

RETURN BIDS TO :

**RETOURNER LES
SOUSSIONS À:**

Employment and Social Development
Canada (ESDC)

E-mail: nc-solicitations-gd@hrscd-rhdcc.gc.ca

**(Note to Bidders: ensure e-mails
do not exceed 13MB to avoid
problems with transmission)**

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal To: Employment and Social
Development Canada (ESDC)

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: Emploi et Développement
social Canada (EDSC)

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).

Instructions: See Herein
Instructions : Voir aux présentes
Comments - Commentaires

**This document contains a Security
Requirement**

Vendor/Firm Name and address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution
Emploi et Développement
Social Canada (ESDC)
140 Promenade du Portage
Gatineau, Quebec K1A OJ9

Title – Sujet Telephone Interpretation Services	
Solicitation No. – N° de l'invitation 100008756	Date November 13, 2017
Client Reference No. – N° référence du client 100008756	
GETS Reference No. – N° de référence de SEAG -	
File No. – N° de dossier 100008756	CCC No. / N° CCC - FMS No. / N° VME
Solicitation Closes – L'invitation prend fin at – à 02 :00 PM on – le December 22, 2017	
Time Zone Fuseau horaire Eastern Standard Time EST	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to : - Adresser toutes questions à: nc-solicitations-gd@hrscd-rhdcc.gc.ca	Buyer Id – Id de l'acheteur
Telephone No. – N° de téléphone :	FAX No. – N° de FAX
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction :	

Delivery required - Livraison exigée	Delivered Offered – Livraison proposée
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

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION.....	3
1.1 SECURITY REQUIREMENTS	3
1.2 STATEMENT OF WORK.....	3
1.3 DEBRIEFINGS.....	3
1.4 TRADE AGREEMENTS.....	3
PART 2 - BIDDER INSTRUCTIONS.....	4
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS.....	4
2.2 SUBMISSION OF BIDS.....	4
2.3 FORMER PUBLIC SERVANT.....	4
2.4 ENQUIRIES - BID SOLICITATION.....	6
2.5 APPLICABLE LAWS.....	6
PART 3 - BID PREPARATION INSTRUCTIONS.....	7
3.1 BID PREPARATION INSTRUCTIONS	7
ATTACHMENT 1 TO PART 3	9
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION.....	10
4.1 EVALUATION PROCEDURES.....	10
4.2 BASIS OF SELECTION.....	10
ATTACHMENT 1 TO PART 4	12
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	19
5.1 CERTIFICATIONS REQUIRED WITH THE BID.....	19
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION	19
PART 6 - RESULTING CONTRACT CLAUSES	20
6.1 SECURITY REQUIREMENTS	20
6.2 STATEMENT OF WORK.....	20
6.3 STANDARD CLAUSES AND CONDITIONS.....	20
6.4 TERM OF CONTRACT	21
6.5 AUTHORITIES	21
6.6 PAYMENT	22
6.7 INVOICING INSTRUCTIONS	23
6.8 CERTIFICATIONS AND ADDITIONAL INFORMATION.....	23
6.9 APPLICABLE LAWS.....	23
6.10 PRIORITY OF DOCUMENTS	23
6.11 FOREIGN NATIONALS (CANADIAN CONTRACTOR)	24
6.12 INSURANCE	24
ANNEX A - STATEMENT OF WORK.....	25
APPENDIX 1 TO ANNEX A - TIS DESK AID EXAMPLE	31
APPENDIX 2 TO ANNEX A - REQUIRED REPORT STRUCTURE	32
ANNEX B - BASIS OF PAYMENT.....	31
ANNEX C - SECURITY REQUIREMENTS CHECK LIST.....	32

PART 1 - GENERAL INFORMATION

1.1 Security Requirements

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 6 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. 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.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2 Statement of Work

The Work to be performed is detailed under Article 6.2 of the Resulting Contract Clauses.

1.3 Debriefings

At contract award, the Contracting Authority will notify all bidders of the name of the Contractor who has been awarded the contract as well as its total estimated value and as to why their bid was not selected. We do not intend to conduct in-person debriefs for this solicitation. Instead, the information set out in the regret letter will include the reason the bidder's proposal was not accepted.

1.4 Trade Agreements

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), and the Canadian Free Trade Agreement (CFTA).

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The [2003](#) (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days
Insert: 90 days

2.2 Submission of Bids

Bids must be received by the date, time and place indicated on page 1 of the bid solicitation.

2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the Contracting Authority has not received the answer to the question and, as applicable, the information required by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the answer and, as applicable, the information required. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

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

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act \(PSSA\)](#), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, [the Members of Parliament Retiring Allowances Act](#), R.S., 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes () No ()

If so, the Bidder must provide the following information for all FPS in receipt of a pension, as applicable:

- (a) name of former public servant; and
- (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; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Bid Solicitation

All enquiries must be received in writing to the e-mail address: nc-solicitations-gd@hrsdc-rhdcc.gc.ca no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

2.5 Applicable Laws

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

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid 1 soft copy;

Section II: Financial Bid 1 soft copy;

Section III: Certifications 1 soft copy; and

Section IV: Additional Information 1 soft copy.

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

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

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

Note to Bidders: ensure e-mails do not exceed 13MB to avoid problems with transmission.

Section I: Technical Bid

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

Section II: Financial Bid

Bidders must submit their financial bid in Canadian funds and in accordance with the pricing schedule detailed in Attachment 1 to Part 3. The total amount of Applicable Taxes must be shown separately.

3.1.1 Bidders must submit their prices and rates FOB destination; Canadian customs duties and excise taxes included, as applicable; and Applicable Taxes excluded.

3.1.2 When preparing their financial bid, bidders should review clause 4.1.2, Financial Evaluation, of Part 4 of the bid solicitation; and article 6.6, Payment, of Part 6 of the bid solicitation.

3.1.3 Payment of Invoices by Credit Card

Government of Canada Acquisition Cards (credit cards) will not be accepted for payment of invoices.

Section III: Certifications

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

Section IV: Additional Information

In Section IV of their bid, Bidders should provide:

1. their legal name;
2. their Procurement Business Number (PBN);
3. the name of the contact person (provide also this person's mailing address, phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid, and any contract that may result from their bid;
4. for Part 2, article 2.3, Former Public Servant, of the bid solicitation: the required answer to each question; and, if the answer is yes, the required information;
5. for Part 6, article 6.1, Security Requirement, of the bid solicitation:
 - a) for each individual who will require access to classified or protected information, assets or sensitive work sites:
 - a. the name of the individual;
 - b. the date of birth of the individual; and
 - c. if available, information confirming the individual meets the security requirement as indicated in Part 6 - Resulting Contract Clauses.

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Resulting Contract Clauses.

ATTACHMENT 1 TO PART 3, PRICING SCHEDULE

1.0 The Bidder must complete this pricing schedule and include it in its financial bid.

A- Contract Period (From 01 April 2018 to 31 March 2021)

Firm Rate Per Unit

Firm rate of \$ _____ per minute.

B - Option Period 1

Period from 01 April 2021 to 31 March 2022

Firm rate of \$ _____ per minute.

C - Option Period 2

Period from 01 April 2022 to 31 March 2023

Firm rate of \$ _____ per minute.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Refer to Attachment 1 to Part 4.

4.1.1.2 Point Rated Technical Criteria

Refer to Attachment 1 to Part 4. Point-rated technical criteria not addressed will be given a score of zero.

4.1.2 Financial Evaluation

4.1.2.1 For bid evaluation and Contractor selection purposes only, the evaluated price of a bid will be determined in accordance with the Pricing Schedule detailed in Attachment 1 to Part 3.

4.2 Basis of Selection

4.2.1 Highest Combined Rating of Technical Merit (70%) and Price (30%)

4.2.1.1 To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation;
- (b) meet all the mandatory evaluation criteria; and
- (c) obtain the required minimum number of points specified in Attachment 1 to Part 4 for the point rated technical criteria.

4.2.1.2 Bids not meeting 4.2.1.1 (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid obtaining the highest number of points nor the one with the lowest evaluated price (LP) will necessarily be accepted.

4.2.1.3 The LP of all responsive bids will be identified and a pricing score (PS), determined as follows, will be allocated to each responsive bid (i): $PS_i = LP / P_i \times 20$. P_i is the evaluated price (P) of each responsive bid (i).

4.2.1.4 A technical merit score (TMS), determined as follows, will be allocated to each responsive bid (i): $TMS_i = OS_i \times 390$. OS_i is the overall score (OS) obtained by each responsive bid (i) for all the point rated technical criteria specified in Attachment 1 to Part 4, determined as follows: total number of points obtained / maximum number of points available.

4.2.1.5 The combined rating (CR) of technical merit and price of each responsive bid (i) will be determined as follows: $CR_i = PS_i + TMS_i$.

4.2.1.6 The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. In the event two or more responsive bids have the same highest combined rating of technical merit and price, the responsive bid that obtained the highest overall score for all the point rated technical criteria detailed in Attachment 1 to Part 4 will be recommended for award of a contract.

4.2.1.7 The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of the technical merit and price, respectively.

Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)			
Bidder	Bidder 1	Bidder 2	Bidder 3
Overall Score for All the Point Rated Technical Criteria	OS1: 120/135	OS2: 98/135	OS3: 82/135
Bid Evaluated Price	P1: C\$60,000	P2: C\$55,000	LP and P3: C\$50,000
Calculations	Technical Merit Score (OS_i x 70)	Pricing Score (LP/P_i x 30)	Combined Rating
Bidder 1	120/135 x 70 = 62.22	50/60 x 30 = 20.00	82.22
Bidder 2	98/135 x 70 = 50.81	50/55 x 30 = 27.27	78.08
Bidder 3	82/135 x 70 = 42.52	50/50 x 30 = 30.00	72.52

ATTACHMENT 1 TO PART 4, TECHNICAL AND FINANCIAL CRITERIA

The Bidder must provide the necessary documentation to support compliance with this requirement.

- a. The Bidder is advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not constitute “demonstrated” for the purpose of the evaluation.
- b. The Bidder **MUST** clearly demonstrate in the proposal how the experience was gained or knowledge was attained, supported by resumes and any necessary supporting documentation.
- c. The Bidder **MUST** provide complete details as to where, when and how (through which activities/responsibilities) the stated qualifications/experience were obtained. In order to demonstrate when experience was obtained, the bidder must indicate the duration of such experience, specifying the start and end dates (month and year at a minimum). In the case where the timelines of two or more projects or experience overlap, the duration of time common to each project/experience will not be counted more than once.
- d. It is recommended that the Bidder include a grid in their proposals, cross-referencing statements of compliance with the supporting data and resume evidence contained in their proposals. Note: the compliance grid, by and of itself, DOES NOT constitute demonstrated evidence. As stated in bullet “b” above, the resumes and supporting documentation will be accepted as evidence.

Bidders should provide the required references in the Technical Proposal of their bid.

The references provided by the Bidders are subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to validate the references before award of a contract. The bid will be declared non-responsive if any references given by the Bidder are untrue, whether made knowingly or unknowingly. Failure to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

For Mandatory and Rated Requirements listed below, the bidder **MUST** indicate the project # and Page Number where the information can be located in their proposal. The project listed in the table below will be the only one being considered for the evaluation.

1.1.1 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.

Mandatory Technical Criteria (MT)		
The Bidder must demonstrate in detail how the company meets the mandatory requirements specified below. The Bidder must include the referenced section/page on their proposal. Mandatory requirements must be met. Rated criteria are used to evaluate each submission.		
Number	Mandatory Technical Criterion	Project # and Page
MT1	The bidder MUST provide three (3) examples of projects completed in the last five (5) years where ongoing telephone interpretative services were provided in a customer service environment. At least one (1) of the three (3) projects should be with a government department, agency or a large organization with a client volume exceeding 75 calls per month.	
MT2	The bidder MUST provide bilingual (French and English) receptionist service.	
MT3	The bidder MUST provide professional interpretation services in all languages listed in Section 6.	
MT4	The bidder MUST provide a project implementation plan that includes a set-up and activation strategy for providing telephone interpretation services starting March 31 st , 2018. Include tasks and total time associated with the required transition and initial set-up process in order to meet this deadline.	

Point Rated Technical Criteria

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

Bids which fail to obtain the required minimum number of points specified will be declared non-responsive. Each point rated technical criterion should be addressed separately.

The rating grid below will be used to evaluate the technical merit of each submission (rated requirements).

The maximum points/score that can be obtained for each submission is 315.

The minimum passing mark for each submission is 220.5/315 (70%). If the passing mark is not obtained, the bid will be disqualified.

Evaluation Criteria	Weighing Scale	Justification	Points Awarded
R1. TECHNICAL APPROACH			
A) Demonstrate the Bidder's understanding of the scope of the service	Excellent	Complete and accurate understanding of the scope of the services, with significant elaboration.	5 points
	Very Good	Complete and accurate understanding of the scope of the services, with some elaboration.	4 points
	Good	Complete and accurate understanding of the scope of the services.	3 points
	Fair	Incomplete or inaccurate understanding of the scope of the services.	2 point
	Poor	No report provided or little understanding of the scope of the services.	1 point
B) Demonstrate the Bidder's years of experience in providing telephone interpretation services with a federal, provincial or municipal government department, agency or large organization with a client volume exceeding 75 calls per month.	Excellent	5+ years	25 points
	Very Good	5 years	20 points
	Good	3 years	15 points
	Fair	2 years	10 points
	Poor	Less than 2 years	0 points
R2. AVAILABILITY OF SERVICES IN MULTIPLE LANGUAGES			
A. In addition to the mandatory languages listed in Section 6, state what other languages are currently available for interpretation to and from English. To ensure sustainability of services, the list may only include languages that have been available from this Bidder for at least 12 months in the past 5 years.	Excellent	More than 110 languages	50 points
	Very Good	76 - 110 languages	40 points
	Good	26 - 75 languages	30 points
	Fair	16 – 25 languages	20 points
	Poor	Less than 20 languages	0 points

B. In addition to the mandatory languages listed in Section 6, state what other languages are currently available for interpretation to and from <u>French</u> . To ensure sustainability of services, the list may only include languages that have been available from this Bidder for at least 12 months in the past 5 years.	Excellent	More than 76 languages	40 points
	Very Good	51 - 75 languages	30 points
	Good	26 - 50 languages	20 points
	Fair	10 – 25 languages	10 points
	Poor	Less than 16 languages	0 points
R3. AVAILABILITY OF SERVICES IN INDIGENOUS LANGUAGES			
A. In addition to the mandatory languages listed in Section 6, state what other indigenous languages are currently available for interpretation to and from <u>English</u> . To ensure sustainability of services, the list may only include languages that have been available from this Bidder for at least 12 months in the past 5 years.	Excellent	More than 15 indigenous languages	10 points
	Very Good	11 – 15 indigenous languages	8 points
	Good	6 – 10 indigenous languages	6 points
	Fair	2 – 5 indigenous languages	4 points
	Poor	Less than 2 indigenous languages	0 points
B. A. In addition to the mandatory languages listed in Section 6, state what other indigenous languages are currently available for interpretation to and from <u>French</u> . To ensure sustainability of services, the list may only include languages that have been available from this Bidder for at least 12 months in the past 5 years.	Excellent	More than 15 indigenous languages	10 points
	Very Good	11 – 15 indigenous languages	8 points
	Good	6 – 10 indigenous languages	6 points
	Fair	2 – 5 indigenous languages	4 points
	Poor	Less than 2 indigenous languages	0 points
R4. METHODOLOGY- REPORTING			
The Bidder should provide a detailed description of the monthly reports (i.e., for the purpose of statistical analysis and tracking of call usage) which they will submit to the Project Authority. The Bidder should provide a clear description of the items in the report as referenced in the SOW, and should include one sample report (no longer than three pages).	Excellent	Complete and detailed report, including description of the items in the report as referenced in the SOW, with significant elaboration	25 points
	Very Good	Complete and detailed report, including description of the items in the report as referenced in the SOW, with some elaboration	15 points
	Good	Complete and detailed report, including description of the items in the report as referenced in the SOW.	10 points
	Fair	Incomplete or unclear report, including description of the items in the report as referenced in the SOW.	5 points

	Poor	No report provided or the description doesn't explain the items in the report or how these reports will be undertaken.	0 points
R5. TIMELY ACCESS TO SERVICES			
<p>A. Demonstrate the bidder's process to ensure the service standard of connecting with interpretive services is within 60 seconds:</p> <ul style="list-style-type: none"> from the point of placing an initial call to the bidder's receptionist and connecting to an interpreter. 	Excellent	Complete and detailed process is outlined that includes steps, measures, and activities, with significant elaboration.	25 points
	Very Good	Complete and detailed process is outlined that includes steps, measures, and activities, with some elaboration.	15 points
	Good	Complete and detailed process is outlined that includes steps, measures, and activities, but without elaboration.	10 points
	Fair	Incomplete or unclear process is outlined to undertake these activities.	5 points
	Poor	No plan provided or the process doesn't explain how these activities will be undertaken.	0 points
<p>B. The project implementation plan submitted in MT5 will be evaluated.</p>	Excellent	Complete and detailed plans to undertake these activities as stated in the SOW, with significant elaboration.	25 points
	Very Good	Complete and detailed plans to undertake these activities as stated in the SOW, with some elaboration.	15 points
	Good	Complete and detailed plans to undertake these activities as stated in the SOW, but without elaboration.	10 points
	Fair	Incomplete or unclear plans to undertake these activities as stated in the SOW.	5 points
	Poor	The plan doesn't explain	0 points

		how these activities as stated in the SOW will be undertaken.	
R6. QUALITY CONTROL & CONTINGENCY PLAN			
A. Outline the mechanisms that the Bidder will put in place for sharing information and feedback between it and Service Canada over the course of the contract.	Excellent	Complete and detailed plan/approach to undertake these activities, with significant elaboration.	25 points
	Very Good	Complete and detailed plan/approach to undertake these activities, with some elaboration.	15 points
	Good	Complete and detailed plan/approach to undertake these activities, but without elaboration.	10 points
	Fair	Incomplete or unclear plan/approach to undertake these activities.	5 points
	Poor	No plan provided or the plan/approach doesn't explain how these activities will be undertaken.	0 points
B. Describe quality control mechanisms that the bidder will have in place to ensure that the interpretations are accurate and consistent. Bidder shall outline the process for addressing issues and complaints received by the project authority regarding services provided by interpreters.	Excellent	Complete and detailed plans to undertake these activities, with significant elaboration	25 points
	Very Good	Complete and detailed plans to undertake these activities, with some elaboration	15 points
	Good	Complete and detailed plans to undertake these activities, but without elaboration	10 points
	Fair	Incomplete or unclear plans to undertake these activities	5 points
	Poor	No plan provided or the plan doesn't explain how these activities will be undertaken.	0 points
C. Should changes of personnel occur, outline a contingency plan to avoid disruption to the level of service and language availability.	Excellent	Complete and detailed plans to undertake these activities, with significant elaboration	25 points
	Very Good	Complete and detailed plans to undertake these activities, with some elaboration	15 points

	Good	Complete and detailed plans to undertake these activities, but without elaboration	10 points
	Fair	Incomplete or unclear plans to undertake these activities	5 points
	Poor	No plan provided or the plan doesn't explain how these activities will be undertaken.	0 points
D. For each of the languages listed in Section 6, associate interpreters that the Bidder employs or contracts. List their name/employee reference number, their minimum qualifications and years of experience providing interpretation service.	Excellent	More than 15 interpreters per language	25 points
	Very Good	10 - 15 interpreters per language	20 points
	Good	6 – 9 interpreters per language	15 points
	Fair	2 – 5 interpreters per language	10 points
	Poor	An average of 1 interpreter per language	5 points
TOTAL SCORE FOR RATED CRITERIA			315 points
Maximum points – 315			
Minimum passing mark (70%) - 220.5 points			

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

5.2.1 Integrity Provisions – List of Names

Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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.

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 The following security requirements (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

Security Requirement for Canadian Supplier: PWGSC File #Common-PS SRCL#6

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
 2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
 3. The Contractor/Offeror MUST NOT remove any PROTECTED information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
 4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
 5. The Contractor/Offeror must comply with the provisions of the:
 - a. Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b. *Industrial Security Manual* (Latest Edition).
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.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Services and Procurement Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Annex A.

6.3 Standard Clauses and Conditions

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

6.3.1 General Conditions

[2010C](#) (2016-04-04), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.3.2 Supplemental General Conditions

4008 (2008-12-12) Personal Information , apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from 01 April 2018 to 31 March 2021 inclusive.

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days 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.

6.5 Authorities

6.5.1 Contracting Authority < to be provided at contract award >

The Contracting Authority for the Contract is:

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.

6.5.2 Project Authority < to be provided at contract award >

The Project Authority for the Contract is:

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

6.5.3 Contractor's Representative < to be provided at contract award >

6.6 Payment

6.6.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, with the Basis of Payment in Annex B, to a limitation of expenditure of \$300,000.00. Customs duties are included and Applicable Taxes are extra.

6.6.1.1 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$300,000.00. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a. when it is 75 percent committed, or
 - b. four (4) months before the contract expiry date, or
 - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
 - i. whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.6.2 Method of Payment

The following method of payment will form part of the awarded contract:

Monthly Payments

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:

- (a) 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;
- (b) all such documents have been verified by Canada;
- (c) the Work performed has been accepted by Canada.

6.7 Invoicing Instructions

1. Invoices must be submitted in the Contractor's name, either by mail to the address on the cover page or by e-mail to the Project Authority (see article 6.5.2). The Contractor must submit invoices for each delivery or shipment; invoices must only apply to the Contract. Each invoice must indicate whether it covers partial or final delivery.
2. Invoices must show:
 - a. the date, the name and address of the client department, item or reference numbers, deliverable/description of the Work, contract number, and financial code(s);
 - b. details of expenditures (such as item, quantity, unit of issue, unit price, fixed time labour rates and level of effort, subcontracts, as applicable) in accordance with the Basis of Payment, exclusive of Applicable Taxes;
 - c. deduction for holdback, if applicable;
 - d. the extension of the totals, if applicable; and
 - e. if applicable, the method of shipment together with date, case numbers and part or reference numbers, shipment charges and any other additional charges.
3. Applicable Taxes must be specified on all invoices as a separate item along with corresponding registration numbers from the tax authorities. All items that are zero-rated, exempt or to which Applicable Taxes do not apply, must be identified as such on all invoices.
4. By submitting an invoice, the Contractor certifies that the invoice is consistent with the Work delivered and is in accordance with the Contract.

6.8 Certifications and Additional Information

6.8.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

6.9 Applicable Laws

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

6.10 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.

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- (a) the Articles of Agreement;
 - (b) the supplemental general conditions 4008 (2008-12-12) Personal Information ;
 - (c) the general conditions [2010C](#) (2016-04-04), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.
 - (d) Annex A, Statement of Work;
 - (e) Annex B, Basis of Payment
 - (f) Annex C, Security Requirements Check List;
 - (g) the Contractor's bid dated **<to be provided at contract award>**

6.11 Foreign Nationals (Canadian Contractor)

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

6.12 Insurance

SACC *Manual* clause [G1005C](#) (2016-01-28), Insurance

ANNEX "A"

STATEMENT OF WORK

BACKGROUND:

Service Canada, an initiative of Employment and Social Development Canada (ESDC), supports more than 13.5 million interactions with Canadians annually through a citizen-centered business model and an integrated multi-channel delivery network. This involves working with other federal departments to offer citizens a full spectrum of Government of Canada services and information, such as Employment Insurance (EI), Canada Pension Plan (CPP), Old Age Security (OAS), Social Insurance Number (SIN), Passport, and various other programs.

In 2005, Service Canada made a commitment to improve opportunities for all Canadians, including newcomers that are at a disadvantage because they do not speak, or may not have sufficient understanding of, either of Canada's two official languages. As a result, the department contracted with a company to offer a professional telephone interpretation service in various foreign languages. This service was introduced as a pilot in 2006 in select Service Canada Centres (SCCs) across the country. The objective of the Foreign Language Telephone Interpretation Pilot (FLTIP) was to help Service Canada staff identify and respond to the needs of allophone newcomers who require in-person services at SCCs.

This initiative is part of the Government of Canada's commitment to provide excellent service to Canadians in both official languages and support Canadians residing in Official Language Minority Communities. The current Telephone Interpretation Services (TIS) contract is available in all Service Canada Centres (SCCs), as well as some Scheduled Outreach sites. The contract expires March 31, 2018, and the department is hereby inviting potential suppliers to present their proposals to continue the service for a minimum of three years.

1. OBJECTIVE:

The primary objective of the project is to ensure that clients who do not speak one of Canada's official languages have access to the same level of service as those that do. The successful bidder will be capable of translating English or French to multiple different languages. At a minimum, the following translations would be required:

ENGLISH TO: French, Mandarin, Punjabi, Cantonese, Spanish, Vietnamese, Hungarian, Polish, Korean, Russian, Arabic, Farsi, Tamil, Hindi, Portuguese, Japanese, Cree, Inuktitut, Oji-Cree, Ojibway (TOTAL 20)

FRENCH TO: English, Mandarin, Spanish, Cantonese, Punjabi, Hungarian, Spanish, Russian, Arabic, Vietnamese, Polish, Korean, Farsi, Tamil, Hindi, Portuguese, Japanese (TOTAL 16)

2. SCOPE OF WORK

Service Canada is seeking professional interpretation services to be delivered via telephone to support staff when clients have language barriers.

- TIS are currently available for foreign and Indigenous languages in more than 320 SCCs. It is also available in order to provide service to clients in their preferred official language.
- Since July 2013, Service Canada has been managing all passport services, including passport offices with urgent services. The current 32 Passport Offices will be offering TIS to support the clients that require it.

-
- Call volumes have remained consistent (1056 calls in 2014-2015, 869 calls in 2015-2016 to 1085 calls in 2016-2017).
 - The five languages most often requested for telephone interpretation in the fiscal year 2016-2017 represent 72% of the total calls placed. They are: Mandarin, Cantonese, Spanish, Punjabi, and Arabic.
 - The average call duration is approximately 15 minutes.
 - The call volumes are not expected to increase significantly in the future, however a 10-20% increase per year is possible, with the addition of passport services and additional requirements for informing Temporary Foreign Workers.

It is very important that the interpreters understand their role as simply relaying the client's questions and the SC staff's answers. At no time should the interpreter answer questions relating to Government of Canada programs, services, or policies based on their own knowledge or assumptions.

- The Organization shall carry out the contract in a diligent and professional manner, using qualified personnel.
- Provide telephone interpretation services from English to a minimum of 20 foreign languages.
- Provide telephone interpretation services from French to a minimum of 16 foreign languages.
- Provide toll-free access to interpretation services (accessible in both French and English), Monday to Friday between the hours of 7:00 - 20:00 (EST).
- Provide equal quality of service, whether the call originates in English or French.
- Ensure individuals answering the phone to connect Service Canada staff with an interpreter are able to converse fluently in both Official Languages of Canada (English and French) during the three-way call. More specifically, provide bilingual receptionist services.
- Provide access to an Interpreter within 60 seconds of request by SC staff. This service standard must be adhered to at least 80% of the time.
- Ensure that all interactions follow the process outlined in the desk aid (attached in annex 1) that support the use of the telephone interpretation service in Service Canada Centres.
- Provide assistance, as required, in determining the language of the caller.
- Provide quality control mechanisms to ensure high-quality effective service interactions.
- Establish identification numbers that are assigned to each SCC using telephone interpretation services for the purpose of monitoring and tracking.
- Follow the process and service standard, approved by the Project Authority, for deactivating ID numbers for decommissioned Service Canada Centres and activating ID numbers for new sites.
- Make changes to the monthly report template as required by the Project Authority.
- Ensure that policies and procedures are in place to guarantee that participants' privacy is respected and private information is protected, in compliance with the Personal Information Protection and Electronic Documents Act. Guidance will be provided by the Project Authority.
- Report data and information that may further the objectives of this contract to the Project Authority.

3. TASKS:

The Contractor will:

-
- a) Provide immediate telephone interpretation services from English to a minimum of 20 foreign languages and from French to a minimum of 16 foreign languages (see list of languages in Section 6).
 - b) Provide immediate telephone interpretation services to a minimum of 4 Indigenous languages from English
 - c) Provide toll free access to interpretation services (accessible in both French and English), Monday to Friday between the hours of 07:00 – 20:00 Eastern Standard Time (EST) across Canada.
 - d) Provide equal quality of service, whether the call originates in English or French.
 - e) Ensure individuals answering the phone to connect Service Canada staff with an interpreter are able to converse fluently in both Official Languages of Canada (English and French) during the three-way call. More specifically, provide bilingual receptionist services.
 - f) Provide access to an interpreter within 60 seconds of request by SC staff. This service standard must be adhered to at least 80% of the time.
 - g) Ensure that all interactions follow the process outlined in the Telephone Interpretation Service - Desk Aid (attached in Appendix 1 to Annex A) that support the use the telephone interpretation service in Service Canada Centres.
 - h) Provide assistance, as required, in determining the language of the caller.
 - i) Provide quality control mechanisms to ensure high-quality effective service interactions.
 - j) Establish identification (ID) numbers that are assigned to each SCC using telephone interpretation services for the purpose of monitoring and tracking.
 - k) Follow the process and service standard, approved by the Project Authority, for deactivating ID numbers for decommissioned Service Canada Centres and activating ID numbers for new sites.
 - l) Provide reports as specified in the Deliverables section

4. DELIVERABLES:

Provide one monthly bilingual report on total usage of the interpretation service for each site offering telephone interpretation service (in both excel and PDF format). The following data must be included on a monthly basis:

- Date of call
 - Time of call
 - Origin of call (i.e., name of Service Canada office)
 - Name of Service Canada staff requesting TI services
 - Reference ID to identify interpreter
 - Source language (English or French)
 - Language requested or utilized
 - Nature of call (i.e., SIN, CPP/OAS, EI etc.)
 - Time to connect with interpreter
 - Duration of call
 - Rate per call
 - Cost per call
 - Total cost per office
 - Total number of calls per office
 - Tracking for calls where an interpreter is not available
 - Tracking for calls where an appointment is required
- Received by 15th of every month for the preceding month
 - One annual report rolling up the monthly data from the year provided to Project Authority no later than April 15th of the following fiscal year. Format can be found in Appendix 2 to Annex A.
 - Information will be stored for the period of the contract, until either the contract or the optional contract extensions have been exercised.

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- a) Document a process, to be approved by Project Authority, for deactivating ID numbers for decommissioned Service Canada Centres and activating ID numbers for new sites within maximum 5 business days.
 - b) Meet as required with Project Authority via teleconference to review performance and progress.
 - c) The Contractor must provide TIS as of April 1, 2018, therefore, the Contractor is responsible for ensuring that any time required for their set-up or transition is incorporated in their planning to meet these obligations under the contract.

5. CONSTRAINTS:

- 1. The Contractor/Offeror **MUST NOT** remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction

Due to privacy concerns and protection of information, the Contractor must not record calls between Service Canada employees, the client and the interpreter.

The Contractor is required to take measures to manage and protect personal information, for example:

- notes taken during a call must be destroyed immediately after the call;
- calls should be made in a private and secure environment;
- secured landline phones should be used during a call;
- Interpreters taking calls must be located within Canada.

6. LANGUAGES FOR INTERPRETATION SERVICES

<u>ENGLISH TO REQUESTED LANGUAGES</u> (TOTAL 20)	<u>FRENCH TO REQUESTED LANGUAGES</u> (TOTAL 16)
French	English
Mandarin	Mandarin
Punjabi	Spanish
Cantonese	Cantonese
Spanish	Punjabi
Vietnamese	Hungarian
Hungarian	Russian
Polish	Arabic
Korean	Vietnamese
Russian	Polish
Arabic	Korean
Farsi	Farsi
Tamil	Tamil
Hindi	Hindi
Portuguese	Portuguese
Japanese	Japanese
Cree	
Inuktitut	
Oji-Cree	
Ojibway	

APPENDIX 1 TO ANNEX "A"

Telephone Interpretation Service (TIS) Desk Aid Example

First-time user? Use the NHQ CIN XXXX, to complete a mock call.

Welcome Zone:

1. Identify the citizen's language using In which language can we serve you?
2. Show them the following document: We Can Help you with Telephone Interpretation
3. Enter the client in Atom and select "Other" and click "Telephone Interpretation Service Required"
 - o Follow the instructions in the Atom User Guide (sections 3 and 4.5)

Citizen Service Zone:

1. Use a telephone with two handsets or with a "hands-free" option
2. Dial **1-8XX-XXX-XXXX** and provide the following information:
 - Your Client Identification Number (CIN)
 - Your first name and that you are calling from Service Canada
 - The client's language and the anticipated nature of the call
3. Once online with the interpreter, introduce yourself and provide the reason for your call
4. Obtain the Client's Agreement by reading the following mandatory statement:

"Hello, my name is [your name]. I am not able to help you in your language. Therefore, I have contacted a private interpretation service.

[Pause for interpretation]

You will not be charged for this service. The interpreter is not an employee of the Government of Canada.

[Pause for interpretation]

The interpreter will not take any notes during the call unless it is necessary for interpretation.

[Pause for interpretation]

If the interpreter takes notes, the notes will be destroyed at the end of the call. No information given during this call will be used or divulged by the interpreter.

[Pause for interpretation]

Do you consent to the use of this interpretation service for this transaction?"

[Pause for interpretation]

5. If the client agrees, continue with the needs identification and offer services as required.

APPENDIX 2 TO ANNEX "A"

Required Report Structure

Column headings to be recorded for each call for interpretation in an Excel spreadsheet format:

- Date of call (yyyy/mm/dd)
- Time of call (hh:mm:ss)
- Time to connect with interpreter (hh:mm:ss)
- Origin of Call (SCC Office Name) - (e.g. SCC – Ottawa West)
- Agent (Given name of person requesting interpretation at the SCC)
- Client Identification (####)
- Province / Territory (e.g. ON)
- Region (Drop down selection)
- Interpreter Available (Yes / No)
- Appointment (Yes / No)
- Interpreter Reference ID (####)
- Source Language (EN / FR)
- Language Interpreted (Drop down selection)
- Nature / Topic of Call – Service Offering (Drop down selection)
- Duration of Call (hh:mm:ss)
- Rate Per Call (\$XX.XX)
- Cost of Call (\$XX.XX)

ANNEX "B"

BASIS OF PAYMENT

A- Contract Period (From 01 April 2018 to 31 March 2021)

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

Firm Rate Per Unit

The Contractor will be paid a firm rate per unit as follows:

Firm rate of \$ _____ per minute.

Option Period 1

Period from 01 April 2021 to 31 March 2022

The Contractor will be paid a firm rate per unit as follows:

Firm rate of \$ _____ per minute.

Option Period 2

Period from 01 April 2022 to 31 March 2023

The Contractor will be paid a firm rate per unit as follows:

Firm rate of \$ _____ per minute.

Annex C

COMMON-PS-SRCL#6



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 100008756
Security Classification / Classification de sécurité UNCLASSIFIED

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 CSB-POS-BOS	2 Branch or Directorate / Direction générale ou Direction CSB-POS-BOS	
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 Professional interpretation services delivered by telephone to support Service Canada staff when clients experience language barriers.		
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"/>	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"/>	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 / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité
UNCLASSIFIED**PART A (continued) / PARTIE A (suite)**

- 8 Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
- No / Non Yes / Oui
- 9 Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
- 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 checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:
Commentaires spéciaux :NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscrubbed 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 unscrubbed 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 A 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



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

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	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRES SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRES SECRET	A	B	C	CONFIDENTIEL		TRES SECRET
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? No / Non Yes / Oui
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

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? No / Non Yes / Oui
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

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).



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité
UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION			
13 Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Evelyn Staniforth		Director IPSS-BS	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
(819) 654-0100		evelyn.staniforth@ps.gc.ca	
14 Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
David Zarzo		MANAGER, RSO	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
			2017-09-27
15 Are there additional Instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			
			<input type="checkbox"/> No / <input type="checkbox"/> Yes <input type="checkbox"/> Non / <input type="checkbox"/> Oui
16 Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Linda Handregan		Contracting specialist	
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
			Oct 18, 2017
17 Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
			Saumur, Jacques O
Telephone No. - N° de téléphone		Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
			Date

Jacques Saumur
Contract Security Officer
Contracts Security Division / Division des contrats sécurité /
Contract Security Program / Programme de sécurité des contrats /
Public Services and Procurement Canada / Services publics et Approvisionnement Canada
Jacques.Saumur@tpsgc.pwgsc.gc.ca
Telephone / Téléphone 613-948-1732
Facsimile / Télécopieur 613-948-1712