6. the name and role of each of the Offeror resources involved in the provision of media relations training services (max of 3 resources); 7. the total Offeror level of effort for the duration of the project; and 8. the name, address and telephone number of the client project authority to whom the Offeror reported. <p><i>NRCan reserves the right to contact the named client project authorities to verify the accuracy and veracity of each of the Offeror's cited Project Summaries.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	
M2	Offerors must provide a detailed description of the Media Relations Training services proposed	<input type="checkbox"/> Yes <input type="checkbox"/> No	



	<p>resource’s training curriculum, describing the course outline, and any products, templates and/or tools that they will utilize in the delivery of media relations training for NRCan officials. Offerors must demonstrate that they have access to the video equipment required for simulations of interviews (as defined within Annex A – Statement of Work.)</p>		
M3	<p>Offerors must include within their offer a detailed curriculum vitae (CV) for each proposed resource (maximum of 3 resources) named in their offer. CVs must include the following:</p> <ol style="list-style-type: none"> 1. a detailed description of the proposed resource’s work experience (indicated in years/months) in the provision of media relations training services to a government agency, department or organization; 2. educational and professional designation attainments, and all other academic credentials for each proposed resource; 3. the number of months of previous work experience during the past three (3) years in the provision of media relations training services to government departments, agencies or organizations; 4. the security clearance of the proposed resource; and 5. the proposed resource’s English and French language capabilities (reading, written and oral). 	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
M4	<p>Each proposed resource (maximum of 3 resources) named in the Offeror’s offer must demonstrate within their CV a minimum of twelve (12) months of previous work experience during the past three (3) years in the provision of media relations training services (as defined within Annex “A”). NRCan will not consider cited experience not related to media relations training services.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	
M5	<p>Offerors must be capable of providing media relations training services in both official languages. Evidence of this will be demonstrated within the proposed resources’ (maximum of 3 resources) CVs submitted in compliance with Mandatory Requirement 3. Failure to demonstrate the capability to provide media relations training services in both official languages will result in the Offeror’s offer being deemed non-compliant and will be given no further consideration.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	



2. Point Rated Requirements

Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume								
R1	<p>Project Summaries</p> <p>For each proposed Media Relations Training resource, each of the three (3) submitted Project Summaries provided in response to Mandatory Requirement 1 will be evaluated against the proposed resources current and previous experience in successfully delivering media relations training services and on the relevance, similarity and applicability to NRCan’s requirement.</p> <p>The Project Summaries will evaluated against the following factors:</p> <ol style="list-style-type: none"> 1. Experience with and understanding of NRCan’s desired outcomes for the media relations training services goals as defined within the Statement of Work; 2. Similarity of cited projects to NRCan’s requirement; 3. The provision of media relations training services within an environment similar to NRCan’s; 4. Evidence that the training services were provided on time, on budget and in accordance with the established media relations training project goals. 	<p>For all three (3) examples:</p> <table border="0"> <tr> <td>Excellent</td> <td>5</td> </tr> <tr> <td>Good</td> <td>3</td> </tr> <tr> <td>Fair</td> <td>2</td> </tr> <tr> <td>Poor</td> <td>0</td> </tr> </table>	Excellent	5	Good	3	Fair	2	Poor	0	15	
Excellent	5											
Good	3											
Fair	2											
Poor	0											
R2	<p>Training Curriculum</p> <p>Based on the Training Curriculum of the proposed resources submitted by the Offeror in response to Mandatory Requirement 2, the proposed resource will be evaluated based on their approach to and methodology for the provision of media relations training services, relevant to NRCan’s requirement.</p> <p>The proposed resource’s curriculum will be assessed based on the provided course content, products and/or tools to be employed in the provision of media relations training to NRCan, use of learning materials and quality assurance practices to be utilized during the project.</p> <p>The proposed resource’s Training Curriculum will be evaluated against the following factors:</p> <ol style="list-style-type: none"> 1. The completeness, clarity, organization and conciseness of the submitted training 	<table border="0"> <tr> <td>Excellent</td> <td>15</td> </tr> <tr> <td>Good</td> <td>10</td> </tr> <tr> <td>Fair</td> <td>5</td> </tr> <tr> <td>Poor</td> <td>0</td> </tr> </table>	Excellent	15	Good	10	Fair	5	Poor	0	15	
Excellent	15											
Good	10											
Fair	5											
Poor	0											



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume								
	<p>curriculum;</p> <ol style="list-style-type: none"> 2. The relevance of submitted training curriculum to NRCan’s requirement for media relations training; 3. Quality assurance practices; and 4. Reporting mechanisms used to update the Project Authority. 											
R3	<p>Proposed Resources</p> <p>Based on the Offeror’s proposed resource’s curriculum vitae submitted in response to Mandatory Requirement 3, NRCan will evaluate the breadth and depth of the resource’s experience in, and understanding and knowledge of, the provision of media relations training services.</p> <p>Note: If more than one (1) resource is proposed, each proposed resource will be evaluated separately. The total scores for each of the proposed resources will be added together and averaged to arrive at a total overall score for this criterion.</p> <p>The Offeror’s proposed resource(s) will be evaluated against the following factors:</p> <ol style="list-style-type: none"> 1. Experience of the provision of media relations training services; 2. Experience in the provision of media relations training services related to government communications and strategies; 3. Experience of the operations and requirements of the national and regional media in Canada, including the Canadian Parliamentary Press Gallery; and 4. Experience working with national and regional Canadian media organizations. 	<p>5 points: Clear & Concise</p> <p>0 points: Not clear</p>	20									
R4	<p>Understanding of the Requirement</p> <p>Offerors should indicate, through a written description of no more than 1,000 words, their understanding of NRCan’s requirement for media relations training for scientific context, and scientist officials as defined within the RFSO.</p> <p>Points will be allocated against each of the following factors:</p> <ol style="list-style-type: none"> 1. Experience of the provision of media relations training services; 2. An understanding and awareness of the relevant issues and challenges facing the Contractor and NRCan in the provision of media relations training services in relation to 	<table border="0"> <tr><td>Excellent</td><td style="text-align: right;">20</td></tr> <tr><td>Good</td><td style="text-align: right;">15</td></tr> <tr><td>Fair</td><td style="text-align: right;">10</td></tr> <tr><td>Poor</td><td style="text-align: right;">0</td></tr> </table>	Excellent	20	Good	15	Fair	10	Poor	0	20	
Excellent	20											
Good	15											
Fair	10											
Poor	0											



Item	Rated Requirements	Points Breakdown	Max Points	Demonstrated Compliance, cross reference to Resume
	this requirement; and 3. An understanding and awareness of the types of outcomes that NRCan is seeking to obtain through its relationship with the media, and specifically the importance of media relations training services in realizing these outcomes.			
Total Points Available			70	
Total Points Needed to be Considered Compliant (70%)			49	

Excellent	The Bidder's response to this criterion is in depth and the requirement is exceeded. The knowledge, experience or approach demonstrated should ensure highly effective performance on this aspect of the work. Addresses and exceeds all elements as outlined in the Statement of Work
Good	The Bidder's response satisfactorily addresses this criterion. The knowledge, experience or approach demonstrated should meet the minimum needed for adequate performance on this aspect of the work. Addresses most elements as outlined in the Statement of Work
Fair	The Bidder's response minimally addresses the criterion. The knowledge, experience or approach demonstrated is somewhat sufficient for the effective performance of the work. Address some elements as outlined in the Statement of Work
Poor	The Bidder does not address the criterion. Does not address any elements as outlined in the Statement of Work

3. Basis of Selection

Highest Combined Rating of Technical Merit and Price

The responsive (compliant) Bidder with the highest combined rating of technical merit (70%) and price (30%) will be recommended for award of a contract. See the following example table below.

Example of 70% Technical Merit and 30% Price Determination			
	Bidder 1	Bidder 2	Bidder 3
Technical Points Achieved by Bidder	88	82	76
Price Quoted by Bidder	\$85,000	\$80,000	\$75,000
CALCULATIONS			
	Technical Points Achieved	Rated Price Points Achieved	Total Points Achieved
Bidder 1	$\frac{88 \times 70}{*88} = 70.00$	$\frac{**75 \times 30}{85} = 26.47$	96.47
Bidder 2	$\frac{82 \times 70}{*88} = 65.22$	$\frac{**75 \times 30}{80} = 28.13$	93.35
Bidder 3	$\frac{76 \times 70}{*88} = 60.45$	$\frac{**75 \times 30}{75} = 30.00$	90.45
* Represents the highest technical score ** Represents the lowest priced proposal			



Assumption: Three responsive (compliant) bids have been received. The maximum technical score that can be obtained is 100 points. The highest technical score and lowest bid price receive full rated percentage and other proposals are pro-rated accordingly.

The winner is the Bidder scoring the highest Total Points as a result of applying the Best Value Calculations to the technical bid and the bid price respectively. Based on the above calculations a contract would be awarded to Bidder 1.

NRCan is willing to set-aside one (1) Standing Offer to a compliant Aboriginal firm.



PART 5 – CERTIFICATIONS

1. Conditions Precedent to Award of Standing Offer

Offerors must provide the required certifications and associated information to be issued a standing offer. Canada will declare an offer non-responsive if the required certifications are not completed and submitted as requested.

The certifications provided by Offerors to Canada is subject to verification by Canada at all times. Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a Contractor in default in carrying out any of its obligations under any resulting contracts, if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority may render the Offer non-responsive, may result in the setting aside of the Standing Offer or constitute a default under the Contract.

1.1 Certifications Precedent to Issuance of a Standing Offer

The certifications listed below should be completed and submitted with the offer, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror of a time frame with which to provide the information. Failure to comply with the request of the Standing Offer Authority and to provide the certifications within the time frame provided will render the offer non-responsive.

1.1.1 Integrity Provisions – Associated Information

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

1.1.2 Federal Contractors Program for Employment Equity – Standing Offer Certification

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

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

2. Additional Certifications Precedent to Issuance of a Standing Offer

2.1 Status and Availability of Resource

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.



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

Signature of Authorized Company Official

Date

1.4 Education and Experience Certification

The Offeror certifies that all information provided herein is accurate. Furthermore, the Offeror certifies that the personnel proposed for this requirement are capable of satisfactorily performing the requirement described herein.

Signature of Authorized Company Official

Date

1.5 Former Public Servants

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, Offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer non-responsive

Definitions

For the purposes of this clause,

"Former public servant" means a 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 and includes:

- (a) An individual;
- (b) An individual who has incorporated;
- (c) A partnership made up of former public servants; or
- (d) 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 Public Service.

"pension" means, in the context of the fee abatement formula, 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 (FPS) in Receipt of a Pension



Is the Bidder a FPS in receipt of a pension as defined above? YES () NO ()

If so, the Bidder must provide the following information:

- (a) Name of former public servant;
(b) Date of termination of employment or retirement from the Public Service.

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? 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:
Number of weeks:
(g) Number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program:
(h) Other Contracts subject to Work Force Reduction Program Restrictions:

Contract Number:

Contract Amount (Professional Fees):

Three horizontal lines for contract number input

Three horizontal lines for contract amount input

For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Signature of Authorized Company Official

Date

1.6 Aboriginal Designation

Who is eligible?

- a. An Aboriginal business, which can be:
i. a band as defined by the Indian Act
ii. a sole proprietorship
iii. a limited company
iv. a co-operative
v. a partnership
vi. a not-for-profit organization



in which Aboriginal persons have at least 51 percent ownership and control,

OR

- b. A joint venture consisting of two or more Aboriginal businesses or an Aboriginal business and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture.

When an Aboriginal business has six or more full-time employees at the date of submitting the bid, at least thirty-three percent of them must be Aboriginal persons, and this ratio must be maintained throughout the duration of the contract.

The supplier must certify in its submitted bid that it is an Aboriginal business or a joint venture constituted as described above.

Our Company is NOT an Aboriginal Firm

Our Company is an Aboriginal Firm, as identified above. The bidder must complete the certificate from the appropriate clause below:

SACC Manual clauses [A3000T](#), [A3001T](#), [M3030T](#), [M9030T](#), [S3035T](#) and [S3035T](#) contain a certification that suppliers must complete and submit with their bid/offer/arrangement.

Signature of Authorized Company Official

Date

1.7 Rate or Price Certification

The Bidder certifies that the price proposed is not in excess of the lowest price charged anyone else, including the Bidder's most favoured customer, for the like quality and quantity of the goods, services or both.

Signature of Authorized Company Official

Date

1.8 Integrity Provisions - Certification

In accordance with the [Ineligibility and Suspension Policy \(http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html\)](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.

List of Names: All applicants, regardless of their status under the policy, must have the following information at the time to participate in a procurement process:

Suppliers that are corporate entities, including those bidding as joint ventures, must provide a complete list of the names of all current directors or, for a privately owned corporation, the names of the owners of the corporation;

Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, must provide a complete list of the names of all owners;

Suppliers that are a partnership do not need to provide a list of names.

Name of Supplier: _____

OR

Name of each member of the joint venture:



Member 1: _____

Member 2: _____

Member 3: _____

Member 4: _____

Identification of the directors / owners:

NAME	FIRST NAME	TITLE

Signature of Authorized Company Official

Date



PART 6 – SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

1. Security Requirement

- 1) The Offeror (Contractor) **MUST**, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian International Industrial Security Directorate (CIISD), Public Works and Government Services Canada (PWGSC).
- 2) The Offeror (Contractor) personnel who require access to **PROTECTED/CLASSIFIED** information, assets or sensitive work sites, shall **be a citizen of Canada**, and **EACH** hold a valid personnel security screening at the required level of **SECRET**, granted or approved by CIISD.
- 3) The Offeror (Contractor) **MUST NOT** remove any **PROTECTED/CLASSIFIED** information from the identified work site(s) and the Offeror (Contractor) **MUST** ensure that its personnel are made aware and comply with this restriction.
- 4) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CIISD/PWGSC.
- 5) The Offeror (Contractor) **MUST** comply with the provisions of the:
 - a) The Security Requirement Checklist attached at Annex “C”;
 - b) Industrial Security Manual (latest edition) <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>

2. Financial Capacity

SACC Manual clause M9033T (2011-05-16) - Financial Capability

3. Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under this Request for Standing Offer and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.



PART 7 – STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

2. Security Requirement

The following security requirements (SRCL and related clauses provide by ISP) apply to and form part of the Standing Offer:

The Offeror (Contractor) **MUST**, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian International Industrial Security Directorate (CIISD), Public Works and Government Services Canada (PWGSC).

1. The Offeror (Contractor) personnel who require access to **PROTECTED/CLASSIFIED** information, assets or sensitive work sites, shall **be a citizen of Canada**, and **EACH** hold a valid personnel security screening at the required level of SECRET, granted or approved by CIISD.
2. The Offeror (Contractor) **MUST NOT** remove any **PROTECTED/CLASSIFIED** information from the identified work site(s) and the Offeror (Contractor) **MUST** ensure that its personnel are made aware and comply with this restriction.
3. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CIISD/PWGSC.
4. The Offeror (Contractor) **MUST** comply with the provisions of the:
 - a) The Security Requirement Checklist attached at Annex "C";
 - b) Industrial Security Manual (latest edition) <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html>

3. Standard Clauses and Conditions

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

3.1 General Conditions

2005 (2016-04-04) - General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

Section 1 of 2005 (2016-04-04) – Interpretation, should be amended as follows:

DELETE: Public Works and Government Services Canada
 INSERT: Natural Resources Canada



3.2 Supplemental General Conditions

3.2.1 International Sanctions

Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to economic sanctions. Details on existing sanctions can be found at: <http://www.dfaity-maeci.gc.ca/trade/sanctions-e.asp>.

It is a condition of this Contract that the Contractor not supply to the Government of Canada any goods or services which are subject to economic sanctions.

By law, the Contractor must comply with changes to the regulations imposed during the life of the contract. During the performance of the Contract should the imposition of sanctions against a country or person or the addition of a good or service to the list of sanctioned countries or the additions of a good or service to the list of sanctioned goods or services cause an impossibility of performance for the Contractor, the situation will be treated by the Parties as a force majeure. The Contractor shall forthwith inform Canada of the situation; the procedures applicable to force majeure shall then apply.

3.2.2 Dispute Resolution

Mediation

If a dispute arising from this contract cannot be settled amicably through negotiation, then the parties agree in good faith to submit the dispute to mediation as administered by the Arbitration and Mediation Institute of Canada Inc. (AMIC). The parties acknowledge receipt of the rules of AMIC. The cost of mediation shall be borne equally by the parties.

Arbitration

If the parties cannot resolve the dispute through mediation within sixty (60) days, the parties agree to submit the dispute to arbitration pursuant to the Commercial Arbitration Act (Canada). The party requesting such arbitration shall do so by written notice to the other party/parties. The cost of the arbitration and fees of the arbitrator shall be borne equally by the parties. The arbitration shall take place in the city where the contractor carries on business before a single arbitrator to be chosen jointly by the parties. If the parties cannot agree on the choice of arbitrator within thirty (30) days of written notice to submit the dispute to arbitration, each party will choose a representative who will select the arbitrator.

The parties may determine the procedure to be followed by the arbitrator in conducting the proceedings, or may ask the arbitrator to do so. The arbitrator shall issue a written award within thirty (30) days of hearing the parties. The award may be entered in any court having jurisdiction and enforced as a judgment of that court.

Meaning of "Dispute"

The parties agree that the word "dispute" in this clause refers to a dispute of fact or of law, other than a dispute of public law.

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request or consent of the parties to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

3.2.3 Withholding Tax of 15 Percent (%)

The Contractor agrees that, pursuant to the provisions of the Income Tax Act, Canada is empowered to withhold an amount of 15% of the price to be paid to the Contractor, if the Contractor is a non-resident Contractor as defined in said Act. This amount will be held on account with respect to any liability for taxes which may be owed to Canada.



3.2.4 Foreign Nationals

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

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

3.2.5 Compliance with Mandatory Certifications

Compliance with the Certifications provided by the successful Bidder (Contractor) is a condition of the Contract and is subject to verification by Canada during the entire period of the Standing Offer. In the event that the Contractor does not comply with any certification or that it is determined that any certification made by the Contractor in its proposal is untrue, whether made knowingly or unknowingly, the Minister shall have the right, pursuant to the default provisions of the Standing Offer, to terminate the Standing Offer and/or any resulting Call-up issued against the Standing Offer for default.

3.2.6 Method of Payment

Upon completion of any services provided, and the submission of an invoice in a form, and containing required information (as will be detailed in the contract), acceptable to the Project Authority; the Method of Payment is as follows:

- Payment upon completion for charges incurred in accordance with the Basis of Payment.

3.2 Standing Offers Reporting

The Supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Standing Offer. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Supplier must provide this data in accordance with the reporting requirements detailed in Annex "A". If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Supplier must still provide a "NIL" report.

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31;

4th quarter: January 1 to March 31.

The data must be submitted to the Standing Offer Authority no later than **ten (10)** calendar days after the end of the reporting period.

4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for the Standing Offer is for a **twelve (12)** month period from Standing Offer Award with **four (4)** twelve month option periods. The period shall be from date of award of Agreement until **May 31, 2018**.

4.2 Option to Extend Standing Offer

NRCan reserves the right to extend the period of the Standing Offer for up to **four (4)** additional **twelve (12)** month periods, under the same terms and conditions. NRCan may exercise the option, or any extension thereof, at any time by written notice to the Offeror (Contractor) at least 30 calendar days prior to the Standing Offer expiry date.



The Contractor agrees that, during the extended period of the Standing Offer, the rates/prices will be in accordance with the provisions of the Standing Offer.

The option may only be exercised by the Project Authority and any extension to the period will be evidenced through a formal Standing Offer amendment issued by the Contracting Authority.

4.3 Standing Offer Holder Performance Evaluation

NRCan will be evaluating the performance of all Standing Offer Holders during the course of **each** awarded Call-up. The performance will be evaluated against Annex "D" – Vendor Performance Evaluation, upon completion of each call-up. The Vendor Performance Evaluation will be used to ensure the Standing Offer Holders are providing quality geochemical services under each call-up.

The purpose of the Vendor Performance Sheet is intended to promote ongoing communications with and acceptable performance from the Standing Offer Holders. The Vendor Performance Evaluation is to be used for **each** completed call-up by a selected SO Holder and the SO Holder will be provided a copy of the assessment of their performance. The SO Holder shall have the opportunity to provide comments on their scored performance. At the end of each call-up, the Vendor Performance Evaluation will be provided to the SO Holder for their response and the final score attributed by NRCan shall be deemed final, at NRCan's full discretion.

Failure to pass the Vendor Performance Evaluation with a score of 80% or higher could result in the SO Holder being penalized for their performance. Such penalties could result in one or more of the following:

- Meet with NRCan, at the Vendor's expense, to review the issues and to determine how to resolve the issue(s);
- Deny inviting the SO Holder on the next two (2) opportunities, after the first two (2) scores obtained below 80%;
- Deny inviting the SO Holder on any future requirements during the full duration of the Standing Offer, including option periods, after the fourth failed score obtaining below 80%.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority will be:

Valerie Holmes

Procurement Specialist
Natural Resources Canada
580 Booth Street, 5th Floor
Ottawa, Ontario
K1A 0E4

Tel: 343-292-8371

Fax: 613-947-5477

Email: Valerie.holmes@canada.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he/she is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

5.2 Project Authority

The Project Authority for the Standing Offer is (*identified in the call-up against the Standing Offer*).

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.



5.3 Offeror’s Representative

Name: _____
 Title: _____
 Company: _____
 Telephone: _____
 Facsimile: _____
 Email: _____

5.4 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.

6. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is: **Natural Resources Canada**

7. Call-up Procedures

Right of first refusal basis:

The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the identified user will contact the next ranked offeror. The identified user will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked offeror is unable to fulfill the need, the identified user is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

8. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using a call-up against a Standing Offer (942).

9. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed **\$25,000.00** (Goods and Services Tax or Harmonized Sales Tax included).

10. 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 Call up Against the Standing Offer, including any annexes;
- b) The Articles of the Standing Offer;
- c) The General Conditions **2005 (2016-04-04), General Conditions - Standing Offers - Goods or Services**
- d) The Supplemental General Conditions defined herein;
- e) Annex "A" - Statement of Work;
- f) Annex "B" - Basis of Payment;



- g) Annex "C" – Security Requirement Checklist;
- g) The Offeror's offer dated _____.

11. Certifications

11.1 Compliance

The continuous compliance with the certifications provided by the Offeror with its offer and the ongoing cooperation in providing associated information are conditions of issuance of the Standing Offer (SO). Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO. If the Offeror does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

12. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

1. Statement of Work

The Contractor must perform the Work described in each call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

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

3. Supplemental General Conditions

3.1 International Sanctions

Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to economic sanctions. Details on existing sanctions can be found at: <http://www.dfait-maeci.gc.ca/trade/sanctions-e.asp>.

It is a condition of this Contract that the Contractor not supply to the Government of Canada any goods or services which are subject to economic sanctions.

By law, the Contractor must comply with changes to the regulations imposed during the life of the contract. During the performance of the Contract should the imposition of sanctions against a country or person or the addition of a good or service to the list of sanctioned countries or the additions of a good or service to the list of sanctioned goods or services cause an impossibility of performance for the Contractor, the situation will be treated by the Parties as a force majeure. The Contractor shall forthwith inform Canada of the situation; the procedures applicable to force majeure shall then apply.



3.2 Dispute Resolution

Mediation

If a dispute arising from this contract cannot be settled amicably through negotiation, then the parties agree in good faith to submit the dispute to mediation as administered by the Arbitration and Mediation Institute of Canada Inc. (AMIC). The parties acknowledge receipt of the rules of AMIC. The cost of mediation shall be borne equally by the parties.

Arbitration

If the parties cannot resolve the dispute through mediation within sixty (60) days, the parties agree to submit the dispute to arbitration pursuant to the Commercial Arbitration Act (Canada). The party requesting such arbitration shall do so by written notice to the other party/parties. The cost of the arbitration and fees of the arbitrator shall be borne equally by the parties. The arbitration shall take place in the city where the contractor carries on business before a single arbitrator to be chosen jointly by the parties. If the parties cannot agree on the choice of arbitrator within thirty (30) days of written notice to submit the dispute to arbitration, each party will choose a representative who will select the arbitrator. The parties may determine the procedure to be followed by the arbitrator in conducting the proceedings, or may ask the arbitrator to do so. The arbitrator shall issue a written award within thirty (30) days of hearing the parties. The award may be entered in any court having jurisdiction and enforced as a judgment of that court.

Meaning of "Dispute"

The parties agree that the word "dispute" in this clause refers to a dispute of fact or of law, other than a dispute of public law.

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the *Department of Public Works and Government Services Act* will, on request or consent of the parties to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.

3.3 Withholding Tax of 15 Percent (%)

The Contractor agrees that, pursuant to the provisions of the Income Tax Act, Canada is empowered to withhold an amount of 15% of the price to be paid to the Contractor, if the Contractor is a non-resident Contractor as defined in said Act. This amount will be held on account with respect to any liability for taxes which may be owed to Canada.

3.4 Foreign Nationals

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

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

3.5 Compliance with Mandatory Certifications

Compliance with the Certifications provided by the successful Bidder (Contractor) is a condition of the Contract and is subject to verification by Canada during the entire period of the Standing Offer and any resulting Call-up issued against the Standing Offer. In the event that the Contractor does not comply with any certification or that it is determined that any certification made by the Contractor in its proposal is untrue, whether made knowingly or unknowingly, the Minister shall have the right, pursuant to the default provisions of the Standing Offer, to terminate the Standing Offer and/or any resulting Call-up issued against the Standing Offer for default.



3.6 Method of Payment

Not more frequently than once a month, upon submission of an invoice in a form, and containing required information (as will be detailed in the contract), acceptable to the Project Authority; the Method of Payment is as follows:

- Payment monthly for charges incurred in accordance with the Basis of Payment.

4. Term of Contract

4.1 Period of the Contract

Delivery must be completed in accordance with the call-up against the Standing Offer.

5. Payment

5.1 Basis of Payment (Firm Price, Firm Unit Price(s) or Firm Lot Price(s))

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in each call-up. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

5.2 SACC Manual Clauses

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

6. Invoicing Instructions

Invoices shall be submitted using **one of the following methods:**

<p><u>E-mail:</u></p> <p>NRCan.invoice_imaging-service_dimagerie_des_factures.RNCan@canada.ca</p> <p>Note: Attach "PDF" file. No other formats will be accepted</p>
OR
<p><u>Fax:</u></p> <p>Local NCR region: 613-947-0987 Toll-free: 1-877-947-0987</p> <p>Note: Use highest quality settings available.</p>

Please do not submit invoices using more than one method as this will not expedite payment.

Invoices and all documents relating to a contract must be submitted on the Contractor's own form and shall bear the following reference numbers: Contract number: _____



Invoicing Instructions to suppliers: <http://www.nrcan.gc.ca/procurement/3485>

7. Insurance

SACC Manual Clause G1005C (2008-05-12) – Insurance



ANNEX “A” – STATEMENT OF WORK

SW1 Background

NRCan is a Government of Canada department specializing in the sustainable development and use of natural resources, including energy, minerals and metals, forests and Earth sciences. NRCan plays a pivotal role in helping shape the important contributions of the natural resources sectors to the Canadian economy, society and environment. NRCan’s Communications Branch works to inform Canadians about NRCan by providing information on Canada’s energy, forests, minerals and metals and Earth sciences sectors and the science that supports these activities.

The *Communications Policy of the Government of Canada* stipulates that institutions must cultivate proactive relations with the media to promote public awareness and understanding of government policies, programs, services and initiatives. Consequently, government departments such as NRCan work to develop and integrate media relations strategies into their overall communications plans, as NRCan’s senior officials and scientists are often called upon to communicate departmental initiatives and share their knowledge and insights with the media. Communicating information successfully to the media requires a well-prepared strategy and an understanding of what the media expect. To better prepare NRCan spokespersons to work with and provide information to the media, NRCan must provide ongoing media relations training through contractual arrangements with communications consultants specializing in the fields of media relations training, with good knowledge of the issues surrounding science and energy.

The *Communications Policy of the Government of Canada* also stipulates that institutions, both at headquarters and in their regional offices, must identify opportunities to inform the public about significant initiatives or contributions of the Government of Canada. Public events and announcements, including news conferences, must be arranged from time to time for communication purposes. NRCan officials must therefore be prepared to speak or make presentations at public events and announcements and clearly and effectively provide information to Canadians on NRCan’s policies, programs and activities.

NRCan has determined that the provision of media relations training will consist of the following:

1.1 Media Relations Training:

The provision of media relations training services (broadcast and print) to the Minister, the Deputy Minister, the Associate Deputy Minister, Minister’s Office staff, Deputy Minister’s Office staff, Assistant Deputy Ministers, Directors General, Directors and departmental scientists, program officers and communicators.

SW2 Objective

In support of the above, NRCan requires training services in media relations (broadcast and print) in order to prepare its spokespersons for their role as communicators of NRCan’s information, initiatives, activities and policies to Canadians through the media, and for public appearances carried out on behalf of the Department. NRCan will acquire the required media relations training for the Minister and senior NRCan officials, scientists, program personnel and communicators through a competitively established Contract with qualified individuals and/or firms capable of providing NRCan with if-and-when-required media relations training in both official languages (French and English).

SW3 Scope of Work

In support of the above, the Contractor will, as described in a Contract Document (or Documents) issued by the NRCan Departmental Representative, provide the following services, as required, in either French or English or both:

Media Relations Training:

- the context/overview of the media and how they work;
- relevant media relations policies/procedures/guidelines (to be provided by NRCan);
- the role of the official departmental spokesperson;



- the process of preparing for an interview; and
- understanding what the media are looking for;
- managing sensitive political issues in the media;
- anticipating media response and coverage;
- handling difficult questions gracefully;
- understanding the principles of risk communications;
- developing techniques to develop themes and messages and how to communicate these messages to the media;
- chairing a press conference; and
- simulations of radio/television interviews of participants must be taped using a video camera.

Training sessions will be delivered in or outside of the National Capital Region (NCR) and/or NRCan regional offices, as identified by the NRCan Departmental Representative in the Call-up Document.

Number of Participants: There will be a maximum of eight (8) participants in each session

The Contractor will develop an evaluation questionnaire to be completed by each participant at the end of all media relations training sessions. The questionnaires will be submitted to the NRCan Departmental Representative.

SW4 Cancellation Fees

The following shall apply to any training course that requires cancellation:

Less than 24 hours' notice – 100% the training fees

Less than 48 hours' notice – 50% the training fees

Between 48 – 72 hours – N/A



ANNEX “B” – BASIS OF PAYMENT

1. General Information

1.1 Taxes as Related to Bids Received

For Canadian-based Offerors, prices/rates, as applicable, **MUST** be firm (in Canadian funds) with Canadian customs duties and excise taxes as applicable **included**, and Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable, **excluded**;

For foreign-based Offerors, prices/rates, as applicable, **MUST** be firm (in Canadian funds) and **exclude** Canadian customs duties, excise taxes and GST or HST, as applicable. Canadian customs duties and excise taxes payable by the consignee will be added, for evaluation purposes only, to the prices submitted by foreign-based Offerors;

2. Offeror Financial Offer – Pricing Details to be Completed by the Offeror

The Offeror hereby offers to Natural Resources Canada, as requested by the Minister, to furnish all necessary expertise, supervision, materials, equipment and other things necessary to perform the work as described in the Statement of Work of the Request for Standing Offer and in accordance with the terms and conditions of the Request for Standing Offer, to the satisfaction of the Minister, or his authorized representative, for the following price(s):

The Offeror is required to provide firm, **all-inclusive rates**, in CANADIAN FUNDS, GST/HST extra. Bidders will not be reimbursed for any Travel and Living Expenses. The format for submitting rates should conform to the following grid.

3.1 Firm Rates

Proposed Resource	(A) Firm All-inclusive Per Diem Rate Initial Period	(B) Firm All-inclusive Per Diem Rate Option #1	(C) Firm All-inclusive Per Diem Rate Option #2	(D) Firm All-inclusive Per Diem Rate Option #3	(E) Firm All-inclusive Per Diem Rate Option #4
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
	\$	\$	\$	\$	\$
One-on-one training (at a reduced cost)	\$	\$	\$	\$	\$

*** The all-inclusive Daily Rate will include all costs required to deliver one day of the resulting course, which may include, but not limited to, materials, facilities, instructor(s), photocopying and other related costs**

Firm Per Diem Rate(s) - The Firm Per Diem Rate(s) is based on 7.5 hours (seven hours and 30 minutes) exclusive of meal breaks with no provision for annual leave, statutory holidays and sick leave. For work performed for duration of more or less than one (1) day, the daily rate will be prorated accordingly to cover actual time worked.

The Per Diem Rate(s) is ‘all inclusive’ except for travel expenses on project business outside the National Capital Region (that is pre-approved by the NRCan Project Authority), and GST. Charges for expenses which are normally incurred in the provision of services, such as labour for conducting negotiations and providing estimates, resolving contract disputes, tracking time sheets, monthly invoicing, facsimile, copying/printing charges, office supplies, computer hardware and software charges, courier, long distance telephone charges, travel from a personal residence to the NRCan site in the National Capital Region, local travel and the like, must be included in the rates and will not be permitted as additional charges to the contract.



ANNEX "C" – SECURITY REQUIREMENT CHECKLIST

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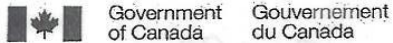


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SECURITY REQUIREMENTS CHECK LIST (SRCL) / LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Natural Resources Canada	2. Branch or Directorate / Direction générale ou Direction PAPMS-CB	
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 Media Relations Training		
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? <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"/>	No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" 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 <input checked="" 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 / Non Yes / Oui
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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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			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).



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées) Chantal Sabourin	Title - Titre Manager, Management Services	Signature <i>Chantal Sabourin</i>
Telephone No. - N° de téléphone (613) 552-0009	Facsimile No. - N° de télécopieur (613) 996-5872	E-mail address - Adresse courriel chantal.sabourin@canada.ca
		Date May 11, 2017

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées) Monique Faucher	Title - Titre Departmental Security Screening Specialist	Signature <i>Monique Faucher</i>
Telephone No. - N° de téléphone (343) 292-8084	Facsimile No. - N° de télécopieur (613) 943-0336	E-mail address - Adresse courriel monique.faucher@canada.ca
		Date May 12, 2017

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?

No / Non Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées) Valerie Holmes	Title - Titre Procurement Specialist	Signature <i>Valerie Holmes</i>
Telephone No. - N° de téléphone (343) 292-8371	Facsimile No. - N° de télécopieur (613) 947-5477	E-mail address - Adresse courriel valerie.holmes@canada.ca
		Date May 11, 2017

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées) Karin Mahoney	Title - Titre Security Contract Officer	Signature <i>Karin Mahoney</i>
Telephone No. - N° de téléphone 613-957-1294	Facsimile No. - N° de télécopieur 613-954-4161	E-mail address - Adresse courriel karin.mahoney@tpsgc-pwgsc.gc.ca
		Date May 11, 2017



ANNEX "D" - VENDOR PERFORMANCE

Call-up Number: _____

Details of Requirement: _____

Date: _____

	Strongly Disagree (40%)	Disagree (60%)	Agree (80%)	Strongly Agree (100%)
The training services were to our satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training services were offered in both official languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The SO Holder delivered on schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The feedback from the participants was positive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments?
