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Title - Sujet PS Memorial Grant Program	
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Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Dubé, Jonah	Buyer Id - Id de l'acheteur 423zg
Telephone No. - N° de téléphone (613) 858-8483 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: PUBLIC SAFETY AND EMERGENCY PREPAREDNESS CANADA 269 LAURIER AVE. W OTTAWA Ontario K1A0P8 Canada	

Instructions: See Herein

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Signature	Date

Request for Information (RFI)

Memorial Grant Program for First Responders

1. Purpose and Nature of the RFI

Public Services Procurement Canada (PSPC), on behalf of Public Safety Canada (PS), is requesting Industry feedback regarding an upcoming procurement opportunity on specialized technology, customer service and adjudication services to assess the eligibility and support the administration of the Memorial Grant Program for First Responders (Memorial Grant Program).

The objectives of this RFI are to:

- a. Inform potential suppliers of the draft requirements of the upcoming procurement opportunity;
- b. Seek Industry interest to participate in Industry Engagement activities such as one-on-one meetings/ teleconference;
- c. Collect information on the level of interest and capability from Canadian suppliers regarding the requirements as published in this RFI;
- d. Seek Industry feedback on Annex A – Statement of Work; and
- e. Obtain answers to the questions for industry in Annex B – Questions to Industry.

The upcoming procurement opportunity is accessible to the technology, customer service and adjudication services industries. Input from joint ventures about interest and capacity regarding the RFI is welcomed. The Memorial Grant Program RFI respondents are encouraged add their name to the List of Interested Suppliers (LIS), which allows businesses to add their company name and contact information to a publicly available list of parties who have expressed an interest in a particular tender published on Buyandsell.gc.ca. For more information about the LIS, please visit the following website: <https://buyandsell.gc.ca/procurement-data/tenders/get-started/join-a-list-of-interested-suppliers>.

This RFI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada, nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.





Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this RFI. The RFI closing date published herein is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation is published.

2. Requirement

Public Safety Canada (PS) has a requirement for specialized adjudication services to assess eligibility and support the administration of the Memorial Grant Program for First Responders. Services must be designed and implemented to support the delivery of this program to families of First Responders.

Canada intends to award a three-year contract with an irrevocable option to extend the period of the contract by four (4) additional one (1) year periods under the same terms and conditions. The annual budget for providing services and assessing applications for Memorial Grant Program for First Responders may be up to \$1,000,000.00.

3. Background Information:

The Memorial Grant Program is a new federal grant program that aims to recognize the service and sacrifice of Canada's police officers, firefighters and paramedics who die as a result of their duties, including deaths resulting from occupational illnesses or psychological impairment (i.e. suicide), with a grant payment to eligible recipients.

PS's requirements are expected to differ significantly from traditional insurance adjudication: rather than generating decisions, the contractor will provide support services to gather the required information, provide a case assessment, make recommendations and validate the eligibility of the application to the Memorial Grant Program for First Responders applicants. Although it is not insurance, the Memorial Grant Program for First Responders will benefit from the adjudication expertise, advocacy-based claims management principles and technological innovations found within the insurance and/or loss adjusting





industry. Providing a sensitive Memorial Grant application support service is paramount, as the assessment of eligibility may be complex and involve grieving applicants.

4. Security Requirements

Security requirements associated with this requirement include:

- a. Personnel Security level at Reliability Status;
- b. Facility Security Clearance (FSC);
- c. Safeguarding Security Clearance; and
- d. Information Technology (IT) Media Security Clearance

Potential bidders whose organizations currently do not hold a valid required Security Clearance are encouraged to initiate the security clearance process immediately by requesting sponsorship from the Contracting Authority by e-mail as this process can take up to a year to complete.

Should potential suppliers wish to obtain a sponsorship from the Contracting Authority, the request must include the following information:

Legal name of the company:
Business Name, if different from legal name:
Mailing address:
Civic address, if different from mailing address:
Company telephone number:
Company fax number:
Surname and Given Name of the contact person (Canadian Official):
Title of the contact person:
Telephone number of the contact person:
E-mail address of the contact person:
Language preference (English or French):

The Industrial Security Sector (ISS) of PSPC will then send the potential supplier the paperwork, which needs to be completed.

If the potential supplier wishes to propose the services of an individual who has obtained a security clearance from a government department or agency other than ISS/PSPC, the potential supplier's Company Security Officer is to contact CISD and request either a transfer or a duplicate of the security clearance of the individual.

For any inquiries concerning security requirements, potential suppliers should contact ISS at 1-866-368-4646, or (613) 948-4176 in the National Capital Region, CISD Website: <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>.





There are no direct costs charged to potential suppliers wishing to request a Designated Organization Screening (DOS) or a Facility Security Clearance (FSC). However, the potential supplier may incur indirect costs, which results from being required to meet the minimum standards such as installing mechanisms for document safeguarding, if applicable.

5. Potential Work Scope and Constraints:

The Terms and Conditions of the Memorial Grant Program are outlined in Appendix A in the Statement of Work.

PS wishes to obtain the services of a contractor who will provide overall applicant support, adjudication services, data management and reporting on the administration of the Memorial Grant Program for First Responders. The main responsibilities of the contractor are to provide the following services:

- Comprehensive, reliable and cost-effective application assessments and recommendations regarding whether the application meets the eligibility requirements of the Terms and Conditions of the Memorial Grant Program based on evidence-based practices utilized within the insurance industry that complies with Government regulations and policies;
- Timely and accurate processing of applications with applicant support and prompt responses to requests for information;
- Iterative processes that evolve based on the contractors commitment and delivery of a continuous improvement program;
- A dedicated personalized call centre service for Program Applicants and on-line services that focus on application support;
- Data gathering and information management system and a service database to support performance management tracking and reporting to PS.

6. Procurement Approach

PSPC intends to issue an RFP on Buyandsell.gc.ca in the near future. The SOW contains a detailed description of the services required; input and comments from Industry is requested.

Proposals submitted in response to the future RFP may be assessed in part through mandatory and technical criteria such as:

- 1- Understanding of the Project Requirements;
- 2- Management of Services including:
 - a. Technological capability and innovation;
 - b. Demonstrated adjudication competency and innovation;



- c. Demonstrated sensitivity of services;
- d. Demonstrated quality improvement capabilities;
- e. Team composition;
- f. Project management approach and methodology;
- g. Work Plan and Scheduling; and

3- Price.

The proposed basis of payment will be divided between a service fee payable on a monthly basis and a start-up fee payable at the end of the first year of the contract.

7. Legislation, Trade Agreements, and Government Policies:

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):

- a) Canadian Free Trade Agreement (CFTA)
- b) North American Free Trade Agreement (NAFTA)
- c) World Trade Organization – Agreements on Government Procurement (WTO-AGP)
- d) Canada-European Union Comprehensive Economic and Trade Agreement (CETA)
- e) Federal Contractors Program for Employment Equity (FCP-EE)

8. Important Notes to Respondents:

Interested Respondents may submit their responses to the PWGSC Contracting Authority, identified below, preferably via email:

Name: Jonah Dubé
Title: Supply Specialist
Public Works and Government Services Canada
Procurement Branch
Professional Services Procurement Directorate
Address: 10 Wellington St, 5th floor, Gatineau, QC K1A 0S5
Telephone: 613-858-8483
E-mail: Jonah.dube@pwgsc-tpsgc.gc.ca

A point of contact for the Respondent should be included in the response package.

Changes to this LOI may occur and will be advertised on the Government Electronic Tendering System. Canada asks Respondents to visit Buyandsell.gc.ca regularly to check for changes, if any.

9. Industry Engagement Activities:





As part of this RFI process, Canada would like to offer potential suppliers the opportunity to explain and express their comment(s) on the attached documents. Should the interest arise from Industry, Canada could hold Industry Engagement Activities such as One-on-One meetings at the PS offices located at 269, Laurier Street, Ottawa, Ontario.

Potential suppliers interested in attending in person for a One-on-One meeting should do so by informing the Contracting Authority **at least 48 hours prior the following available dates (more dates can be made available upon request): from April 4, 2018 to April 11, 2018.**



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



ANNEX A – DRAFT STATEMENT OF WORK

Attached hereto.



Public Works and
Government Services
Canada

Travaux publics et
Services gouvernementaux
Canada

Canada



ANNEX B - QUESTIONS FOR INDUSTRY

Canada is seeking Industry input to assist in defining the requirement for an upcoming Request for Proposal (RFP), and to better understand the level of interest of potential suppliers. Respondents are invited to provide a response to each of the following questions:

1. Do any aspects of the requirements limit your ability or interest in submitting a response to a potential RFP? If so, why? What changes would you propose to make it more achievable or appealing?
2. Would your organization be interested, or more able to participate in a potential RFP if you were part of a joint venture or other partnership arrangement? If so, what part of the requirements would your organization be most capable or interested in?
3. What challenges do you foresee in the administration the Memorial Grant Program as described, and what solutions would you propose to overcome those challenges?
4. What are your views on a costing model that would be appropriate for Industry while providing value for money to the Government of Canada? For example, provide your thoughts on costing based on:
 - Initial Start-up Cost(s)
 - Incentive/penalty structures (as they relate to service standards)
 - Monthly fees





Statement of Work

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Title

Specialized Assessment Service to Use Adjudication Expertise to Assess Eligibility and Support the Administration for the Memorial Grant for First Responders.

Objective

Public Safety Canada (PS) has a requirement for specialized services that use adjudication competencies to assess eligibility and support the administration for the Memorial Grant for First Responders (Memorial Grant Program). The Service must be designed and implemented so it supports the delivery of a well-managed and sensitive program to the families of First Responders who die as a result of their duties. This Statement of Work (SOW) details the services required to support the administration of the Memorial Grant.

The anticipated Service is expected to differ significantly from traditional insurance adjudication and does not generate decisions but rather will provide support for the gathering of required information, assessing the facts and making recommendations about Memorial Grant eligibility to PS. Although it is not insurance, the Memorial Grant Program will benefit from the adjudication expertise, advocacy-based claims management principles and technological innovations found within the insurance and/or adjusting industry. Providing a sensitive support service is paramount; as the assessment of Memorial Grant eligibility may be complex and involve grieving applicants. Some insurance adjudication approaches may narrow the scope of coverage by considering exclusions. PS requires a service that uses a broad scope approach to identify as many eligible applicants as possible.

The Contractor will design and provide the Service through a series of iterative business processes and sub-processes that generate specific outputs leading to an Application Recommendation being provided to PS. The Contractor will, in conjunction with the Program Authority design and implement the following processes for the Service:

1. Intake
2. Information gathering/support and application completeness
3. Application assessment
4. Recommendation delivery
5. Dispute resolution

Throughout the period of the contract, the Contractor will work with the Program Authority on a process of continuous improvement to deliver an iterative evolution of the Service. This process will ensure the Program is delivered in a well-managed and sensitive manner.

Background

1.1 Program Background

In recognition of the critical role of first responders in protecting Canadians, the Memorial Grant Program will provide a new federal tax-free grant to families of firefighters, police officers and paramedics who die as a direct result of their duties. The objective of the Grant is to recognize the service and sacrifice of Canada's first responders who die in the line of duty, including deaths resulting from occupational illness and deaths resulting from a psychological impairment (suicide).

1.2 Stipulations and Conditions of the Memorial Grant Program

The Memorial Grant Program's Stipulations and Conditions dictate the eligibility requirements for the Memorial Grant Program. For further clarity of the Stipulations and Conditions the Program Authority will provide a Policy Manual to guide the Third Party Administrator's recommendations for Memorial Grant eligibility. The Memorial Grant Program's Stipulations and Conditions are included in Appendix A - Memorial Grant Program Stipulations and Conditions.



1.3 Program Name

The full name of the Memorial Grant Program is the “Memorial Grant Program for First Responders”.

1.4 Overview of Contractor Responsibilities

The main responsibilities of the Contractor are to provide the following services:

- comprehensive, reliable and cost-effective Application assessments and recommendations regarding whether the Application meets the eligibility requirements based on evidence-based practices utilized within the insurance industry that comply with Government regulations and policies;
- timely and accurate processing of Applications, with Applicant support and prompt responses to requests for information;
- a dedicated personalized call center service for Program Applicants and on-line services that focus on application support; and
- develop an elaborate information management system and a service database to support performance, data gathering, case management tracking and reporting to PS; and
- develop iterative processes that evolve based on the contractors commitment and delivery of a continuous improvement program.

Note: Under the terms of this contract, the Contractor will not make decisions about the Memorial Grant or be involved in the payment of the Memorial Grant and is limited to that outlined above and to the full descriptions of requirements of this SOW.

1.5 Business Process Requirements

1.5.1 Business Process Descriptions

The Contractor must describe and illustrate the business processes / sub processes and activities / sub activities they will undertake to provide the Service and sensitive application support to the Applicants of the Memorial Grant Program. In addition, the Contractor must fully describe the technological environment that will be used to facilitate the Service. Demonstrating how the overall Service will respond to different scenarios is critical to PS.

Any processes and activities described must be able to evolve in response to the needs of applicants and ongoing quality assurance and continuous improvement efforts.

1.5.2 First Responder Death Notification Process

To serve the Applicants in a sensitive and timely manner the Contractor must become aware of First Responder's work-related deaths as early as possible.

The Contractor must survey and maintain publically available information about death notifications from federal jurisdictions, provincial/territorial jurisdictions, municipal jurisdictions, professional associations, families, media scans and other public domain information available. Information such as date of death, involved First Responder and potential work-relatedness of death must be captured. Information about death notifications is utilized in the Initial Eligibility Process.

To be further developed based on comments from industry

1.5.3 Initial Eligibility Process

The Initial Eligibility Process efficiently identifies deaths that meet the established initial eligibility requirements outlined in the Stipulations and Conditions. Information reported on the death such as date, class of the First Responder and potential work-relatedness will be screened via simple filters to mark the reported deaths that are consistent with the Stipulations



and Conditions. The Contractor must verify / confirm the death event information and store the information securely. The Contractor will also inform the employer, the employee association and the family (if they provided the death notification) about the Program and relevant contact information about how to begin the Application Intake Process.

1.5.4 Application Intake Process

This process allows to the Contractor obtain complete and accurate documentation for the Memorial Grant Application Review Process and to initiate the Memorial Grant Recipient Identification Process which will identify the potential Memorial Grant recipients associated with an eligible death. Due to the high amount of applicant interaction required and the opportunity to provide value downstream; this is considered a primary operational process. Activities in this process are governed by the service standards, advocacy-based claim model principles and the Stipulations and Conditions outlined in Appendix A Memorial Grant Program Stipulations and Conditions.

This process is started upon application and must first be subjected to the Initial Eligibility Process.

Key activities in this process would likely include but not limited to:

- contact the Applicant following a successful pass through the initial eligibility process;
- educate the Applicant on Memorial Grant application processes and the specific goals of the intake process;
- obtain consent from the applicant to assist them through Memorial Grant application processes;
- open a file within the Contractors system;
- explain the number and nature of documents required for the application;
- provide an information and procedural kit to the applicant;
- provide support services that will assist the applicant in requesting, obtaining and submitting the documentation required;
- inform the applicant regularly on the progress of their application and what items are outstanding and;
- notify the applicant when document submission is complete and that the Memorial Grant application review process has begun.

To be further developed based on comments from industry

1.5.5 Memorial Grant Application Review Process

The Memorial Grant Application Review Process overlaps with the Intake Process and Adjudication Process. During this process, the adjudicator reviews the completed documents and request additional or more complete information where necessary.

To be further developed based on comments from industry

1.5.6 Memorial Grant Recipient

The Contractor will identify all eligible beneficiaries as defined in Appendix A - Memorial Grant Program Stipulations and Conditions. If the Contractor makes a positive recommendation in the Recommendation Process subsequent information, as defined by the Program Authority will be obtained by the contractor to allow PS to make payments to the Applicant.

To be further developed based on comments from industry

1.5.7 Assessment Process

Due to the adjudication expertise required and the important contribution provided to the Memorial Grant Program; assessment is considered a primary operational process. The personnel involved and the activities they perform are governed by the certification or



experience criteria listed in Appendix G - Resource Categories and Requirements. The Adjudication Process is also guided by the parameters detailed in the Stipulations and Conditions and Policy Manual.

To be further developed based on comments from industry

1.5.8 Recommendation Process

In the case of a positive assessment recommendation, the Contractor promptly prepares a recommendation package for the PS Decision Process.

To be further developed based on comments from industry

1.5.9 Dispute Resolution

In the case of a negative recommendation, the Contractor contacts the Applicant and sensitively informs them of the rationale for the recommendation and offers the Applicant of the Dispute Resolution Process.

To be further developed based on comments from industry

1.6 Consent

The Application support materials developed by the Contractor must include critical items regarding privacy and confidentiality. A consent form must be developed that when signed, clearly provides permission for the Contractor to collect, store and protect sensitive, personal and medical information about the deceased and the applicant in accordance with the requirements set out in Section 1.11.14 Maintenance of Personal Information.

This Consent form also gives permission to the Contractor to share information with PS and allow them to process the Memorial Grant.

1.7 Authorized Representatives

To be developed based on comments from industry

1.8 Work Planning Responsibilities

The approach for the implementation of the ongoing administrative services contract has been divided into three phases;

- i) Start-up;
- ii) Operations; and
- iii) Close-out.

The Start-up Phase will include design and creation of business processes, technology infrastructure and governance.

The Operations Phase will deliver services to Memorial Grant Applicants and recommendations about Memorial Grant eligibility to PS.

The Close-out Phase (if necessary) will transition the operations and knowledge transfer to a Subsequent Contractor.

To be further developed based on comments from industry.

1.9 Technology Services

The Contractor must provide technology services to support the administration of the Memorial Grant Program which includes; Application assessment, Application support; data and reporting requirements.

The main components of the technology services must include but not be limited to a Memorial Grant Program database, case management technology, website and portal.



The Contractor must provide, but not be limited to the following technology services:

1.9.1 Database

The Contractor will develop and maintain a database to support the Service and Memorial Grant Program with the following capabilities:

- receive and maintain data about First Responders' deaths, Applicants, Business Process inputs and outputs, support dashboards, design and produce reports on a real-time, ad hoc and scheduled basis;
- support for the "Dashboards and Business Intelligence" requirements in Section 1.11.15 Dashboards and Business Intelligence;
- caseload inventory of all Application cases;
- report anonymous data about the Service and Memorial Grant Program; and
- be scalable in the event the volume of Applications becomes greater than currently anticipated.

To be further developed based on comments from industry

1.9.2 Case Management Technology

The Contractor will maintain a Case Management Technology to support the processing of Applications as outlined in the "Business Process Descriptions". Case Management Technology must include but not be limited to the following features:

- create separate and secure records management depository for all Application records;
- track and report on the progress of individual Application cases and the entire caseload of Applications; and
- identify and report on the number and status of all active and closed Application cases.

To be further developed based on comments from industry

1.9.3 Service Portal

The Contractor will create and host secure portals for Applicants and PS in both official languages. The Applicant version of the portal must be designed for the exclusive use of Applicants should they wish self-service capabilities. The portal's design must be defined in the Work Plan developed in the Start-up Phase of the contract. The portals must include but not be limited to the following features:

- Applicant Support:
 - web-enabled services for Applicants;
 - secure and individualized access to Application information that must include but not limited to; forms, information received, what forms and information is outstanding, the progress of the Application within the Service's Business Processes;
 - electronic routing of Applicant request(s) for call-back;
 - on-line storage of user sessions for administrative purposes and records management;
 - applicant accounts with log in and access capabilities;
 - 24 hour access, 365 days a year;
 - services in accordance with the service levels provided in Appendix 2 - Service Standards
- PS access to Service information and reporting including:
 - a single location for information or outputs required to be delivered to PS as identified the Operations Phase of the SOW;
 - the ability to access and download output from the Service's Business Processes;
 - dashboards as described in section 1.11.13 Dashboards and Business Intelligence;
 - ad hoc reporting capabilities;



- the capacity to send notices to the Program Authority when new Business Process outputs and/or reports are available on the Portal;

To be further developed based on comments from industry

1.9.4 Service Website

In addition to a Portal the Contractor must provide a secure website that provides but is not limited to information about the Memorial Grant Program and Service.

The Contractor must manage and maintain the website current with changes in the Service's administration, processes, and other related changes.

The Services website must include, but not be limited to, the following features:

- welcome page;
- ability to view the website in both official languages;
- links to other relevant websites and files, as determined by the Program Authority;
- the capacity to toggle between the official two languages;
- html, xml or current webpage format;
- scalable font;
- high colour contrast;
- intuitive navigation;
- ability to login and change password;
- functionality to view, download, and print forms;
- customized glossary and;
- frequently asked questions
- the website will provide an information page or section including:
 - a description about the involvement of the Contractor and the Government of Canada;
 - the collection and protection of personal information;
 - the use of Web analytics,
 - the reporting of security incidents and
 - all applicable Terms and Conditions found on the Canada.ca web site (e.g. official languages, commitment to accessibility etc.).

The Contractor must provide details to the Program Authority about which web analytics tools are to be used and who will limit the access to the data gathered by the web analytics tools to only the Contractor and PS.

The website is not subject to the Government of Canada Web Standards and must not use any of the applied Mandatory Elements for Websites and Web Applications for domain names, terms, conditions and archiving online web content, as well as common page layouts and visual design elements. The web site must not mislead the user into thinking they are using a Government of Canada site (e.g.: it will not look like www.PublicSafety.gc.ca or www.Canada.ca). Each page must have footer with a short text (to be provided by PS) that describes the involvement of the Government of Canada. The footer will include the PS Flag-symbol Signature and the "Canada" Wordmark (these images must be displayed in compliance with the Federal Identity Program technical specifications found on Canada.ca).

The Contractor is responsible for, but is not limited to, all changes to the static content of the website such as correcting errors, updating information, graphics, etc. All website content and format must be submitted to the Program Authority for review and approval prior to posting.

The website must respect the universal accessibility guidelines developed by the World Wide Web Consortium's Web Accessibility Initiative (<http://www.w3.org/TR/WCAG10/>) by ensuring compliance of its web sites with the Priority 1 and Priority 2 checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG).

To be further developed based on comments from industry



1.10 Call Centre Service

The Contractor must provide a dedicated Call Centre Service in both official languages that will focus on calls being answered by a person instead of an automated response and connecting Applicants and Authorized Representatives to the individual case manager working on the Applicants case. The Call Centre Service design will be included in the Work Plan and completed during the Start-Up Phase.

To be further developed based on comments from industry

1.11 Service Support Responsibilities

The Contractor must provide infrastructure and administrative support for the Service that includes but is not limited to the following:

1.11.1 Other Administrative Requirements

- protect against unauthorized access, use, disclosure or loss of personal information in accordance with Government of Canada and departmental security requirements and standards;
- in accordance with the times specified in section 1.15 Meetings plan and coordinate meetings with Program Authority and record and report the minutes of the meeting to the Program Authority.
- interact with the Program Authority as requested or required to ensure satisfactory client services are upheld and service standards are met;
- provide access its facilities and all Memorial Grant Program records for Audit purposes, as required; and
- interact with the Contract Authority to ensure contractual alignment and compliance.

1.11.2 Quality Assurance and Continuous Improvement Program

The quality and sensitivity of the Service is of utmost importance to PS. Since the Memorial Grant Program is unique it is necessary that the Service operates differently than a usual insurance/adjuster based claim services. The uniqueness of the Memorial Grant Program will require the Contractor to evolve the Service based on experience, applicant feedback and input from the Program Authority. To accomplish a successful evolution of the Service the Contractor must provide and maintain a Quality Assurance and Continuous Improvement (QACI) Program for all services provided under this Contract.

The QACI Program must deliver an iterative program development process that provides a quality assurance function and insures the accuracy, efficiency, responsiveness, timeliness and accessibility of the Service and must include, but is not limited to, the following components:

- a measurement process that identifies issues and opportunities;
- actions that implement continuous improvement activities;
- service level metrics, process controls and documented administrative procedures based on evidence based practices;
- quality, accuracy and completeness of application assessments;
- staff training, monitoring and evaluation practices;
- performance measurement reports about quality improvement activities; and
- appropriate controls to comply with technical, security, and privacy requirements;

To be further developed based on comments from industry

1.11.3 Internal Controls

To be further developed based on comments from industry



1.11.4 Accuracy and Completeness of Data

The Contractor must verify and confirm the accuracy and completeness of data captured and/or communicated to the Program Authority.

1.11.5 Audits

To be further developed based on comments from industry

1.11.6 Memorial Grant Applicant Satisfaction Surveys

To be further developed based on comments from industry

1.11.7 Technical Infrastructure and Requirements

The Contractor must deliver a technical infrastructure, which encompasses relevant systems and technologies necessary for the ongoing administration of the Memorial Grant Program and comply with the Government of Canada Certificate Authority over the life of the contract, including options years; (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=20008>).

All Applicants, including those located outside of Canada, must have access to the ongoing administrative services of Appendix D - Implementation and Planning Requirements – Operations Phase.

To be further developed based on comments from industry

1.11.8 Communication Requirements

To be further developed based on comments from industry

1.11.9 Application Support Materials

To be further developed based on comments from industry

1.11.10 Historical Retention of Physical Records

To be further developed based on comments from industry

1.11.11 Reporting

The Contractor must develop and produce standard administrative and technical reports required for ongoing assessment administration and separate ad-hoc reporting services to facilitate management of the administration services of the Memorial Grant Program and verification of the Contractor's performance against service standard as defined by the Program Authority.

The Contractor must host the reports on their secured system, provide electronic copies, and/or send paper reports to the Program Authority.

The Contractor must prepare, maintain, and send all reports in electronic format and ensure they are available for download by the users authorized by the Program Authority. All reports must be produced using the Microsoft Office Suite Software, dated and version controlled.

The Contractor must provide reports on ongoing activities, problems, costs and operations on a monthly basis on the last Friday of the month, or next business day if that Friday is a statutory holiday. The report must be submitted in PDF format.

To be further developed based on comments from industry

Internal Quality Assurance Audit Report

To be further developed based on comments from industry



Call Centre Service Report

To be further developed based on comments from industry

Promotional Activities Report

To be further developed based on comments from industry

1.11.12 Dashboards and Business Intelligence

The Contractor will develop a dashboard to visually display the status of metrics of the Memorial Grant Program for PS as defined by the Program Authority. To protect privacy, all personally identifiable information will be removed from dashboard, reporting and business intelligence data sets.

The dashboard will also be used by the Program Authority to monitor how key business processes are performing and to obtain feedback for continuous improvement.

To be further developed based on comments from industry

1.11.13 Maintenance of Personal Information

Consent to Maintain Personal Information:

When submitting an Application to the for the Memorial Grant, the Applicant will consent in writing to the Contractor disclosing to PS the personal information necessary to enable PS to process the Memorial Grant payment, including but not limited to relevant information about the Applicant and eligible First Responder: name; service information; service identification number; other identification numbers; gender; language; biographical information; date of death; and marital status.

If the applicant indicates limitation on personal information to be disclosed to PS in support of their application, the Contractor will advise PS in advance of any disclosure.

PS and the Contractor may disclose and collect from each other only such information of the applicant that is necessary for the assessment of the claim application for the Memorial Grant.

Data Elements:

Program Application data is all data used in the determination of Memorial Grant eligibility. Examples include tracking and maintenance of:

- a) Personal data (i.e. name, address and province of residence of Applicant; relationship to eligible First Responders);
- b) Application data required for adjudication (e.g. name and service of eligible First Responders).

Disclosure of Personal Information

The Contractor and PS will make every reasonable effort to disclose the personal information in a timely and mutually agreed upon format.

The Contractor will confirm with PS, information management and information security requirements, during their information disclosure, transport and transmittal processes, by protecting it against such risk as unauthorized access, use, disclosure or loss in accordance with Government of Canada and PS departmental security requirements and standards.

Safeguards

To carry out their purposes, PS and the Contractor will be required to:



- a. Permit only authorized persons who have a need to know access to the personal information collected and disclosed; and ensure that individuals with access to the personal information are aware of their responsibility to protect the privacy of the personal information entrusted to them; and immediately inform the Program Authority of any circumstances, incidents or events which to its knowledge have jeopardized or may in the future jeopardize the privacy or security of personal information during the disclosure or transmittal process and;
- b. Ensure that record keeping, retention and disposition of personal information being collected and disclosed is done in accordance with the Government of Canada and PS security requirements and standards.

PS and the Contractor must make reasonable arrangements to safeguard the personal information in its control by protecting it against such risks as unauthorized access, collection, use, disclosure or disposal.

The information obtained from the Contractor, retained and disposed of in compliance with Treasury Board Policy on Government.

The Contractor will be required to notify the Program Authority immediately upon becoming aware of an occurrence of breach of privacy or of the security requirements. This includes but is not limited to:

- a. Unauthorized access to or modification of the personal information in its control;
- b. Unauthorized use or disclosure of personal information in its controls and;
- c. A breach of privacy or security with respect to personal information in its control or with respect to any computer system in its control and that may be used to access personal information.

PS and the Contractor will be required to achieve resolution and compliance with Government of Canada Privacy and security requirements.

Any loss, suspected loss, theft or unauthorized disclosure or access to information must be reported immediately to the Program Authority, with the following details:

- a. The date and place of incident;
- b. The circumstances surrounding the incident;
- c. A description of the information involved;
- d. The extent of known or probable compromise and the identify of unauthorized; persons who had or are believed to have had access to the information;
- e. The action or proposed course of action to remedy the situation; and
- f. Any further details which may assist in assessing the loss or compromise.



Deliverables

This section specifies the reports and deliverables that are required of the Contractor. The following tables summarize requirements for the delivery of the Service:

Deliverable Table - Start-Up Phase

No.	Deliverable	Content	Format	Due Date
3	Business Process Modelling and Workflow Descriptions	illustrations and narratives explaining how the sensitive service has been structured, how it will be delivered and the internal controls for probity and data accuracy	PDF document using modelling notation	1 month after Kick-Off
4	Systems Summary, Security Verifications and Demonstration	illustrations and narratives explaining the information system architecture, technologies, data flows/storage and security provisions in place for the service; demonstration of key user interaction points (e.g. portal, dashboard, web analytics tools, reporting elements)	PDF Document using modelling notation; and presentation	2 months after Kick-Off
6	Communication and Application Support Materials – Final Version	web-site pages, consent forms, authorized representative forms, other required materials	PDF documents as needed (25 page maximum)	2 months after Kick-Off
7	Quality and Compliance Readiness Summary	description of preparedness in meeting requirements of continuous improvement, bilingualism, records retention, conducting surveys, data accuracy, performing audits, checklists and handling personal information	PDF document	2 months after Kick-Off

Deliverable Table – Operations Phase

No.	Deliverable	Content	Format	Due Date
1	Operations Phase Work Plan	chronologically ordered narrative of how, by whom and when deliverables in the Operations Phase will be executed	PDF document	1 week after Kick-Off
2	Real Time Dashboard and Portal Indicators	application status, ongoing applicant volumes, processing performance and service standard measures	PDF document	real time
3	Recommendation	Recommendation Process ; compendium of documents	PDF documents Recommendation	2 days after assessment



	Packages	resulting from intake adjudication, dispute resolution and recommendation services	Process ; encrypted file, securely viewable through the portal	is complete
4	Reports, Quarterly Quality Reviews, Customer Satisfaction Surveys and Presentations	described in Section 1.11.12 Reporting and as described in 1.11.16 Memorial Grant Applicant Satisfaction Surveys;	PDF documents and presentations with illustrations and narratives	end of each quarter period

Deliverable Table - Close-Out Phase

No.	Deliverable	Content	Format	Due Date
1	Service Continuity and Close-Out Phase Plan	chronologically ordered narrative of how service will continue and how deliverables in the Close-Out Phase will be executed	PDF document	1 month prior to start of Close-Out Phase
2	Data Summary and Transfer Confirmation	summary of the data structures and their successful transfer	PDF document	1 week prior to final date
3	Project Close-Out Document	PSPC specified and likely one that is privacy impacted	PDDF document	1 week prior to final date
4	Close-Out Audit Report	Internal or PSPC specified	PDF document	1 week prior to final date



Constraints and Assumptions

1.12 Responsibilities

For the provision of the ongoing services in the SOW with respect to the Memorial Grant Program, the Contractor scope of work is limited to the assessment of applications as described in the section Business Process Descriptions based on the Stipulations and Conditions of Memorial Grant Program and the Policy manual established by the Program Authority.

1.13 Defined Terms

This statement of work contains defined terms. When a word is capitalized a definition of the term is provided in Appendix 8 - Defined Terms and Glossary of Acronyms.

1.14 Sub-contracting

Unless otherwise agreed to by the Program Authority, the Contractor may not, unless specified in the SOW subcontract the performances of any Services hereunder.

1.15 Meetings

The Contractor must plan and conduct regular meetings with the Program Authority, Contracting Authority and other representatives as identified by the Program Authority. The Contractors representatives at the meetings must include its Project and/or Program Manager and other resources and subject matter experts as required.

Meetings may be conducted face-to-face, at a Government of Canada location in the National Capital Region, or by teleconference or video conference, unless otherwise directed by the Program Authority..

The Contractor must prepare (and/or update as applicable) an agenda, any relevant documentation and distribute to the identified representatives, a minimum of one day prior to the meeting. The Contractor must prepare meeting minutes and distribute to the identified representatives to obtain consensus no later than two days after meeting.

The Contractor is responsible for any travel costs associated with attendance of meetings.

A kick-off meeting to be held one week after contract award.

Subsequent meetings must be conducted weekly during the Phase 1 – Work Plan and monthly during Phase 2 – Operations Phase. Meetings may be conducted more frequently or less frequently if requested by the Program Authority.

1.16 Communication

In addition to the timely submission of all deliverables and fulfillment of obligations specified within the contract, it is the responsibility of the Contractor to facilitate and maintain regular communication with the Program Authority. Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the project is progressing well and in accordance with expectations. Communication may include: phone calls, electronic mail, faxes, mailings, and meetings. In addition, the Contractor is to immediately notify the Program Authority of any issues, problems, delays or areas of concern in relation to any work completed under the contract, as they may arise.

1.17 Location

The work outlined will be completed at the Contractor's facilities.

1.18 Travel

No travel is anticipated for this work

Any paid travel, if necessary must be approved by the Project Authority and in accordance with the National Joint Council Directives - <http://www.njc-cnm.gc.ca/directive/d10/en>



Public Safety's Oversight

PS is responsible for:

- Policy development and oversight including eligibility requirements, policy direction and program documentation;
- Performance monitoring of, as well as ongoing liaison with and direction to the Contractor with respect to day-to-day provision of assessment and administration services;
- Decisions regarding payment of the Memorial Grant to eligible recipients under the Stipulations and Conditions of the Memorial Grant Program after assessment and recommendations of eligibility by the Contractor;
- The payment of the administrative services contract.

List of Appendices

Appendix A – Appendix A – Memorial Grant Program Stipulations and Conditions

Appendix B – Business Processes Mapping

Appendix C – To be developed.

Appendix D – To be developed.

Appendix E – To be developed.

Appendix F – To be developed.

Appendix G – To be developed.

Appendix H – Eligible Class Statistics

Appendix I – Defined Terms and Glossary of Acronyms



Appendix A – Memorial Grant Program Stipulations and Conditions

1. Authorities

Under section 4(1) of the Department of PS and Emergency Preparedness Act, the powers, duties and functions of the Minister extend to and include all matters over which Parliament has jurisdiction — and that have not been assigned by law to another department, board or agency of the Government of Canada — relating to PS and emergency preparedness. Under section 4(2) the Minister is also responsible for exercising leadership at the national level relating to PS and emergency preparedness.

Under paragraphs 6(1) (a) and (c), the Minister, in exercising his or her powers and in performing his or her duties and functions and with due regard to the powers conferred on the provinces and territories, may initiate, recommend, coordinate, implement or promote policies, programs or projects relating to PS and emergency preparedness; and may make grants or contributions.

Combined, these authorities generally enable the Minister to provide programs such as the Memorial Grant Program for First Responders and other grants or contributions within PS.

2. Definitions

These terms and conditions apply in relation to a First Responder residing in a Province or Territory that has signed a Memorandum of Agreement in respect of this Memorial Grant with Canada.

For the purposes of this Memorial Grant Program, the following definitions apply to these terms and conditions:

First Responder: An individual who was employed or formally engaged to carry out the duties of a police officer, firefighter, or paramedic by a Canadian emergency service in Canada.

Police Officer: An individual who was employed or formally engaged as a volunteer, auxiliary or reservist by a provincial, territorial, regional, municipal or indigenous police service to perform duties that protect the public; detect, prevent or investigate crime; or perform other policing activities. This may also include those who plan, organize, direct, and control police force administration and police activities. At the federal level, this includes the following individuals in respect of the officers and members of the Royal Canadian Mounted Police commonly known as:

- Regular Members;
- Community Constables;
- Reserve Constables;
- Auxiliary Constables; and
- Supernumerary Special Constables.

Firefighter: An individual who was employed or formally engaged as a volunteer, auxiliary or reservist by a provincial, territorial, regional, municipal or indigenous fire service to perform firefighting, fire prevention activities, and assist in other emergencies. This may also include those who plan, organize, direct, and control firefighting operations and fire prevention activities.

Paramedic: An individual who was employed or formally engaged as a volunteer, auxiliary or reservist by a provincial, territorial, regional, municipal or indigenous paramedic or ambulance service to perform duties related to the administration of pre-hospital emergency medical care to patients with injuries or medical illnesses, including transportation to hospitals or other medical facilities for further



emergency medical care. A paramedic may also be known as an emergency medical attendant (EMA), emergency medical technician (EMT), and ambulance attendant.

Eligible beneficiaries: An individual who is able to demonstrate and provides evidence of relationship to a deceased first responder as described below. Eligible beneficiaries are to be determined and paid in accordance with the following descending order of priority:

- i. the spouse or common-law partner as the case may be; or
- ii. if there is no surviving spouse or common-law partners, to a surviving child or children divided in equal amounts; or
- iii. if there is no surviving child, to a surviving parent or parents divided in equal amounts, or
- iv. if there is no surviving parent, to surviving brothers and sisters divided in equal amounts; or
- v. if there is no surviving brothers or sisters, to the deceased's estate.

3. Objectives

The objective of this Memorial Grant is to recognize the service and sacrifice of Canada's first responders as defined above whose deaths are attributable to their duties, including deaths resulting from occupational illness or psychological impairment (i.e., suicide), while keeping Canadians safe.

4. Key Expected Results and Indicators

As an acknowledgement of the critical role that first responders play in protecting Canadians, the Memorial Grant for First Responders is intended to recognize the service and sacrifice of Canada's first responders, resulting in a well supported community of first responders and their families.

The program contributes to the achievement of departmental and governmental objectives by contributing to enhanced PS, ultimately leading to a safe and resilient Canada. The program aligns with section 1.3.2, Law Enforcement Leadership of PS's Program Activity Architecture, which provides leadership to Canada's law enforcement community.

The Performance Measurement Strategy for this program outlines a plan that will be implemented by the Department to ensure that there is sufficient performance information available to effectively plan, monitor, and report on results throughout the delivery of the Program, and to effectively support evaluation of the Program.

Output(s)/Outcome(s)	Performance Indicator(s)
Stakeholders are aware of the Memorial Grant Program for First Responders (i.e., eligibility criteria)	<ul style="list-style-type: none">percentage of stakeholders who indicate program awarenessnumber of website page views to the Memorial Grant Program for First Responders webpagepercentage of eligible applicants who apply for the Memorial Grant Program
Well-managed and well established Memorial Grant Program for First Responders responsive to stakeholders needs	<ul style="list-style-type: none">elapsed time from submission of a completed application claim and decisionelapsed time from receipt of a decision at PS to payment and/or notificationpercentage of total expenditures directed to the administration of the programpercentage of favourable decisions and/or rejections made without requesting a level of review or appeal
Well-supported community of first responders and their families	<ul style="list-style-type: none">percentage of first responders and/or their families perceive the Memorial Grant Program positively



	<ul style="list-style-type: none">percentage of stakeholder groups who perceive the Memorial Grant Program positively
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5. Eligible Recipients and Criteria

Eligible recipients must be an “eligible beneficiary” as defined in these terms and conditions and the death of the first responder must meet all of the following incident eligibility criteria.

Incident Eligibility

For the purposes of this Memorial Grant Program for First Responders, death must be attributable to, and resulting from the performance of duties in the following circumstances:

- Death resulting from a fatal injury (e.g., gunshot wound, stabbing, car accident, etc.) while actively engaged in the duties of a first responder in Canada
- Death resulting from an occupational illness primarily resulting from employment as a first responder (e.g., lung cancer, leukemia, non-Hodgkin’s Lymphoma, heart injury or other illness). Following established provincial and territorial practices; a presumptive list of occupational illnesses and related years of service will be established and maintained by PS based on current scientific evidence.
- Death resulting from or reasonably attributable to psychological impairment, specifically suicide, based on a pre-existing diagnosis or multiple separate affidavits, as stipulated in Section 11.

The date of death must be on or after April 1, 2018.

The Memorial Grant will not be paid in the following situations:

- If the fatal injury was caused by the intentional misconduct of the first responder or the deceased’s intention to bring about their death, except in cases of psychological impairment (i.e., suicide);
- If the first responder was voluntarily impaired at the time of their fatal injury, except in cases of psychological impairment (i.e., suicide); or
- If the first responder was not performing their duties in good faith at the time of their fatal injury.

6. Eligible Activities

The Memorial Grant for First Responders is intended to recognize the service and sacrifice of Canada’s first responders in keeping Canadians safe. The Memorial Grant may be payable following signature by a Province or Territory of a Memorandum of Agreement with Canada, submission of a properly completed application and a determination that:

- The applicant is considered to be an *eligible beneficiary* of a *first responder* as described above; and
- The death of the first responder must be *attributable to and resulting from the performance of their duties*.

7. Eligible Expenditures

Upon receipt of the Memorial Grant amount, the eligible beneficiary[ies] may incur any expenditure that they determine will appropriately recognize the service and sacrifice of the deceased first responder.

8. Maximum Amount

The maximum amount payable to any eligible Memorial Grant recipient(s) will be a one-time, lump sum of \$300,000 per death. In instances when the Memorial Grant would be divided amongst multiple recipients in equal amounts, the total amount paid out would not exceed \$300,000 (e.g., two eligible surviving children would receive \$150,000 each).



9. Method for Determining Funding Amount

Upon determination of eligibility, the eligible beneficiary[ies] will receive a one-time, lump sum payment of \$300,000. If there are multiple eligible beneficiaries, as stipulated in section 8, the amount will be divided amongst all eligible beneficiaries in equal amounts.

10. Stacking

As PS is the only federal department offering this Memorial Grant in recognition of the service and sacrifice of Canada's first responders, the stacking limit for this program is 100%.

11. Application Requirements

Every application for the Memorial Grant must include documentary evidence that establishes:

- the identity of the deceased First responder;
- the identity of the applicant;
- the relationship between the deceased First responder and the applicant (e.g., marriage certificate, birth certificate, divorce certificates, adoption certificates, affidavits, statutory declarations and any other similar documents as may be required to determine eligibility); and
- a court certified copy of the Will, letters of administration or other similar documentation, as may be required if there is no eligible beneficiary for the purposes of the Memorial Grant.

For death resulting from **fatal injury**, the application must include, in addition to the above:

- A duly completed application form
- Attestation from an authority authorized to represent the employer organization that attests and confirms that the individual was employed or formally engaged by the police, paramedic or firefighting service to perform functions and acted in an official capacity at the time the fatal injury occurred, including a description of the circumstances of the fatal injury;
- Medical records or other records that document the first responder's injury, including the primary cause of death and other contributing factors;
- Certified true copy of the death certificate and,
- Other documents or evidence as may be required to confirm eligibility.

For death resulting from **occupational illness**, the application must include in addition to the above:

- A duly completed application form
- Attestation from an authority authorized to represent the employer organization that attests and confirms the length of time that the individual was employed or formally engaged by the police, paramedic or firefighting service,
- Medical records or other records that document the first responder's disease and diagnosis;
- Medical reports or other records that document the primary cause of death and other contributing factors;
- Certified true copy of the death certificate; and,
- Other documents or evidence as may be required to confirm eligibility.

For death resulting from **psychological impairment**, the application must include in addition to the above:

- A duly completed application form
- Attestation from an authority authorized to represent the employer organization that attests and confirms that the individual was employed or formally engaged by the police, paramedic or firefighting service to perform functions and acted in an official capacity
- Medical records or other records that document the first responder's pre-existing diagnosis of an operational stress injury due to their engagement and/or employment as a first responder;



- In the absence of a pre-existing diagnosis, multiple separate affidavits from family members living in the same household, friends, employer and/or colleagues attesting to the perceived mental state of the first responder;
- Certified true copy of the death certificate; and,
- Other documents or evidence as may be required to establish eligibility.

12. Official Languages

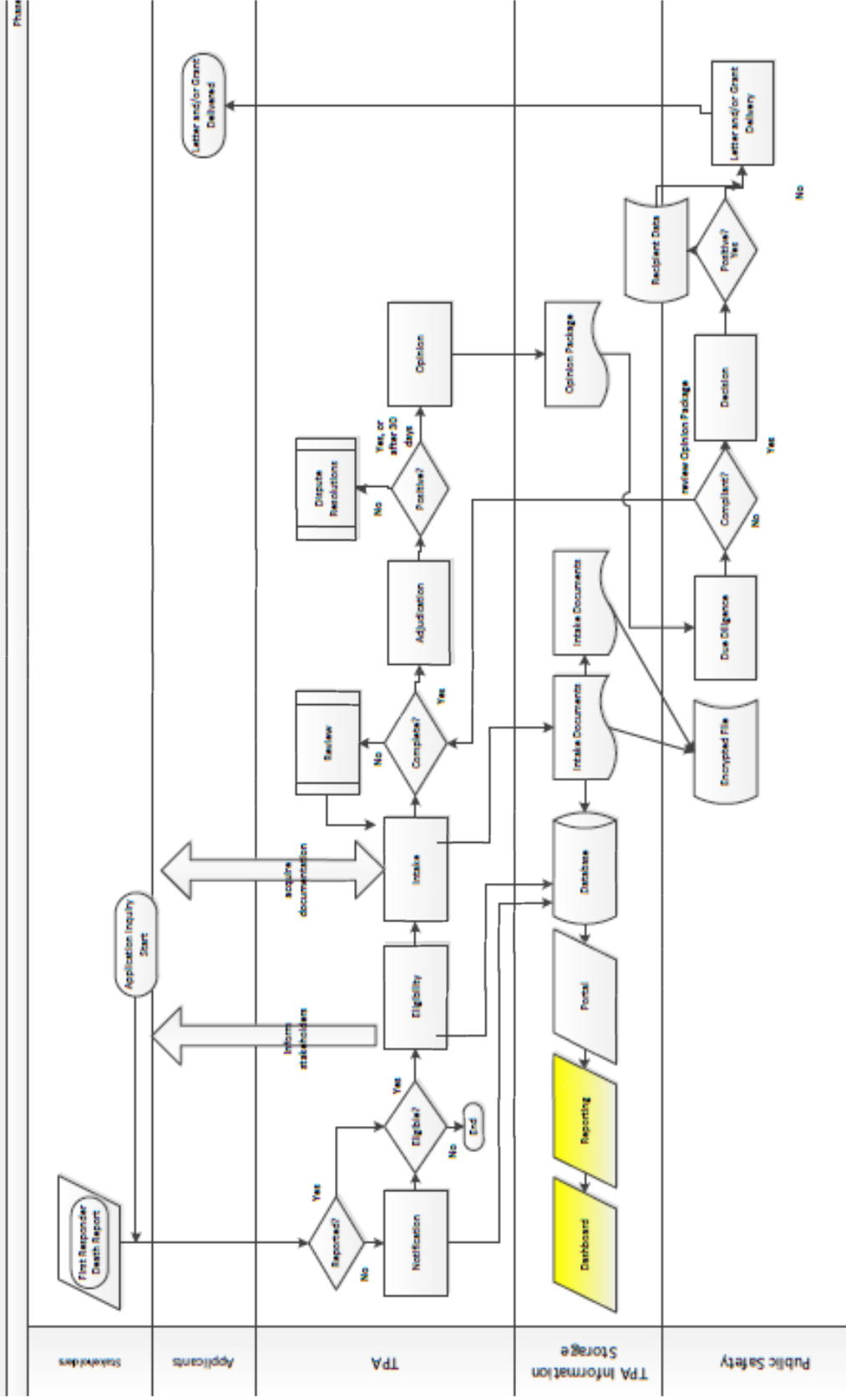
The Program will comply with all applicable requirements stipulated in the *Official Languages Act* and related regulations, as well as federal policies in this regard, including Chapter 4-1 of the Official Languages Policy.

DRAFT

Appendix B - Business Processes Mapping

The Business Processes requirements outlined in Section 4.2 are defined in the following process map.

Memorial Grant Program for First Responders – High Level Main Processes with Information Flow – Draft Version 1.0





Appendix H - Eligible Class Statistics

Data on the eligible class and related assumptions on application volumes provided in this RFP have been provided to Bidders as background information to assist them in preparing their bids. The inclusion of this data in this RFP does not represent a commitment by Canada, or that Canada's future usage of the Services will be consistent with this data.

Data on reported Line of Duty Deaths of Canadian PS Officers by Class (2010-2014)

First Responder	Number of First Responders in Canada	Number of Deaths (in the line of duty)
Police	78,455 (Census 2017)	Average: 21 per year (includes 14 suicides)
Firefighters; Fire chiefs and Senior Firefighting officers	115,255 (35,255 Career (Census 2017); 80,000 Volunteer*)	Average: 37 per year (includes 7 suicides)
Ambulance attendants and other paramedical occupations	27,625 (Census 2017)	Average: 14 per year (includes 13 suicides)
TOTAL:	221,335	Total: 72

*Data provided by the International Association of Firefighters (IAFF) Canada

CLASS

The identified class of eligible first responders has been provisionally defined as firefighters, police officers and paramedics in Canada, including volunteers, auxiliary police and private paramedic services that are utilized by the Federal, Provincial and Territorial governments. Based on the most current estimates the recipient class is approximately 221,335.

The data was obtained from Statistics Canada using National Occupational Classification codes (NOC). The data may not reflect the current complement of those individuals in each occupation; however the exact figure is not as important as understanding the relative size of each class. Also, since we used the NOC codes to obtain statistics on the number of first responders and the rate of death, we are unable to provide data on the number of indigenous first responder's on-reserve or estimates for their corresponding rate of deaths in the line of duty.

RATE OF DEATHS

Comprehensive national-level data is not available for first responder deaths in the line of duty including death as a result of an occupational disease or psychological impairment (i.e. suicide). With the exception of firefighters, data from memorial websites (Canadian Fallen Firefighters Foundation; The Officer Down Memorial Page Inc.; Canadian Paramedic Memorial Foundation) is consistent with the data on accepted fatality determination collected by the Association of Workers Compensation Boards of Canada from provincial Workers' Compensation Boards/Commissions. PS sought information from the Association of Workers Compensation Boards of Canada and they provided significantly higher rates of death for firefighters than data presented by the International Association of Firefighters and by the Canadian Fallen Firefighters Foundation. This discrepancy may be a result of recent amendments to presumptive legislation in Alberta and Ontario that expanded cancer presumption rules for firefighters retroactively (back to 1982 and 1960 respectively). The Association of Workers Compensation Boards of Canada collects data on fatalities approved for compensation by provincial Workers' Compensation Boards/Commissions and records fatalities in the year that a claim is accepted as a fatality by the Board/Commission, which overstates the annual cases. Data could therefore be skewed when an amendment providing retroactive presumptive expands the opportunity of an allowed claim. For



estimates, data from memorial websites was used to estimate the average number of deaths in the line of duty including deaths as a result of an occupational disease (30 deaths per year vs 60 deaths per year).

The International Association of Firefighters Line of Duty Death Database records an average of 24 in line of duty deaths (among firefighters who are International Association members) annually. According to data from the Canadian Fallen Firefighters Foundation, an average of six firefighters who are not International Association members (i.e. part-time or other non-affiliated) die in the line of duty annually. Both the International Association of Firefighters and the Canadian Fallen Firefighters database include occupational cancer deaths in their definition of line of duty death and rely upon provincial workers compensation board decisions for listing as a line of duty death. Both databases also record fatalities in the year that the fatality occurred irrespective of the retroactivity applied to presumptive legislation. The types of cancers covered by presumptive legislation and eligibility based on years of service can vary across jurisdiction.

By leveraging provincial workers compensation board determinations on deaths as a result of an occupational disease for firefighters, retroactive presumptive cancer legislation could pose a liability for administrative costs due to a potential increase in the number of claims received predating the effective date of the Memorial Grant. This may result in volumes of ineligible applications being submitted for review and assessment which could cause unanticipated delays in processing.

It was not possible to determine how many psychological impairments causing death are directly related to a service-related condition such as an operational stress injury. Therefore all psychological impairment deaths reported by Tema Conter Memorial Trust were assumed to be a result of an operational stress injury. The average number of service-related psychological impairment deaths may be much lower than the rate used in our cost estimates resulting in an overestimation on eligible claims. However, the probability is that any psychological impairment causing death within the first responders identified will likely be attributed to their work/line of duty.



Appendix I - Defined Terms and Glossary of Acronyms

Administration System	The technology and infrastructure platform or system used by the Third-Party Provider to deliver services outlined in the SOW.
Applicant(s)	The individual or individuals making a Memorial Grant request as defined in the Terms and Conditions.
Application	The form containing or referencing all the information required in the Stipulations and Conditions.
Application Recommendation	The documented assessment and informed recommendation about the Application meeting the Stipulations and Conditions of the Memorial Grant Program.
Approval Process	The Phase 1 approval of the Third Party Administrator's Work Plan as defined in section "Appendix XXXXX Service Development, Implementation, Operation and Close-out Planning Requirements" SOW.
Business Day	Monday to Friday excluding observed Federal Statutory holidays. The observed Federal Statutory Holidays are: <ul style="list-style-type: none">• New Year's Day• Good Friday• Easter Monday• Victoria Day• Canada Day• Labour Day• Thanksgiving• Remembrance Day• Christmas Day• Boxing Day
Business Processes	The sum of all business processes needed to deliver the Service as describe in the "Business Process Descriptions" of the SOW.
Case Management Technology	A computer application that supports workflow, records management, case processing, tracking and reporting of electronic case files and other technological assistance for case processing.
Class	The class of First Responders as defined in the Memorial Grant Programs Stipulations and Conditions.
Contracting Authority	Public Services and Procurement Canada.
Contract Award	The date the Contractor signs the completed and authorized Contract from Public Services and Procurement Canada.
Contractor	The party contracted by Public Services and Procurement Canada on behalf of PS to administer the Memorial Grant Program for First Responders.
Death Notification Process	The process as defined in the "Business Process Descriptions" section of the statement of work.



PS Decision Process	The process by which PS will render a decision about eligibility for Memorial Grant.
Dispute Resolution Review	The services defined in the “Business Processes” section of the SOW
Eligible Recipient	The individual eligible to receive the Memorial Grant as defined by the Stipulations and Conditions.
First Responders	The three (3) classes of occupations as defined in the Stipulations and Conditions.
First Responder Death Notification Process	The business process as defined the “Business Process Descriptions” of the SOW.
Initial Eligibility	Initial Eligibility means the Application meets the following specific Stipulations and Conditions; date of death on or after April 1, 2018, the deceased must be a First Responder and a specific contention that the death was in the line of duty.
Initial Eligibility Criteria	The criteria outlined in the Policy Manual that determines if the Application meets the technical criteria of the Memorial Grant Program as defined in the Stipulations and Conditions of the
Initial Eligibility Process	The process as defined in the “Business Process Descriptions” section of the statement of work
Memorial Grant Program	The short form of the Memorial Grant Program for First Responders.
Memorial Grant Application Review Process	The process as defined in the “Business Process Requirements” section of the SOW.
Memorial Grant for First Responders	The Memorial Grant for First Responders is a grant payable to Eligible Recipients in the cases of a work related death of a firefighter, police officer and paramedics as defined in the Stipulations and Conditions.
Memorial Grant Program	The entirety of the Memorial Grant Program for First Responders including the Services of the Third-Party Provider and PS’s responsibilities.
Memorial Grant Program Stipulations and Conditions	The defined eligibility criteria that determines who is eligible for the Memorial Grant and under what conditions the Memorial Grant is payable.
Operations Phase	The Operations Phase commences on the Operations Ready Date and ends on the Final Claim Day during which the Third-Party Provider will provide the Service to Applicants.
Operations Ready Date	The first business day, three months from the Contract Award Date
Personal Information	Personal information has the same meaning as section 3 of the Privacy Act and includes personal information, as set out in Section 9.0 of this SOW.
Portal	A web based self-serve application as describe in the “Third-Party Provider Technology Services” section of the SOW
Program Authority	Responsible entity within PS coordinating and delivering the Memorial Grant Program.
Public Safety Canada	The Government of Canada’s department Public Safety Canada.



Quality Assurance and Continuous Improvement Program	The requirement to continually measure and improve quality as defined in the “Quality Assurance and Continuous Improvement Program” section of the SOW.
Precipitant	An Applicant recommended by the Contractor for Memorial Grant payment.
Service	The sum of all activities provided by the Third-Party Provider to Memorial Grant Applicants and PS in the delivery of the Memorial Grant.
Service Database	A database designed and maintained by the Third-Party Provider as defined in the “Database Requirement” section of the SOW.
Service Standards	The specific deliverables and performance measures established by PS as defined in the “Service Standards” section of the SOW.
Start-up Phase	The period between contract award and the Operations Phase during which the Service will be planned and implemented.
Subsequent Contractor	A contractor selected by Public Services and Procurement Canada to deliver the Service after the term of the current contract ends.
System Ready	The automated systems are in place, meet all the technical and security requirements, and are able to fulfill the administrative requirements defined in the SOW.
Stipulations and Conditions	The Memorial Grant Program’s delivery criteria as defined in “Appendix 1 – The Memorial Grant Program for First Responders Stipulations and Conditions”
Voice Messaging	A technology that allows users conveying and store and collect and maintain data for telecommunications voice messages A Call
Work Plan	A plan created by the Contractor that details all of the activities and deliverables needed for the Contractor to establish the Service.

Acronyms used in this SOW are defined as follows:

ATIA	Access to Information Act
FAA	Financial Administration Act
GOC	Government of Canada
OLA	Official Language Act
PA	Privacy Act
PSEPC	PS and Emergency Preparedness Canada
PS	PS Canada
PSPC	Public Services and Procurement Canada
RFP	Request for Proposal
SOW	Statement of Work
SRCL	Security Requirements Checklist
QACI	Quality Assurance and Continuous Improvement